

BOLT PLUS Subscription Terms

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*This document describes 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 at Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia (hereinafter "**Bolt**"). The purchase and use of Bolt Plus benefits is governed by these terms, which are expressly incorporated into the applicable General Terms and Conditions for Riders, available at <https://bolt.eu/en-cz/legal/>, and the General Terms and Conditions for Clients of the Bolt Food delivery service, available at <https://bolt.eu/en-cz/legal/delivery/> (collectively referred to as the "**Terms**").*

1. How does Bolt Plus work?

Bolt Plus is a monthly or yearly subscription service.

Bolt Plus subscribers receive special access to promotional offers and discounted rates on selected goods and services offered through the Bolt Platform (as defined below), as well as other ancillary benefits set out in each Bolt Plus subscription offer available through the Bolt Platform (to the extent such benefits are available in the specific country where the subscription was purchased).

Bolt Platform means the mobility and delivery platforms operated by Bolt, known as the 'Bolt App'.

You can use Bolt Plus benefits only in the country where you purchased your subscription.

Bolt Plus is an automatically renewing service, charged monthly or yearly depending on the subscription model you choose when ordering a Bolt Plus subscription through the Bolt Platform. You can cancel your Bolt Plus benefits in accordance with the rules set out in Section 3 below.

Bolt Plus is a paid subscription service provided by Bolt to its users ("**Bolt Plus subscription**"). It allows users to benefit from discounted mobility and/or delivery services, discounted goods, as well as other ancillary benefits (collectively referred to as "**Benefits**"). Benefits may relate to services provided by Bolt as well as by third-party service providers, in which case your ability to use the Benefits will always depend on the availability of third-party services and on confirmation of the service request you submit through the Bolt Platform. In addition, Benefits may be linked to goods provided by operators of restaurants and shops; in that case, your ability to use the Benefits will always depend on the availability of goods provided by third parties and on confirmation of any order you place through the Bolt Platform.

Bolt Plus Benefits, as well as other terms and relevant details — such as the conditions on where and when Benefits can be used, the subscription fee, the term, and the recurring

billing interval — will always be available to you in the *Profile* section of the Bolt App. Please always review the Benefits and any further conditions in the Bolt App before subscribing. Please also note that Benefits are subject to change, so regularly check the current details in your Bolt App. You can do this in the *Profile* section of the Bolt App, where you will find all the details and can also manage your ongoing Bolt Plus subscription.

2. Duration and Charges

When you purchase a Bolt Plus subscription in the Bolt App, you will be charged a Bolt Plus subscription fee (hereinafter the “**Subscription Fee**”), except where you are offered a free trial. **This will be an automatically recurring subscription**, meaning that the Subscription Fee will be charged to you again at the moment the subscription renews. If you have been offered a free trial, the Subscription Fee will only be charged once the free trial expires. The timing of the automatic renewal of your Bolt Plus subscription depends on the date of your first Bolt Plus subscription purchase, as well as on whether you have chosen a monthly or yearly subscription.

By purchasing a Bolt Plus subscription, you authorise Bolt and/or its affiliates to charge the Subscription Fee to your chosen payment method at the start of the subscription period, and for each subsequent billing cycle at the moment of automatic renewal, until you cancel your Bolt Plus subscription (see Sections 3 and 8 for details). Affiliates, within the meaning of these Terms, are companies in which Bolt holds a majority ownership interest, companies that hold a majority ownership interest in Bolt, companies controlled by Bolt and companies controlling Bolt, companies within the Bolt group, companies in which Bolt holds a cross-shareholding, or parties to an inter-company agreement with Bolt.

Recurring payments will be charged to the same payment method you selected when you first subscribed to Bolt Plus, unless you have changed the payment method for your Bolt Plus subscription. The Bolt Balance terms and conditions may apply to your Bolt Plus subscription. Bolt is not responsible for any card charges or overdraft fees you may incur. In addition, you authorise Bolt to use any payment method linked to your Bolt account if your primary payment method is declined or is no longer available to Bolt for payment of your Subscription Fee. Bolt may make several attempts to charge the Subscription Fee to your payment method. Please note that if your payment methods available in the Bolt App are declined, or payments otherwise fail, Bolt is authorised to cancel your Bolt Plus subscription, and your Benefits will expire at the end of the billing cycle.

If you have chosen a yearly subscription, we will notify you of the upcoming automatic renewal at least 30 days in advance.

You can always find the details of your Bolt Plus subscription, including information on automatic renewal and the next billing cycle, in the Profile section of the Bolt App. You will also be able to cancel your Bolt Plus subscription there, or via the model withdrawal form under Section 8, if you cancel within the initial right of withdrawal period, as described in Section 3.

If the Benefits offered change significantly and/or the Subscription Fee increases, we will notify you of this before the next automatic renewal.

The Bolt Plus subscription fee is inclusive of VAT. You will always see the breakdown of the Subscription Fee in the relevant payment confirmations from Bolt. A receipt will be sent to you each time your Bolt Plus subscription renews.

Bolt may offer certain users promotions on the Bolt Plus subscription, including discounts on the Subscription Fee for a limited time. These promotions may be limited at Bolt's discretion, including in terms of who is eligible for the promotion or its duration.

3. Cancelling the Bolt Plus Subscription

3.1. Right of Cancellation

You can cancel your Bolt Plus subscription in the Bolt App (*Profile -> Manage Subscription -> Cancel Subscription*) no later than 24 hours before the end of the billing cycle (which you can always check in the Bolt App), to make sure your Bolt Plus subscription does not renew automatically. If you want to cancel your Bolt Plus subscription later than 24 hours before the end of the next billing cycle, please contact our customer support team (via the *Support* section of the Bolt App). In that case, you do not have the right to terminate the contract, but Bolt will try to find an acceptable solution for you.

Please note that when you cancel your current Bolt Plus subscription, the cancellation takes effect at the end of the billing cycle, and you will continue to have access to your Bolt Plus Benefits until the end of the current billing cycle, except for the free trial period and the initial Right of Withdrawal Period (see Section 3.2 below). If you are not subject to a free trial period or a withdrawal period, you will continue to have access to your Bolt Plus Benefits until the end of the current billing cycle, and automatic renewal of the subscription will only occur once you subscribe again. If you are using a free trial period, or if the Right of Withdrawal Period applies to you, your Bolt Plus Benefits will expire immediately upon cancellation of your Bolt Plus subscription.

Please also note that the Subscription Fee is non-refundable, meaning that cancellation of your ongoing Bolt Plus subscription will not result in any refund from Bolt to you, except for cancellations made during the initial Right of Withdrawal Period. If you are entitled to a refund, Bolt will refund it to your Bolt Balance. To request a refund, please contact our customer support (via the Support section of the Bolt App).

3.2. Right of Withdrawal Period

You will be able to cancel your Bolt Plus subscription without giving any reason within the initial 14-day period starting from the moment of your Bolt Plus subscription (the **"Right of Withdrawal Period"**). In this case, Bolt will refund you the previously charged Bolt Plus subscription fee in proportion to the remaining subscription period as of the date you informed Bolt of your exercise of the right of withdrawal, or, depending on the Benefit, in proportion to the remaining Benefits as of the date you informed Bolt of your exercise of the right of withdrawal. The Right of Withdrawal Period expires 14 days after the start of a new Bolt Plus subscription (renewals excluded).

To cancel your Bolt Plus subscription during the Right of Withdrawal Period, follow the cancellation rules set out in Section 3.1 above. When exercising your statutory right of

withdrawal, you may also use the standard form found in Section 8 and send it to Bolt within the Right of Withdrawal Period.

To exercise the right of withdrawal outside the Bolt App, you must inform us of your decision to withdraw from this contract by an unambiguous statement sent to Bolt Operations OÜ, Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia, email: notices@bolt.eu. You may use the attached model withdrawal form set out in Section 8 of these Terms, but this is not obligatory.

After the Right of Withdrawal Period has expired, you will only be able to cancel your Bolt Plus subscription in accordance with Section 3.1, and without any refund. Cancellation after the Right of Withdrawal Period will therefore only take effect at the end of the applicable billing cycle, meaning there will be no automatic renewal. The Right of Withdrawal Period does not apply to any automatic renewals.

4. Bolt Plus Subscription Limitations

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

In the event of detected irregularities in use (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 any other harm or detriment to Bolt and/or third-party service providers on the Bolt Platform, Bolt may suspend the availability of your Bolt Plus Benefits without prior notice and limit your future access to a Bolt Plus subscription 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 during the suspension. You and Bolt shall make every effort to clarify the matter as quickly as possible so that the suspension is as short as possible.

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

Bolt Plus subscription Benefits are only valid in the country where you originally purchased the Bolt Plus subscription. Benefits may vary depending on the city in which you use the Bolt Plus subscription. To use the Bolt Plus subscription in multiple countries, subscribe to Bolt Plus in each country where you want the Bolt Plus subscription to apply. In that case, you will be recurrently charged for multiple Bolt Plus subscriptions in accordance with the rules set out in Section 2 of these Terms.

Bolt reserves the right, at its own discretion, to withdraw the Bolt Plus subscription service in one or more markets (cities or countries) at any time. Once Bolt withdraws the Bolt Plus subscription from a particular market, your Bolt Plus subscription will be automatically cancelled, and you will no longer be able to use the Benefits of your Bolt Plus subscription. We will inform you of the withdrawal from the market at least 30 days in advance and allow you to use the Bolt Plus subscription until the end of the billing cycle. If, for any reason, Bolt is unable to provide the Bolt Plus subscription until the end of the billing cycle, Bolt will refund you for the remainder of the billing cycle.

5. Changes to Bolt Plus and these Terms

Bolt reserves the right to change the Bolt Plus Benefits, the Subscription Fee, and other applicable conditions at its own discretion. Significant changes to the Bolt Plus subscription Benefits and/or an increase in the Bolt Plus Subscription Fee will only apply from the next billing cycle following automatic renewal.

Bolt will always notify you of any significant changes to the Bolt Plus Benefits, other conditions, and/or these Terms by email before the next billing cycle and automatic renewal. In the event of an increase in the Bolt Plus Subscription Fee, Bolt will notify you by email at least 45 calendar days in advance. If you do not wish to accept changes to the Benefits and/or a price change, you may cancel your Bolt Plus subscription in accordance with Section 3 above. Bolt reserves the right to terminate your subscription if you do not agree to the changes to the subscription terms. Otherwise, all changes will take effect automatically starting from the next billing cycle and automatic renewal, or, in the case of changes to the Subscription Fee, starting from the next billing cycle following the 45 calendar-day advance notice period described above.

6. Your Personal Data

Your personal data is always processed by Bolt in accordance with our Privacy Notice (available at www.bolt.eu/privacy and www.food.bolt.eu/legal). Your use of the Bolt Plus subscription 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.

7. Complaints and Contract Information

If you are a resident of the EU, you benefit from the protection afforded to you by the mandatory provisions of the law of your country of residence. If you wish to complain to Bolt, please notify us of any issues within a reasonable time. You can contact us using the Support function in the Bolt App.

If a dispute cannot be resolved by agreement between you and Bolt, you may submit a complaint via the EU's online dispute resolution platform, which you can find here: www.ec.europa.eu/odr.

8. Model Withdrawal Form

Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

To: Bolt Operations OÜ
Vana-Lõuna tn 15
Tallinn 10134

Republic of Estonia

Email: notices@bolt.eu

- I/we (*) hereby give notice that I/we (*) am/are withdrawing 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