

VATED Final Scope of Work

Global Premium Experiences and Hospitality Platform

Prepared by CODXINE for VATED

Version 3.0 | 28 October 2026

1 Purpose and product coverage

CODXINE will design, develop and prepare for launch VATED, a curated marketplace for premium dining, lounges, nightlife, luxury stays, private events and approved exclusive experiences. VATED operates the technology and marketplace; venue partners provide the physical services. International growth will be supported from the architectural foundation, with market launches delivered in stages.

The product comprises customer iOS and Android applications, a responsive booking website, a venue management portal, a VATED administration portal, and shared backend services for inventory, bookings, payments, automation, analytics and regional configuration.

2 Product definition and design

Confirm the launch markets, categories, inventory models, user roles, payment providers, policies and release boundaries. Assess existing implementation for reuse when access is available; preview screens do not certify production completion. Approve requirements, architecture, integrations and acceptance scenarios before the affected development begins.

Create or refine brand assets, journeys, wireframes, high-fidelity screens, reusable components and a clickable prototype. Retain the black, champagne gold, warm ivory and charcoal direction unless revised by agreement. Include accessible interactions, responsive layouts, clear pricing, localized formatting and complete loading, error and success states.

3 Customer applications and website

Accounts and discovery. Provide secure registration, verification, login, recovery, profiles, consent settings and deletion requests; agreed social sign-in options; curated and featured collections; search and filters by destination, category, date, time, guests, price and relevant attributes; nearby discovery with permission; favorites and booking history.

Listings and checkout. Show approved media, location, menus where relevant, inclusions, restrictions, availability and policies. Support packages and configured seating categories. Display itemized fees and taxes, charge currency, amount payable now and any venue balance before payment.

Reservation management. Provide receipts, booking references, digital QR passes, permitted modifications and cancellations, email and mobile-push updates, reminders and booking-linked support. Customer website listings will support search-engine visibility where appropriate.

4 Venue administration and booking operations

Venue portal. Provide guided onboarding, business documentation, agreement records, provider payout onboarding and VATED approval. Manage profiles, media, experiences, packages, prices, availability, booking limits, blackout dates and policies. Support reservations, guest lists, special requests, QR check-in, staff roles, operational alerts and booking, refund and payout reporting. Restrict each venue to its authorized records.

VATED administration. Manage customers, venues, listing quality, approvals, suspensions, bookings, refunds, disputes, commissions, fees, featured placements and regional settings. Provide operational dashboards, fraud alerts and audit trails. Sensitive actions require appropriate permissions and administrator multi-factor authentication.

5 Booking and inventory integrity

Use controlled checkout holds and database consistency controls to prevent conflicting reservations within VATED-controlled inventory. Maintain separate booking, payment, refund, payout and check-in states. Confirm only after availability, eligibility, required payment and any venue approval are satisfied. Handle expiry, interrupted checkout and repeated provider events without duplicate reservations or charges.

Apply approved change, cancellation, refund, no-show and prepaid-credit rules; preserve booked terms and financial history. Validate passes through an authorized interface, prevent duplicate check-ins and audit overrides. External inventory requires an agreed allocation or supported integration; availability outside reliable VATED control is not guaranteed.

6 Payments commissions and settlement

Integrate approved marketplace payment providers for supported cards and wallets, full prepayment, deposits, disclosed minimum-spend deposits, prepaid credit and reservation fees. Define each enabled model's payment, confirmation, redemption, cancellation and refund rules. Disclose outstanding venue balances; separate later collection requires an agreed workflow.

Configure commissions and fees by approved venue, category, regional, transaction and promotional rules. Track payments, provider charges where available, refunds, adjustments, commissions, net venue proceeds and payout states. Reconcile platform records against provider transactions and settlements, surface discrepancies and handle failed payouts. Gross booking value must remain distinct from VATED revenue.

Use hosted or tokenized provider components without storing raw card details. Settlement depends on provider capabilities, business verification and the approved operating model. VATED will not be assumed to operate a bank or independently hold customer funds.

7 Global foundation and expanded capabilities

7.1 International and category support

Support translated interface text and localized content, currency-aware amounts and rounding, charge-currency disclosure, regional pricing and exchange-rate integration where agreed. Use venue-local booking times and handle daylight saving, international date boundaries and travelling customers. Configure countries, languages, currencies, payment methods, taxes, restrictions, verification, policies and disclosures without rewriting core booking logic.

Confirm initial USA launch locations and subsequent countries during discovery. Additional market activation requires approved translations, provider coverage, venue onboarding, regional policies, support readiness and UAT. Global-ready architecture does not mean simultaneous worldwide availability.

Define category-specific workflows before implementation. Luxury stays require agreed room or room-type inventory, check-in and check-out dates, nightly availability, occupancy and stay policies. Private events require agreed capacity and approval rules. Full property management, channel management and custom quotation systems are not implied by adding these categories.

7.2 Commercial modules and analytics

Provide customer premium memberships and venue subscriptions in the agreed commercial phase, with defined benefits, entitlements, recurring billing, renewal, plan changes, cancellation and payment-failure handling. Extend basic featured placements with approved paid-promotion terms and advertising disclosures.

Report customer and venue activity, discovery and conversion, completed and repeat bookings, cancellations, refunds, marketplace revenue and venue performance. Add membership and subscription revenue when enabled; report contribution margin only where sufficient cost data exists.

7.3 Automation support and conditional modules

Automate eligible booking confirmation, digital passes, notifications, reminders and commission recording from the first production release. Expand guided onboarding, listing checks, reconciliation, financial alerts, performance summaries and support routing in the operational phase. Workflows require safe retries, duplicate protection, failure alerts, logs and authorized manual recovery.

Support cases will include booking links, priority, ownership, communication history, escalation and resolution tracking. Verified reviews, personalization, AI-assisted support, abandoned-checkout and re-engagement campaigns may be activated through an approved specification. Reviews require completed-booking eligibility and moderation; campaigns require consent and frequency controls. AI uses approved information and escalates disputes, fraud, safety issues and exceptional financial decisions to authorized staff.

8 Delivery quality and agreement terms

Stage	Principal deliverables
1 Definition and design	Approved requirements, release boundaries, business rules, architecture, integrations and designs.
2 Core marketplace	Customer web and mobile apps, venue and admin portals, booking, payments, passes, core notifications and global foundation.
3 Operational automation	Expanded venue and support workflows, reconciliation automation, alerts and operational reporting.
4 Commercial expansion	Memberships, subscriptions, paid-placement workflows, advanced analytics and approved conditional modules.
5 International rollout	Approved additional countries, translations, regional payment methods, policies and launch readiness.

9 Technical quality and acceptance

Provide documented APIs, a transactional database, role controls, venue isolation, encryption, protected credentials, privacy controls and audit logs. Configure staging and production, controlled deployment, rollback, monitoring, backups and tested recovery. Agree device support, performance and recovery targets in the technical specification.

Demonstrate end-to-end booking and payment, conflict prevention, correct totals and commissions, refunds, passes, check-in, permissions, notifications and financial states. Complete integration, security, agreed load and regional tests; resolve critical and high-priority release blockers. VATED will perform UAT and provide written acceptance.

10 Handover responsibilities and scope control

Hand over agreed source code, schema and migrations, design sources, API documentation, test results, configuration, deployment instructions, runbooks, training and secure access. Provide app-store submission support; provider and store approvals remain external dependencies.

VATED provides decisions, content, translations, venue agreements, policies, verification, accounts, operating staff and UAT. The development agreement defines custom-work ownership, transfer conditions, pre-existing tools, third-party licenses, confidentiality and account control.

Pricing and dates are separate. Third-party charges, legal or tax advice, physical assets, custom payment infrastructure, unlimited integrations, marketing operations and support staffing are excluded. SMS, hospitality/POS integrations, advanced floor plans, loyalty, social features and split payments require explicit inclusion. Warranty, maintenance and service levels are separately agreed.

Approval establishes the revised baseline and stage allocation. Scope changes require written agreement. Essential security, payment integrity, monitoring and recovery must operate at first production launch.

For VATED Name _____ Signature _____ Date _____
 For CODXINE Name _____ Signature _____ Date _____