

Platform Terms for Ride-Hailing Services: Service Providers (Denmark)

You can download an offline version of these Platform Terms for your record and future reference [here](#).

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These Platform Terms apply to individuals and entities that register to the Bolt Platform to access and review opportunities in Denmark to provide Ride-Hailing Services on behalf of Bolt (i.e. 'Service Providers').

Important:

When you are a Driver that accesses the Bolt Platform to review opportunities to fulfil Ride-Hailing Services on behalf of another person or entity then your engagement will instead be on the terms that you have agreed with them.

1. Definitions

In these Platform Terms the following definitions apply:

- 1.1. **Account Balance** means the sum of payments due to you in accordance with these Platform Terms in accordance with section [7.1](#).
- 1.2. **Appointed Driver** means an individual registered and appointed by a Service Provider as a Driver in accordance with section [6](#).
- 1.3. **Bolt ('we' / 'us' / 'our')** means Bolt Rides DK ApS, a private limited company registered under the laws of the Kingdom of Denmark with registration number 40547746, as well as companies that are part of the Bolt Group and their partners. The Bolt Group refers to companies over which Bolt Technology OÜ with registration number 12417834, exercises control (e.g., subsidiaries of Bolt Technology OÜ). Partners of Bolt refers to local representatives, subsidiaries, agents, etc., who have been appointed by Bolt Technology OÜ (e.g., payment agents).
- 1.4. **Bolt Platform** means the entirety of the technology infrastructure made available by Bolt that is used by Users for arranging the request and provision of Ride-Hailing Services pursuant to these Platform Terms (including the Driver App).
- 1.5. **Cancellation Fee** means the fee which Bolt will pay to a Driver if a Customer cancels a Journey as is set out further in sections [5.13](#) and [5.14](#).
- 1.6. **Categories** means the categories of Ride-Hailing Services available via the Bolt Platform in the market (which may, for example, include categories for 'electric' or 'premium' vehicles) and **Category** means any one of them.
- 1.7. **Cleaning Fee** means a fee payable to you by Bolt in the event that a Passenger has soiled a vehicle in accordance with [5.15](#) and [5.16](#).
- 1.8. **Collection Period** means the applicable period that:
 - 1.8.1. starts when a Driver indicates (via the Driver App) their willingness to fulfil Ride-Hailing Services on behalf of Bolt; and
 - 1.8.2. ends at the commencement of the Journey Period or, if earlier, when the request for Ride-Hailing Services is cancelled or declined.
- 1.9. **Cooling-Off Period** means (as applicable) the period of two (2) minutes starting from when a Driver indicates (via the Driver App) their willingness to fulfil Ride-Hailing Services further to a Customer's request.

- 1.10. **Customer** means a party that makes a request for (and may be provided with) Ride-Hailing Services.
- 1.11. **Driver** means an individual registered with Bolt by you to access and review opportunities to fulfil Ride-Hailing Services including (as applicable):
 - 1.11.1. you; and/or
 - 1.11.2. Appointed Drivers;
- 1.12. **Driver App** means the mobile application(s) made available by Bolt enabling Drivers to review opportunities to fulfil Ride-Hailing Services.
- 1.13. **Early Payment** means a payment of your earnings before the standard payment time as is further described in sections [7.4](#) to [7.5](#) (inclusive).
- 1.14. **Fare** means the price payable by Customers to Bolt for the provision of Ride-Hailing Services.
- 1.15. **Illegitimate Services** means services that are requested or fulfilled by Users in a manner (for example, excessively) that indicates an intention of:
 - 1.15.1. manipulation or exploitation (whether financial or data-related) including attempts to improperly fulfil any promotion criteria made available by Bolt; and/or
 - 1.15.2. otherwise falsifying a genuine demand to request or fulfil legitimate Ride-Hailing Services.
- 1.16. **Journey Fee** means the fee paid by Bolt to you for the fulfilment of Ride-Hailing Services as is further described in section [5](#).
- 1.17. **Journey Period** means the applicable period that:
 - 1.17.1. starts when a Driver arrives at a pick-up location and commences the Ride-Hailing Services by picking up the Customer (or Passenger as applicable) and agrees on behalf of Bolt to transport them to the destination requested; and
 - 1.17.2. ends when the Ride-Hailing Services conclude or otherwise come to an end for any other reason.
- 1.18. **Passenger** means any individual transported (or to be transported) as a passenger pursuant to Ride-Hailing Services.
- 1.19. **Payment Method** means the payment method for transferring sums to you in accordance with these Platform Terms, the details of which you have provided to Bolt.
- 1.20. **Platform Terms** means the entirety of these terms and conditions entitled 'Platform Terms for Ride-Hailing: Service Providers (Denmark)'.
- 1.21. **Service Request Periods** means together (in relation to a request for Ride-Hailing Services) the Collection Period and the Journey Period.
- 1.22. **Service Provider** means a person or entity that has registered to the Bolt Platform to access and review opportunities in Denmark to fulfil Ride-Hailing Services directly on behalf of Bolt (which for the avoidance of doubt excludes Appointed Drivers).
- 1.23. **Ride-Hailing Services** means taxi transportation services which are:
 - 1.23.1. provided to Customers by Bolt;
 - 1.23.2. fulfilled by Service Providers on behalf of Bolt; and
 - 1.23.3. arranged via the Bolt Platform.

- 1.24. **Toll Payments** means a component of a Journey Fee that applies as an additional payment due to the route of the Ride-Hailing Services creating additional costs or inconveniences (such as journeys over toll bridges, journeys that pass through congestion zones or journeys that incur airport parking fees).
- 1.25. **Users** means all users and beneficiaries of the Bolt Platform including all Service Providers, Drivers, Customers and Passengers.
- 1.26. **You** (or **'you'**) means a Service Provider that is subject to these Platform Terms.

2. About Bolt and our relationship with you

- 2.1. Bolt operates as a licensed taxi dispatch center in Denmark. Bolt facilitates services by connecting Customers with Service Providers, who are independent taxi drivers or fleets, and re-sells these services onwards to Customers ('Ride-Hailing Services').
- 2.2. As a Service Provider you may:
 - 2.2.1. register yourself as a Driver to access and review opportunities to fulfil Ride-Hailing Services; and/or
 - 2.2.2. register Appointed Drivers to access and review opportunities to fulfil Ride-Hailing Services on your behalf in accordance with section [6](#).
- 2.3. The Bolt Platform is made available to you at your convenience. There are no obligations in these Platform Terms that require any person to:
 - 2.3.1. review opportunities to fulfil Ride-Hailing Services; nor
 - 2.3.2. fulfil Ride-Hailing Services.
- 2.4. By accessing the Bolt Platform you agree that Bolt may send opportunities for you to fulfil Ride-Hailing Services on behalf of Bolt in accordance with section [5](#).
- 2.5. We will process your personal data and the personal data of any Approved Drivers in accordance with the privacy notice(s) for Denmark made available at <https://bolt.eu/privacy>.
- 2.6. You will be responsible for the lawful processing of personal data as an independent data controller in accordance with the data sharing agreement for Service Providers in Denmark made available at <https://bolt.eu/privacy>. Please note that in accordance with this data sharing agreement you will be responsible for the lawful processing of the personal data of:
 - 2.6.1. Customers and Passengers (as processed by you and any Approved Drivers); and
 - 2.6.2. your Approved Drivers (as processed by you).
- 2.7. As a provider of a platform for online intermediation services, Bolt and the Bolt Platform are subject to the rules on promoting fairness and transparency for business users of online intermediation services (set out in the [Platform to Business Regulations \(EU: 2019/1150\)](#)).

3. About these Platform Terms

- 3.1. These Platform Terms:
 - 3.1.1. take effect from the later of:
 - 3.1.1.1. the date that you first registered with the Bolt Platform as a Service Provider; and

- 3.1.1.2. date that Platform Terms enter into force;
 - 3.1.2. will apply until you or Bolt terminates the relationship in accordance with section [12](#); and
 - 3.1.3. supersede any previous version of these Platform Terms (however described).
- 3.2. Bolt may make changes to these Platform Terms and/or the Bolt Platform by providing you with at least fifteen (15) days notice before these changes are made.
- 3.3. Bolt may also make changes to these Platform Terms and/or the Bolt Platform immediately and without notice when:
 - 3.3.1. you consent to these changes;
 - 3.3.2. we need to make immediate changes to comply with laws or regulations that makes it impossible to comply with the 15 days notice period;
 - 3.3.3. we make features available on a temporary basis that are in a state of testing, trial, early access, preview or development;
 - 3.3.4. we make other changes, updates or revisions that are merely aesthetic, provide functional improvements or otherwise do not materially impact use of the Bolt Platform;
 - 3.3.5. we need to take urgent precautions relating to imminent danger(s) to Users, cybersecurity risks (including malware, spam and data breaches) and/or unusual activity which is indicative of manipulation or exploitation (whether financial or data-rated).

4. Using the Bolt Platform

Information submitted to the Bolt Platform

- 4.1. You must ensure that all details that you provide, or arrange to provide, to us in respect of the use of the Bolt Platform are correct and up-to-date including (as applicable) your name, photographic identity, address, company details and tax registration status.
- 4.2. You are solely responsible for ensuring that all information and content submitted or uploaded to the Bolt Platform by you (or any Appointed Driver) is lawful. Please note that Bolt reserves the right to remove any illegal content from the Bolt Platform at any time in accordance with its obligations under the [Digital Services Act \(EU: 2022/2065\)](#), which may be without prior notice. When this occurs, you will have a right to object in accordance with section [13.6](#).

Your rights of access to the Bolt Platform

- 4.3. Subject to these Platform Terms we hereby grant you a non-exclusive, revocable and royalty free right to use the Bolt Platform as is made available to you for the purposes of:
 - 4.3.1. accessing and reviewing opportunities to fulfil Ride-Hailing Services; and
 - 4.3.2. fulfilling Ride-Hailing Services at your convenience.
- 4.4. The rights set out in section [4.3](#) includes a right for you to grant Appointed Drivers a non-exclusive, revocable and royalty free right to use the Bolt Platform for such purposes only. This does not otherwise grant you (nor any other party) any rights to sub-grant or transfer any rights to any other party.
- 4.5. You are solely responsible for ensuring that:
 - 4.5.1. you are lawfully able to fulfil Ride-Hailing Services; and

- 4.5.2. your Appointed Drivers (if any) are lawfully able to fulfil Ride-Hailing Services on your behalf.
- 4.6. Without prejudice to section [4.5](#), the right for any Driver to access the Bolt Platform and review opportunities to fulfil Ride-Hailing Services is only granted:
 - 4.6.1. for such periods that the Driver is lawfully able to fulfil Ride-Hailing Services. Accordingly, such rights of access for a Driver:
 - 4.6.1.1. shall not be granted until you have arranged to provide Bolt with copies of the documentation that we consider reasonably necessary for the purposes of verifying that Ride-Hailing Services can be lawfully provided or fulfilled in the market by the Driver (including evidence of that individual's right to work in the market where applicable);
 - 4.6.1.2. will immediately expire if:
 - 4.6.1.2.1. that ceases to be the case;
 - 4.6.1.2.2. Bolt is unable to verify the position;
 - 4.6.1.2.3. the use of the Bolt Platform would cause material harm to the integrity or reputation of the Bolt Platform;
 - 4.6.2. (to ensure that the Driver can be readily identified by Users for safety and security purposes) for such periods that an accurate and up-to-date copy of the Driver's photographic identity has been provided to the Bolt Platform;
 - 4.6.3. (for the purposes of preventing unauthorised access) for such periods that Drivers are able to properly verify their identity and/or log-in credentials;
 - 4.6.4. (in respect of access to any Category) for such time periods that the relevant Driver is compliant with any requirements for the Category (see section [5.18](#) for more information).
- 4.7. For the purposes of preventing unauthorised access only, Bolt may (from time to time):
 - 4.7.1. request copies of documentation that it considers reasonably necessary for the purposes of ensuring that Ride-Hailing Services can be lawfully fulfilled; and
 - 4.7.2. ask Users to verify their identity and/or log-in credentials.
- 4.8. The content and functionality of the Bolt Platform is always provided on an "as is" and "as available" basis. By accessing and allowing access to the Bolt Platform, you acknowledge that:
 - 4.8.1. Bolt makes no guarantee, whether express or implied, in respect of the availability of the Bolt Platform its content and/or its function; and
 - 4.8.2. Bolt may from time to time make features available on a temporary basis that are in a state of testing, trial, early access, preview or development.

General Prohibitions

- 4.9. You must not use (or allow the use of) the Bolt Platform in any manner that:
 - 4.9.1. is unlawful or illegal (including any use of the Bolt Platform to distribute any unlawful or illegal content, data or items);
 - 4.9.2. is indicative of:
 - 4.9.2.1. an unlawful or illegal purpose;

- 4.9.2.2. Illegitimate Services;
 - 4.9.3. is materially inconsistent with a genuine intention to provide or fulfil Ride-Hailing Services;
 - 4.9.4. materially interferes with the arrangement of Ride-Hailing Services by other Users (which includes, for example, excessively indicating a willingness to provide or fulfil Ride-Hailing Services but then not providing or fulfilling them).
- 4.10. In relation to any request for Ride-Hailing Services, during the applicable Service Request Periods you must ensure that the relevant Driver(s) do not:
 - 4.10.1. create or cause unnecessary safety risks for Users; and/or
 - 4.10.2. use, demonstrate or encourage any violence, sexism, racism or discrimination; and/or
 - 4.10.3. otherwise cause or allow material unnecessary discomfort to Users.
- 4.11. You must not provide (nor allow the provision of) any materially inaccurate, misleading, false, unlawful or illegal information via the Bolt Platform.
- 4.12. You must not allow any person to access the Bolt Platform via login details that do not correspond with the information provided to Bolt under section [4.6](#).
- 4.13. You must not participate in (nor allow) any attempt to:
 - 4.13.1. falsify, manipulate, scrape, index or mine any data provided to the Bolt Platform;
 - 4.13.2. tamper, mislead or breach the security systems of the Bolt Platform;
 - 4.13.3. modify, jailbreak, decompile, reverse engineer or otherwise attempt to obtain the source code of any part of the Bolt Platform; and/or
 - 4.13.4. access to the Bolt Platform via means other than those expressly enabled and permitted by the mobile applications, websites and other software made available by Bolt.
- 4.14. Bolt has a zero-tolerance policy towards aggressive and intimidating behaviour. You must not (and must not allow any Approved Drivers) to threaten, intimidate or otherwise abuse any employees, partners or agents of Bolt.

5. Ride-Hailing Services

Overview

- 5.1. Subject to these Platform Terms:
 - 5.1.1. Drivers that have logged-in to the Driver App and have set their status as 'online' are able to access, review and at their election confirm their willingness to fulfil requests for Ride-Hailing Services on behalf of Bolt.
 - 5.1.2. You shall be paid a Journey Fee for Ride-Hailing Services fulfilled by you and/or your Appointed Drivers.
- 5.2. Customers are able to make requests for Ride-Hailing Services via the Bolt Platform to be provided immediately or (where available) at a specified time.
- 5.3. Please note that Bolt does not control Customers or Passengers and therefore:
 - 5.3.1. Bolt does not guarantee that there will be opportunities to fulfil Ride-Hailing Services.
 - 5.3.2. Bolt cannot be responsible for the actions (or inactions) of Customers and Passengers.

Requests for Ride-Hailing Services

- 5.4. In response to requests for Ride-Hailing Services made by Customers, Bolt will:
- 5.4.1. determine both an estimated Fare and an estimated Journey Fee for the Ride-Hailing Services taking into account:
 - 5.4.1.1. the route and time of the requested Ride-Hailing Services;
 - 5.4.1.2. (where available) the Category selected by the Customer; and
 - 5.4.1.3. (where available) whether the Customer intends for a Driver to arrive at the relevant pick-up location immediately or at a specified time;
 - 5.4.1.4. other marketplace factors such as the availability of and demand for Drivers by Customers;
 - 5.4.2. (subject to sections [5.5](#) [5.6](#) and [5.7](#)) invite Drivers within reasonable proximity of the pick-up location to indicate their willingness to fulfil the Ride-Hailing Services on behalf of Bolt, taking into account (for the purpose of determining any appropriate order and/or timing of circulating invitations to Drivers):
 - 5.4.2.1. the factors set out in section [5.4.1](#);
 - 5.4.2.2. other factors to expedite the potential arrangement of the Ride-Hailing Services in the relevant marketplace including, for example, the estimated time of arrival of Drivers to the applicable pick-up location and whether Drivers are already fulfilling Ride-Hailing Services;
 - 5.4.2.3. any filters or preferences made available and used by Drivers in the Driver App (for example, the ability for a Driver to set a maximum distance they are willing to travel to reach a pick-up location);
- 5.5. In some locations that have high volumes of requests and an abundance of online Users, such as at airports, Bolt may implement a “first in, first out” queuing system of inviting Drivers to indicate their willingness to fulfil Ride-Hailing Services. When such queuing systems are in place these will be shown to Drivers in the Driver App.
- 5.6. For the purposes of expediting the potential arrangement of Ride-Hailing Services and to minimise unsuitable matches and unsatisfactory experiences, Bolt shall take into account circumstances where a specific Customer or Driver (as applicable) has previously provided significant negative feedback in respect of a specific Customer or Driver (as applicable) and will not invite that Driver to indicate their willingness to fulfil Ride-Hailing Services to that Customer.
- 5.7. Where available, Drivers will be able to refine the invitations to fulfil Ride-Hailing Services that they receive by, for example, setting a radius to exclude requests or by setting preferred pricing components. The availability of such features will be shown to Drivers in the Driver App.
- 5.8. When a Driver is invited via the Driver App to indicate their willingness to fulfil Ride-Hailing Services the Driver App will show:
- 5.8.1. the estimated Journey Fee and the basis on which it is calculated (including any Toll Payments);
 - 5.8.2. the requested pick-up point
 - 5.8.3. the requested destination; and

- 5.8.4. a scheduled pick-up time (if this is not ‘immediately’).
- 5.9. Upon a Driver indicating their willingness to fulfil Ride-Hailing Services, please note that Bolt will expect a Driver to proceed to the relevant pick-up point without unreasonable delay (or, if applicable, to arrive at the specified time).
- 5.10. For the avoidance of doubt:
- 5.10.1. Bolt’s agreement(s) for the sale of Ride-Hailing Services fulfilled by you will be made with the relevant Customer(s) upon commencement of the applicable Journey Period(s); and
 - 5.10.2. you and any Appointed Drivers are entitled to decline or refuse to enter into agreements for Ride-Hailing Services with any Customer at any time subject only to sections [4.9](#), [4.10.1](#) and [4.10.2](#).
- 5.11. When Ride-Hailing Services have concluded (or otherwise end) the applicable Journey Fee payable to you will be calculated on the basis that has been shown in the Driver App prior to commencement of the Ride-Hailing Services.
- 5.12. Please note that you shall not be entitled to a Journey Fee in circumstances where the Passenger is not correctly identified and another person is transported in error.

Cancellation Fees and Cleaning Fees

- 5.13. You agree that the applicable Cancellation Fee that Bolt will pay to you in the event that a Customer cancels their request (or otherwise fails to enter into an arrangement) for Ride-Hailing Services after expiry of the Cooling-Off Period shall be fifty (50) DKK or such higher amount as is displayed in the Driver App on a per Category and/or per service basis subject to section [5.13](#).
- 5.14. Please note that our agreement to pay a Cancellation Fee is subject to you having a genuine intention to fulfil the applicable Ride-Hailing Services and therefore Bolt is not obliged to pay this fee to you when circumstances that indicate that has not been the case (for example, if no reasonable attempt has been made by the applicable Driver to arrive at the pick-up location at the relevant time).
- 5.15. You agree that the applicable Cleaning Fee that Bolt will pay to you in the event that a vehicle is made dirty, stained, noxious or similar to the extent that it has become unsuitable for transport and requires cleaning by a Passenger shall be calculated on a case-by-case basis, taking into account the extent of the damage and the necessary work required. The fee amount can also be displayed in the Driver App per Category and/or per service basis subject to section [5.15](#).
- 5.16. Please note that our agreement to pay a Cleaning Fee to you is subject to you being able to evidence that the vehicle has been soiled by the relevant Passenger. We will not pay this fee to you if you are unable to provide evidence in support of your claim. We therefore recommend that you take photographic evidence of such circumstances and provide all relevant information to our support team as soon as possible when it is safe to do so.

Access to Categories

- 5.17. Bolt may make different Categories available in a market to enable the matching of (i) Service Providers that can fulfil services in accordance with that Category with (ii) Customers that would prefer the service to be fulfilled in accordance with that Category. For example, if a ‘premium vehicle’ Category is available, Bolt will aim to connect Customers selecting that Category exclusively with Service Providers that are able to fulfil services using an electric vehicle.

- 5.18. The Categories available to a Driver will be determined by factors relevant to the applicable Categories and marketplace (for example, an 'electric vehicle' would be required to access the 'electric vehicle' category). The right for any Driver to access a Category will therefore lapse when the Driver is unable to meet the requirements that apply to that Category (see section [4.7.3](#)).
- 5.19. For more information on the Categories available in a marketplace, please contact our support team.

Promotions

- 5.20. Bolt may at its discretion make promotions available to Service Providers where Bolt will arrange to provide Service Providers with a benefit for their use of the Bolt Platform.
- 5.21. When a promotion is offered by Bolt to Service Providers:
- 5.21.1. Receipt of the benefit of the promotion is subject to completion of the applicable requirements of that promotion.
 - 5.21.2. The promotion is subject to compliance with these Platform Terms. Bolt therefore reserves the right to deny the benefit of any promotion when there have been breaches of these Platform Terms (including participation in Illegitimate Services). Bolt will otherwise never deny the benefit of any promotion that has been legitimately fulfilled.
 - 5.21.3. Bolt will never make any access to the Bolt Platform conditional on completion of all the applicable requirements of any promotion.

6. Appointing Drivers to act on your behalf

Overview

- 6.1. Where available, you may at your convenience register and appoint other individuals as Drivers to fulfil Ride-Hailing Services on your behalf (i.e. 'Appointed Drivers') in accordance with this section [6](#).
- 6.2. We recommend that you review this section [6](#) carefully and check the suitability of individuals before you proceed with making any appointments.

Making appointments

- 6.3. To make an appointment, you will need to contact Bolt at denmark-driver@bolt-drivers.com, with the names and contact details of your proposed Appointed Driver(s). Bolt will then confirm the extent that any additional information is required as is applicable to the market in which the appointment is being made.
- 6.4. Please note that although Bolt has no right to veto or refuse the appointment of any suitably qualified individual as an Appointed Driver, an individual may not be registered as an Appointed Driver if they have previously:
- 6.4.1. been a Service Provider that has acted in breach of these Platform Terms (including any previous version); or
 - 6.4.2. caused a breach of these Platform Terms (including any previous version) by another Service Provider (i.e. when acting on that Service Provider's behalf).
- 6.5. The right for any Appointed Driver to access the Bolt Platform to review opportunities to fulfil Ride-Hailing Services on your behalf is only granted for such periods that the Appointed Driver is lawfully able to fulfil Ride-Hailing Services (see section [4.7.1](#)). You will therefore need to arrange to

provide Bolt with copies of documentation for the purposes of verifying that Ride-Hailing Services can be lawfully fulfilled by your proposed Appointed Driver(s) including (where applicable) evidence of their right to work in the market.

- 6.6. If you have any queries on this process, please make enquiries at denmark-driver@bolt-drivers.com.

Important provisions relating to Appointed Drivers

- 6.7. When you engage an Appointed Driver you will continue to be fully responsible for ensuring that your obligations under these Platform Terms are met. All acts and omissions of any Appointed Drivers will be treated as though those acts and/or omissions were your own. It is therefore your responsibility to ensure that any Appointed Driver does not put you in breach of these Platforms Terms.
- 6.8. In respect of each Appointed Driver you acknowledge that you are fully responsible for:
- 6.8.1. agreeing and documenting the terms on which the Appointed Driver is engaged by you;
 - 6.8.2. the remuneration of the Appointed Driver;
 - 6.8.3. all legal obligations owed to the Appointed Driver arising out of their engagement by you;
 - 6.8.4. ensuring that the details provided to Bolt in respect of the Appointed Driver are correct and up-to-date; and
 - 6.8.5. all content (if any) uploaded to the Bolt Platform by the Appointed Driver.
- 6.9. In respect of each Appointed Driver:
- 6.9.1. you warrant to Bolt that you have a lawful agreement with the Appointed Driver enabling them to lawfully accept and fulfil Ride-Hailing Services on your behalf;
 - 6.9.2. you agree that Bolt may contact the Appointed Driver directly from time to time to expedite enquiries relating to rights of access (see sections [4.6](#) and [4.7](#)) and investigations into unusual behaviour (see section [8](#))).
- 6.10. For the avoidance of doubt:
- 6.10.1. save as is required by sections [6.4](#), [6.5](#) and [6.9.1](#) Bolt does not impose any restrictions or requirements on the commercial arrangements made between;
 - 6.10.1.1. you and your Appointed Drivers; or
 - 6.10.1.2. your Appointed Drivers;
 - 6.10.2. nothing in these Platform Terms is intended to prevent any Appointed Driver from providing ride-hailing transportation services outside of using the Bolt Platform.

7. When Bolt will forward payments to you

Your Account Balance and our standard payment schedule

- 7.1. Bolt will arrange to forward payments to you on a regular basis with reference to your Account Balance which is calculated (subject to the other provisions of this section [7](#)) as:
- 7.1.1. the sum of:
 - 7.1.1.1. all Journey Fees payable to you in accordance with these Platform Terms; and
 - 7.1.1.2. the value of any promotions made available by Bolt that are due to be received by you (subject to section [5.21](#));

- 7.1.1.3. any gratuities made available by Customers to you via the Bolt Platform (provided that the same have been properly credited to Bolt's or its authorised payment agent's bank account);
 - 7.1.2. less the sum of:
 - 7.1.2.1. any payments previously arranged to be made to you by Bolt in accordance with this section [7](#); and
 - 7.1.2.2. any other deductions that Bolt is entitled to make in accordance with these Platform Terms.
- 7.2. If your Account Balance is positive at the end of each calendar week, you will be due to receive a payment (subject to the threshold set out in section [7.3](#) and the other provisions of this section [7](#)). In these circumstances Bolt will arrange to transfer the sum of your Account Balance to you via bank transfer, to be processed for payment every Monday.
- 7.3. For the exclusive purpose of minimising administrative fees relating to payments, you agree that Bolt is not required to forward the sum of your Account Balance to you when it is less than five (5) DKK. In these circumstances, the sum will be retained as part of your Account Balance to become due for payment at a later date when this threshold is exceeded.

Requesting an Early Payment

- 7.4. Where available you may be eligible to request a payment of your earnings before the standard payment time set out in section [7.2](#) via the Driver App (an 'Early Payment').
- 7.5. Early Payment requests when fulfilled) will reduce the sums due to you under the standard payment schedule set out in section [7.2](#).
- 7.6. Each Early Payment may be subject to a fee which if applicable will be shown to you in advance in the Driver App. When requesting an Early Payment you agree that this fee will be deducted from your Account Balance.

Your Payment Method

- 7.7. You must ensure that the details you provide us in respect of your Payment Method are correct and kept up to date.
- 7.8. When you update your Payment Method details it may take several days for the administrative changes to take effect and we therefore recommend that you update Payment Method details as soon as possible.
- 7.9. If we are unable to fulfil our obligation to make payments due to you because the Payment Method details (or other information provided to us) are incorrect or outdated:
 - 7.9.1. we will hold such payments for you on our account for a maximum of one hundred and eighty (180) calendar days only (starting from the date the payment was first due);
 - 7.9.2. if you do not provide us with updated information within this time period that allows us to make such payments your claim regarding the payment of the amounts not transferred to you shall expire.

Other important information relating to payments

- 7.10. In the event that you dispute the sums owed to you pursuant to these Platform Terms, you are able to request a review in accordance with section [13.6](#). You authorise Bolt to withhold the disputed amounts until the dispute has been resolved.
- 7.11. You hereby grant us all necessary rights to lawfully issue receipts and/or invoices on your behalf. You agree that we may include on such receipts and invoices details in relation to the Ride-Hailing Services and a breakdown of any applicable fees.
- 7.12. You agree to provide us with such additional information that we reasonably require, on request and from time to time, for the purposes of enabling Bolt to efficiently and lawfully fulfil its obligations in this section [7](#);
- 7.13. You agree that Bolt may immediately deduct any sums you owe to Bolt from your Account Balance (from time to time).
- 7.14. By agreeing to these Platform Terms you agree to receive receipts and invoices from us in an electronic format.
- 7.15. Please note that payments to you and related functionalities may be interrupted, suspended or limited from time to time be for maintenance or as a result of technical errors.
- 7.16. Bolt is not entitled to anything you earn by providing any transportation services via another software provider.
- 7.17. Third-party payment service providers (e.g. banks and other licensed financial institutions) may charge you additional fees when processing any payments such as processing fees, international transaction fees and foreign exchange. Bolt is not responsible for any such fees. We recommend that you review the terms and conditions of the third-party payment service providers associated with your chosen Payment Method to verify whether any additional fees will apply.
- 7.18. In the event of an overpayment to you or any similar payment or charging error:
 - 7.18.1. you agree that Bolt may take reasonable steps to rectify the error by, for example, deducting any amount erroneously transferred to you from your future account balance;
 - 7.18.2. unless the error is otherwise rectified, you agree to return any overpayments to Bolt as soon as we notify you of the error (but in any event within a week of the error).
- 7.19. Please note that any representation of your Account Balance by Bolt is without prejudice to any sums otherwise owed by you to Bolt under section [11](#) ('your liability').
- 7.20. Bolt reserves the right to cancel, suspend, limit or refuse payments to you, or collections otherwise to be made on your behalf, if Bolt has reasonable grounds to suspect that such payments relate to use of the Bolt Platform in any manner that is unlawful, illegal or prohibited by any international sanctions. Where possible Bolt will try to contact you in advance of such circumstances in order to inform you of such issues and (where applicable) attempt to resolve them, unless we are unable or are advised not to do so for regulatory or legal reasons.
- 7.21. Please note that Bolt will be required to share information with relevant tax authorities from time to time in accordance with the reporting rules for digital platforms set out in Council Directive (EU: 2021/514) of 22 March 2021 (amending Directive 2011/16/EU on administrative cooperation in the field of taxation). This information shall include (without limitation) the sum of consideration paid or credited to Service Providers in connection with these terms.

8. Investigations into unusual behaviour

- 8.1. In the event that Bolt becomes aware of information indicating a potential breach of these Platform Terms, you must arrange cooperation with Bolt's reasonable investigations without unreasonable delay.
- 8.2. You agree that Bolt may request feedback from Users for the purposes of detecting non-compliance with these Platform Terms.
- 8.3. Bolt reserves the right to report any unlawful, illegal, unusual and/or suspicious activities to all relevant law enforcement agencies and regulatory authorities without providing you or any other party with notice.
- 8.4. Please note that Bolt may also be required to disclose confidential information in accordance with any applicable laws, court orders and/or regulatory investigations that apply.

9. How access to the Bolt Platform may be temporarily suspended

- 9.1. Bolt is entitled to temporarily suspend or restrict access to all or part of the Bolt Platform in association with your account:
 - 9.1.1. if there has been a breach of your obligations in these Platform Terms;
 - 9.1.2. where Bolt is conducting an investigation relating to:
 - 9.1.2.1. Bolt's legal or regulatory obligations;
 - 9.1.2.2. a suspected breach of these Platform Termsin which case the relevant access will be suspended for the duration of the investigation only;
 - 9.1.3. when you and/or your Appointed Drivers fail to verify their identity and/or log-in credentials;
 - 9.1.4. if Bolt needs to make changes to comply with laws or regulations;
 - 9.1.5. to deal with technical problems or to make technical changes and upgrades;
 - 9.1.6. if Bolt needs to take urgent precautions to protect the integrity or reputation of the Bolt Platform;
 - 9.1.7. if Bolt needs to take urgent precautions to protect against:
 - 9.1.7.1. imminent danger(s) to Users;
 - 9.1.7.2. cybersecurity risks (including malware, spam and data breaches); and/or
 - 9.1.7.3. unusual activity which is indicative of manipulation or exploitation (whether financial or data-related).
- 9.2. Bolt will try to contact you in advance of any such suspension unless there is an urgent problem, an emergency, or some other appropriate reason such as:
 - 9.2.1. an emergency;
 - 9.2.2. health and safety concerns;
 - 9.2.3. material or repeated breaches of these Platform Terms; or
 - 9.2.4. we are unable or are advised not to do so for regulatory or legal reasons.

- 9.3. While access is restricted or suspended you will (where available) be able to access historic details relating to the Ride-Hailing Services you have provided via the Bolt Platform.
- 9.4. If Bolt suspends access to the Bolt Platform you may submit a complaint or a request for Bolt to review this decision in accordance with our internal complaint handling rules (see section [13.6](#)).

10. How our relationship may end

- 10.1. You may terminate your relationship with Bolt under these Platform Terms immediately and at any time by giving Bolt notice to that effect in writing.
- 10.2. Bolt can terminate its relationship with you in entirety (or in respect of a specific feature or access only) by:
 - 10.2.1. by giving you at least thirty (30) days' notice to that effect together with Bolt's reasons for doing so.
 - 10.2.2. immediately by communicating this to you in writing if:
 - 10.2.2.1. a new law, regulation or obligation comes into force (or similar circumstances beyond our control) which means we have to terminate our provision of all or part of the Bolt Platform immediately or on less than thirty (30) days' notice; and/or
 - 10.2.2.2. we exercise any right we have under applicable law to terminate the relationship; and/or
 - 10.2.2.3. there is a material breach of these Platform Terms; and/or
 - 10.2.2.4. there are repeated breaches of these Platform Terms.
- 10.3. Where Bolt gives you notice of termination pursuant to section [10.2](#), you will be provided with a statement of reasons for the termination save where we are unable or are advised not to do so for regulatory or legal reasons.
- 10.4. Upon termination of these Platform Terms:
 - 10.4.1. in entirety, you and any Appointed Drivers will no longer have the right to access the Bolt Platform;
 - 10.4.2. in relation to a specific feature or access, you and/or the relevant Appointed Drivers (as applicable) will no longer have the right to access any part(s) of the Bolt Platform relating to that specific feature or access.
- 10.5. If Bolt terminates access to the Bolt Platform you may submit a complaint or a request for Bolt to review this decision in accordance with our internal complaint handling rules (see section [13.6](#)).
- 10.6. For the avoidance of doubt sections [1](#) (glossary of defined terms), [11](#) (your liability), [12](#) (our liability), [13](#) (intellectual property, notices, disputes, our partners and affiliates, tax, interpretation and jurisdiction) of these Platform Terms will continue to apply at all times including if all or part of our relationship has been terminated.

11. Your liability

- 11.1. To the maximum extent permitted by law, you agree to indemnify and fully reimburse Bolt for any claims, losses and costs (including the costs of our professional advisors and enforcement agents) incurred as a result of your use of the Bolt Platform including those relating to:
 - 11.1.1. any breach of your obligations in these Platform Terms;

- 11.1.2. property damage or monetary loss;
 - 11.1.3. loss of profit, business or revenue;
 - 11.1.4. loss of contracts, contacts, goodwill, reputation, anticipated savings;
 - 11.1.5. any loss that may arise from interruption or use of the Bolt Platform;
 - 11.1.6. loss, damage to (or the inaccuracy of) data;
 - 11.1.7. any other type of indirect or consequential loss or damage (for example, losses which could not have been reasonably foreseen at the beginning of our relationship);
 - 11.1.8. any allegation that any materials submitted to Bolt or transmitted through the Bolt Platform:
 - 11.1.8.1. breach the intellectual property rights of any third party;
 - 11.1.8.2. breach any law or regulation;
 - 11.1.9. any ownership, use, maintenance or operation of a vehicle;
 - 11.1.10. you or any Appointed Drivers being unable to lawfully fulfil any Ride-Hailing Services;
 - 11.1.11. the actions and/or inactions of any Appointed Drivers;
 - 11.1.12. your engagement with any Appointed Drivers;
 - 11.1.13. any failure to comply with applicable laws, regulations, or industry standards by you; and/or
 - 11.1.14. any fraudulent, negligent, or wilful misconduct by you.
- 11.2. Any late payment of sums owed by you to Bolt under these Platform Terms shall be payable by you together with interest on the unpaid sum, calculated at 4% (four percent) above the lending interest rate set by Danmarks Nationalbank from the date the sum became outstanding.

12. Our liability

- 12.1. To the maximum extent permitted by law Bolt shall not be liable to you for any losses, damage, costs or claims resulting from:
- 12.1.1. use of the Bolt Platform by you or any Appointed Drivers;
 - 12.1.2. the unavailability or improper functioning of the Bolt Platform;
 - 12.1.3. the actions (or inactions) of any User of the Bolt Platform;
 - 12.1.4. the use of websites, content, applications or services (including payment services) that are not owned, controlled or provided by Bolt;
 - 12.1.5. incorrect or outdated information that you have provided to Bolt;
 - 12.1.6. the content of any third-party websites, content or applications;
 - 12.1.7. payment processing delays outside of Bolt's control (for example, as the result of errors or delays with a third party payment institution);
 - 12.1.8. any person accessing the Bolt Platform via login details that do not belong to them.
- 12.2. The exclusions of liability in section [12.1](#) include exclusions to any of the following losses whether direct or indirect:
- 12.2.1. property damage or monetary loss;
 - 12.2.2. loss of profit, business or revenue;

- 12.2.3. loss of contracts, contacts, goodwill, reputation, anticipated savings;
 - 12.2.4. any loss that may arise from interruption or use of the Bolt Platform;
 - 12.2.5. loss, damage to (or the inaccuracy of) data;
 - 12.2.6. any other type of indirect or consequential loss or damage (for example, losses which could not have been reasonably foreseen at the beginning of our relationship).
- 12.3. Bolt maximum liability to you in connection with these Platform Terms is capped at four thousand (4,000) DKK in aggregate.
- 12.4. All limitations and exclusions of liability set out in these Platform Terms will apply to the fullest extent permitted by law.
- 12.5. No provision in these Platform Terms will limit or exclude Bolt's liability in relation to:
- 12.5.1. death or personal injury arising as a result of Bolt's negligence; nor
 - 12.5.2. any other liability that cannot be excluded or limited by law.

13. Other provisions

Intellectual property

- 13.1. All copyrights, trademarks and design rights in the Bolt Platform including its source code, databases, logos and visual designs (together the "intellectual property") are owned by or licensed to Bolt. By using the Bolt Platform you will not acquire any rights of ownership to any intellectual property. You must not use (nor allow the use of) the intellectual property without an express prior and written consent from Bolt.

Notices

- 13.2. Unless stated otherwise in these Platform terms, notices for Bolt in connection with these Platform Terms must be issued electronically via email to denmark@bolt.eu.
- 13.3. Bolt may issue notices to you in connection with these Platform Terms either:
- 13.3.1. electronically by email
 - 13.3.2. using the contact information that you provide to us from time to time.
- 13.4. All notices sent in connection with these Platform Terms must be provided in Danish or English and shall be deemed to be properly served at the time the email is sent.
- 13.5. If the timing that a notice is properly served under section [13.4](#) would occur after 17:00 on any day or at any time on a Saturday, Sunday or public holiday, the timing that a notice is properly served shall instead be 09:00 on the next day that is not a Saturday, Sunday or public holiday.

Disputes

- 13.6. In circumstances where Bolt has:
- 13.6.1. removed content from the Bolt Platform (see section [4.2](#)); and/or
 - 13.6.2. suspended access to the Bolt Platform (see section [11](#)); and/or
 - 13.6.3. terminated access to the Bolt Platform (see section [12](#)); and/or
 - 13.6.4. otherwise taken a decision in connection with these Platform Terms that you disagree with;

you may submit a complaint or a request for Bolt to review this decision in accordance with our internal complaint handling rules made available as [to follow](#).

- 13.7. To the maximum extent permitted by law any disputes arising out of these Platform Terms that cannot be settled in accordance with sections shall be settled by the courts of Denmark.

Value added tax

- 13.8. All sums mentioned in these Platform Terms or on the Bolt Platform are stated to be inclusive of any value added tax that applies (unless expressly stated otherwise).

Our partners and affiliates

- 13.9. You agree that Bolt may at its discretion arrange for its obligations in these Platform Terms to be fulfilled on its behalf by its partners and affiliates. You also acknowledge that Bolt may at its direction appoint partners and affiliates to exercise the rights set out in these Platform Terms on its behalf. This shall not adversely affect your rights nor the obligations owed to you as are set out in these Platform Terms.

Interpretation

- 13.10. If any provision of these Platform Terms is held to be unenforceable, the parties shall substitute the affected provision with an enforceable provision that approximates the intent and economic effect of the affected provision.
- 13.11. If there is a conflict between the provisions of these Platform Terms and any other agreements or arrangements made between you and Bolt, the provisions of these Platform Terms shall apply unless expressly stated otherwise.

Jurisdiction

- 13.12. To the maximum extent permitted by law these Platform Terms and your use of the Bolt Platform shall be governed by and construed in accordance with the laws of Denmark.

End of Platform Terms