

BOLT PLUS Subscription Terms — France

Last updated: **September 2026**

*This document sets out how you purchase and use Bolt Plus benefits offered by **Bolt Operations OÜ**, a private limited liability company incorporated and registered under the laws of the Republic of Estonia with registration code 14532901, registered office Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia (hereinafter “Bolt”). The purchase and use of Bolt Plus benefits is subject to these terms and explicitly incorporated into the applicable Terms and Conditions for Passengers available at www.bolt.eu/legal and Terms and Conditions for Clients available at www.food.bolt.eu/legal (collectively referred to as “Terms”).*

1. How does Bolt Plus work?

Bolt Plus is a monthly or yearly membership. Bolt Plus members receive special access to promotional offers and discounted rates for selected goods and services offered via the Bolt Platform, as well as other ancillary benefits indicated in each Bolt Plus offer available through the Bolt Platform (to the extent such benefits are available in France). For the purposes of these Terms, “Bolt Platform” means the Bolt digital platforms and applications through which Bolt Plus is made available and its Benefits can be accessed, including the Bolt App and the Bolt Food application, where applicable. You can use Bolt Plus benefits only in the country where you have purchased your membership. Bolt Plus is a membership entered into for the monthly or annual membership period you select when joining. At the end of each membership period, your membership will automatically renew for a further period of the same duration, and the applicable Subscription Fee will be charged, unless you cancel before renewal in accordance with Section 3.

Bolt Plus Benefits as well as other terms and relevant details, such as conditions on where and when Benefits can be used, the membership fee, term and recurring billing interval will always be available to you under the *Subscriptions* section in the Bolt App. Please always review Benefits and any further conditions in your Bolt App before subscribing. Please note that Benefits are subject to change in accordance with Section 5 below, so please regularly check the current details in the Bolt App.

2. Duration and Charges

You will be charged a Bolt Plus fee when you purchase a Bolt Plus membership (hereinafter “Subscription Fee”), except where you are offered a free trial. The Subscription Fee will be charged at the start of each paid membership period, including upon each automatic renewal. If you have been offered a free trial, you will first be charged the applicable Subscription Fee when your free trial expires. The date on which your Bolt Plus membership auto-renews depends on the date of your initial purchase and on whether you have chosen a monthly or a yearly plan.

The Bolt Plus Subscription Fee is inclusive of VAT and includes all mandatory taxes and charges. You will always see the Subscription Fee breakdown in the relevant payment receipts from Bolt. A receipt will be sent to you each time your Bolt Plus membership renews.

When purchasing a Bolt Plus membership you authorise Bolt and/or its affiliates to charge the Subscription Fee to the payment method you designate for your Bolt Plus membership at sign-up (your “Designated Payment Method”) at the start of your membership period as well as for each subsequent billing cycle at the moment of auto-renewal, until you cancel your Bolt Plus membership.

You may change your Designated Payment Method at any time in the Bolt App, and you may additionally designate one named back-up payment method. Bolt may charge other payment methods stored in your Bolt account. If your Designated Payment Method (and any back-up method you have designated) is declined or unavailable, Bolt will make up to five further attempts over a period of up to 14 days and will inform you. If payment still cannot be collected, Bolt is authorised to pause and cancel your Bolt Plus subscription and your Benefits will expire at the end of the current billing cycle.

Recurring payments will be charged to your Designated Payment Method unless you change it. Bolt is not responsible for any card charges or overdraft fees you may incur. If you have chosen a yearly subscription, we will notify you about your upcoming auto-renewal at least 30 days in advance.

You can always find your Bolt Plus membership details, including information about auto-renewal and the next billing cycle, in the Bolt App under the *Subscriptions* section. You can also cancel your Bolt Plus membership there or via the 'model withdrawal form' set out in Section 8 if cancelled within the initial right of withdrawal period (as described in Section 3).

Changes to the Benefits or to the Subscription Fee are dealt with in Section 5.

Bolt may offer some users promotions on the Bolt Plus membership, including discounts on the Subscription Fee for a limited time. Promotions may be limited by reference to objective criteria, including eligibility or duration of the promotion.

3. Cancelling your Bolt Plus membership

3.1 Right of Cancellation

You may cancel your Bolt Plus membership in the Bolt App (*Profile -> Subscriptions -> Manage Subscription -> Cancel Subscription*) up to 24 hours prior to the end of the billing cycle (which you can always see in your Bolt App) to make sure that your Bolt Plus subscription does not auto-renew. If you want to cancel your Bolt Plus subscription later than 24 hours prior to the next billing cycle but before the beginning of your next billing cycle - please contact our customer support team (via the Support section of your Bolt App). Because payment for the next cycle is initiated in the final 24 hours, a cancellation received inside that window may take effect at the end of the following cycle instead; where that happens you keep your Benefits for that additional cycle.

When you notify Bolt of your cancellation, Bolt will inform you by e-mail within a reasonable time, of the date on which your Bolt Plus membership ends and of the effects of cancellation.

When you cancel your ongoing Bolt Plus membership, termination becomes effective at the end of the billing cycle, save for the exception of a free trial and initial Right of Withdrawal Period (see Section 3.2 below). Unless you are subject to a free trial or withdrawal period, you will continue to have access to your Bolt Plus Benefits until the end of the current billing cycle and auto-renewal will not occur unless you re-subscribe.

Because you keep your Benefits until the end of the billing cycle you have paid for, cancellation does not give rise to a refund of that cycle, except where you exercise your right of withdrawal under Section 3.2 or where Section 4 applies. Where a refund is due, Bolt will make it using the same means of payment you used for the original transaction.

3.2 Right of Withdrawal

You have the right to withdraw from your Bolt Plus membership, without giving any reason and without penalty, within 14 days. The 14-day period starts on the day after your membership is concluded. If the last day falls on a Saturday, Sunday or public holiday, the period is extended

until the end of the next working day ("Right of Withdrawal Period"). The Right of Withdrawal Period applies whether or not your membership begins with a free trial. Where your membership begins with a free trial, the 14 days run from the conclusion of your membership — that is, from when you sign up for the trial — and not from the date your first payment is taken.

To withdraw, you can use the cancellation function in the Bolt App (*Profile -> Subscriptions -> Manage Subscription -> Cancel Subscription*), which is free of charge and available throughout the Right of Withdrawal Period. If you asked Bolt to start providing your Benefits during the Right of Withdrawal Period, you owe an amount proportional to the Benefits provided up to the moment you informed Bolt of your withdrawal, calculated by reference to the total Subscription Fee agreed. Bolt will refund the balance of any Subscription Fee you have paid without undue delay and at the latest within 14 days of being informed of your decision, using the same means of payment you used for the original transaction.

The Right of Withdrawal Period does not apply to auto-renewals of an existing Bolt Plus membership. After the Right of Withdrawal Period you can cancel at any time under Section 3.1, with effect at the end of your current billing cycle.

4. Bolt Plus Membership Limitations

Bolt Plus Benefits are personal to you and applicable only to your Bolt account.

Where Bolt identifies usage irregularities (such as suspected abuse of Benefits or suspected transfer of Benefits to other persons), breach of the Terms, suspected failure to comply with applicable laws, or other harm towards Bolt and/or third party service providers on the Bolt App, Bolt may suspend the availability of your Bolt Plus Benefits without prior notice and limit your future access to a Bolt Plus membership or any other similar service. Your billing cycle will be automatically extended by the duration of the suspension, so that you do not incur any costs for the duration of the suspension. You and Bolt shall make every effort to clarify the matter as quickly as possible in order to keep the suspension as short as possible. You may contest a suspension through the Support section of the Bolt App and, if the matter is not resolved, through the mediation route in Section 7.

To use Bolt Plus you must have internet access and a Bolt account, and provide one or more valid payment methods.

Bolt Plus Benefits are only applicable in the country where you originally purchased your Bolt Plus membership. Benefits may vary depending on the city in which you use Bolt Plus. To use Bolt Plus in several countries, please subscribe in each country where you want it to apply; you will then be charged recurrently for each membership in accordance with Section 2.

Bolt reserves the right to withdraw the Bolt Plus membership in one or several markets (cities or countries) where it ceases to be commercially or operationally viable to offer it. Once Bolt withdraws Bolt Plus from a particular market, your Bolt Plus membership is automatically cancelled and you will no longer be able to benefit from your Benefits. We will inform you of the withdrawal at least 30 days in advance and let you use Bolt Plus until the end of your billing cycle. Where Bolt is unable to provide Bolt Plus until the end of your billing cycle Bolt will refund the unused part of your Subscription Fee on a pro-rata basis, using the same means of payment you used for the original transaction.

5. Changes to Bolt Plus and these Terms

Bolt may change the Bolt Plus Benefits, the Subscription Fee and the other conditions applicable to Bolt Plus. Any such significant change applies only to a new membership period beginning after your next auto-renewal. It does not affect the membership period you have already paid for.

Bolt will notify you of any significant changes to the Benefits, to these Terms or to the Subscription Fee by e-mail at least 30 calendar days before the start of the membership period to which the change would apply. The notice will describe the change, state the Subscription Fee that would apply, and tell you how to refuse renewal. If you do not wish to accept the change, you can cancel your Bolt Plus membership under Section 3.1 before the end of your current billing cycle, and the change will never apply to you. If you do not cancel, the change applies from the start of the next membership period.

6. Your Personal Data

Your personal data is processed by Bolt in accordance with our Privacy Notices (available at www.bolt.eu/privacy and www.food.bolt.eu/legal). Your use of Bolt Plus will not result in the collection of additional personal data, except where you wish to use Bolt Plus Benefits offered on your birthday, in which case your date of birth is required and is used for that purpose only.

7. Complaints, mediation and contact details

If you are resident in the European Union, you enjoy the protection afforded by the mandatory provisions of the law of your country of residence. If you would like to complain to Bolt, please notify us within a reasonable timeframe of any issues. You may contact us using the Support function in the Bolt App.

If your complaint is not resolved directly with Bolt within one year of your written complaint, you may refer the dispute free of charge to a consumer mediator (médiateur de la consommation). The competent mediator for Bolt is National Association of Mediators (ANM) which can be contacted either by post, writing to 62, rue Tiquetonne, 75002 Paris, or by email, by completing the online referral form at the following address: www.anm-conso.com. Recourse to mediation does not prevent you from bringing proceedings before the courts. If you are resident in another EU Member State, you can also find a list of approved dispute-resolution bodies on the European Commission's consumer redress pages.

8. Model Withdrawal Form

(Complete and return this form only if you wish to withdraw from the contract. You do not have to use it — you can also withdraw as described in Section 3.2.)

To Bolt Operations OÜ, Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia. E-mail: notices@bolt.eu

- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the provision of the following service (*)
- Ordered on (*) / received on (*)
- Name of the consumer(s)
- Address of the consumer(s)
- Signature of the consumer(s) (only in case of notification on paper)
- Date

9. Statutory provisions reproduced

The following provisions of the French Consumer Code are reproduced in full, as required by article L. 215-4 of that Code.

Article L215-1

For service contracts concluded for a fixed term with a tacit renewal clause, the professional service provider shall inform the consumer in writing, by dedicated personalised letter or dedicated electronic mail, no earlier than three months and no later than one month before the deadline for rejecting renewal, of the possibility of not renewing the contract concluded with a tacit renewal clause. This information, provided in clear and comprehensible terms, shall state, in a prominent box, the non-renewal deadline.

Where this information has not been sent to the consumer in accordance with the first paragraph, the consumer may terminate the contract free of charge at any time from the renewal date.

Advance payments made after the last renewal date — or, for contracts of indefinite duration, after the date the initial fixed-term contract converted — shall in that case be refunded within thirty days of the date of termination, less the sums corresponding, up to that date, to performance of the contract.

This article applies without prejudice to provisions that legally subject certain contracts to specific rules on consumer information.

By way of exception to the first paragraph, for television service contracts within the meaning of Article 2 of Law No. 86-1067 of 30 September 1986 on freedom of communication, and for on-demand audiovisual media service contracts, the consumer may terminate the contract free of charge at any time from the first renewal, where they change their home address or their tax household changes.

Article L215-1-1

Where a contract was concluded by electronic means, or was concluded by another means and the professional, on the day the consumer terminates it, offers the consumer the possibility of concluding contracts electronically, termination shall be made possible by that same means.

To this end, the professional shall provide the consumer with a free functionality enabling the consumer to carry out, electronically, the notification and steps necessary to terminate the contract. When the consumer notifies termination, the professional shall confirm receipt of the notification and inform the consumer, on a durable medium and within a reasonable time, of the date the contract ends and the effects of termination.

A decree shall set out the technical arrangements guaranteeing consumer identification and easy, direct and permanent access to the functionality referred to above, including how it is presented and used, and shall determine the information the consumer must provide.

Article L215-2

The provisions of this Chapter, with the exception of Article L. 215-1-1, do not apply to operators of drinking water supply and wastewater services.

Article L215-3

The provisions of this Chapter also apply to contracts concluded between professionals and non-professionals.

Article L241-3

Where the professional has not made the reimbursement under the conditions provided for in Article L. 215-1, the sums due bear interest at the legal rate.