Platform Terms for Ride-Hailing Services: Customers (Belgium)

Last updated: 9 July 2026

These Platform Terms apply to Customers who register with the Bolt Platform to access and review opportunities in Belgium to request Ride-Hailing Services.

Words and phrases capitalised in these Platform Terms have the meanings given in the glossary in section 14 below.

You can download an offline version of these Platform Terms for your records and future reference.

1. About Bolt and our relationship with you

Overview

1.1. Bolt operates an online platform in Belgium (the 'Bolt Platform') that intermediates and matches independent ride-hailing transportation service providers (the 'Service Providers') with potential clients (the 'Customers').

1.2. In particular, Bolt publishes ride-hailing opportunities: Customers search for journeys to be performed on the Bolt Platform, thereby enabling Service Providers to offer their Ride-Hailing Services. Customers include all relevant information and requirements relating to their request (including the address, together with any relevant requirement such as the type of vehicle required). This search constitutes a 'Request'. Acceptance of a Request by a Service Provider concludes a binding contract between the Customer and the Service Provider, with a mutual undertaking by both parties as regards the proper performance of the journey. Although Bolt facilitates transactions via the Bolt Platform, it is not a party to the journey agreement and is neither the buyer nor the seller of the services covered by that agreement.

1.3. As a Customer, you may access the Bolt Platform in accordance with these Platform Terms to review and, if you wish, request Ride-Hailing Services from Service Providers.

1.4. Any agreement for the provision of Ride-Hailing Services will be entered into between you and the relevant Service Provider. Payments are made by you directly to Service Providers via a payment service provider company holding the appropriate licenses.

1.5. We will process your personal data in accordance with the privacy policy applicable in Belgium, available online at: https://bolt.eu/en-be/privacy/rides/.

1.6. You must be at least eighteen (18) years old to register as a Customer and use the Bolt Platform.

Bolt's role as the Service Providers' agent

1.7. By accessing the Bolt Platform, Service Providers appoint Bolt as their agent for the purpose of negotiating contracts for Ride-Hailing Services between Service Providers and Customers. This authorisation allows us, in particular, to perform the following functions:

1.7.1. matching Customers with Drivers, in accordance with section 5;

1.7.2. calculating and communicating all applicable Fares, including estimated Fares and any applicable Toll Payments payable for Ride-Hailing Services;

1.7.3. arranging the collection of Fares, Cancellation Fees and Cleaning Fees payable by you to Service Providers, and forwarding such payments to Service Providers; and

1.7.4. issuing receipts and/or invoices on behalf of Service Providers.

1.8. Please note that Service Providers:

1.8.1. must pay Bolt a commission on the amounts payable by Customers in connection with Ride-Hailing Services;

1.8.2. are not required to access the Bolt Platform to provide Ride-Hailing Services; and

1.8.3. may provide Ride-Hailing Services independently of the Bolt Platform.

2. About these Platform Terms and the Bolt Platform

2.1. These Platform Terms:

2.1.1. take effect and apply to you from 9 July 2026, or from the date you first registered as a Customer, whichever is later;

2.1.2. remain in effect until terminated by you or Bolt in accordance with section 10; and

2.1.3. supersede all previous versions of the Platform Terms, however described.

2.2. These Platform Terms apply to your use of the Bolt Platform in Belgium. When you use the Bolt Platform in another country, the terms of use applicable in that country will apply to your use of the Bolt Platform in that market, which may differ from these terms. By using the Bolt Platform in another country, you accept the terms of use applicable in that country. If you do not accept those terms, you must not use the Bolt Platform in that country.

2.3. Bolt may make changes to these Platform Terms and/or the Bolt Platform by providing you with reasonable notice before those changes take effect. If you do not agree with such changes, you can terminate your relationship with Bolt in accordance with section 10.

2.4. Bolt may also make changes to these Platform Terms or your use of the Bolt Platform immediately and without prior notice when:

2.4.1. you consent to the changes;

2.4.2. we make changes, updates or revisions to the Bolt Platform that are merely aesthetic, improve its functionalities, or do not significantly impact your use of the Bolt Platform;

2.4.3. except in the cases set out in section 2.4.2, the changes aim to temporarily introduce functionalities that are in the testing, trial, early access, preview, or development phase;

2.4.4. the changes are urgently required to comply with applicable laws or regulations; or

2.4.5. Bolt takes urgent precautions in response to imminent dangers to Users, cybersecurity risks (including malware, spam or data breaches), or suspected unlawful or illegal activity.

2.5. When Bolt makes changes in accordance with sections 2.4.3 to 2.4.5 (inclusive), we will inform you of the relevant changes as soon as possible.

2.6. The content and the functionalities of the Bolt Platform are provided on an “as is” and “as available” basis. By accessing the Bolt Platform, you acknowledge that:

2.6.1. Bolt makes no guarantee, whether express or implied, in respect of the availability of the Bolt Platform, its content or its functionalities; and

2.6.2. Bolt may, at any time, make features available on a temporary basis, particularly when they are in the testing, trial, early access, preview or development phase.

3. Your rights of access to the Bolt Platform

3.1. Subject to these Platform Terms, Bolt grants you a non-exclusive, revocable and royalty-free right to use the Bolt Platform as made available to you, solely for the following purposes:

3.1.1. accessing and reviewing opportunities to request Ride-Hailing Services; and

3.1.2. requesting Ride-Hailing Services at your sole discretion.

3.2. Your right to access the Bolt Platform to review and request Ride-Hailing Services is granted only:

3.2.1. for such periods during which you are able to verify your identity and/or log-in credentials, to prevent unauthorised access;

3.2.2. with regard to access to a Category, only as long as you meet the requirements applicable to that Category, if any;

3.2.3. for such periods during which the use of the Bolt Platform would not cause significant harm to its integrity or reputation.

3.3. For the sole purpose of preventing unauthorised access, Bolt may, at any time, require Users to verify their identity and/or log-in credentials.

4. Information submitted to the Bolt Platform

4.1. You must ensure that all information you provide to Bolt in connection with your use of the Bolt Platform is accurate and up-to-date. This includes, where applicable, your name, contact information, photo ID, address, business information, Payment Method and tax status. You are also responsible for updating or removing any such information that is no longer accurate or relevant.

4.2. You are solely responsible for ensuring that all information and content submitted or uploaded to the Bolt Platform by you is lawful. Bolt reserves the right to remove any illegal content from the Bolt Platform at any time, in accordance with its obligations under Regulation (EU) 2022/2065 on digital services (the Digital Services Act), which may occur without prior notice. If this happens, you will have the right to object in accordance with section 13.19.

4.3. Please note that Bolt may, after prior warning, suspend processing of such objections where they are manifestly unfounded and repeatedly submitted, taking into account, in particular, their volume, proportion, severity, and any intent to act in bad faith.

5. Ride-Hailing Services

Overview

5.1. Subject to these Platform Terms, you may access the Bolt Platform to make requests for Ride-Hailing Services to be provided by Service Providers and, where applicable, may subsequently enter into agreements with Service Providers for the provision of those services.

5.2. You may request Ride-Hailing Services to be provided immediately or, where this functionality is available, at a scheduled time.

5.3. Customers must confirm in advance via the Bolt Platform whether they will pay for the Ride-Hailing Services:

- 5.3.1. via the Bolt Platform, in which case Bolt will arrange, as agent, to collect amounts payable to Service Providers in connection with Ride-Hailing Services, in accordance with section 6; or
- 5.3.2. in cash, by paying the relevant Driver, who collects the payment on behalf of the Service Provider.

5.4. Please note that Service Providers and Drivers are independent third parties not under Bolt's control or direction. They are free to conduct their business independently, including the right to accept, reject, decline to enter into, or cancel Ride-Hailing Services contracts when it is lawful to do so.

Requests for Ride-Hailing Services

5.5. In response to requests for Ride-Hailing Services made by Customers, Bolt, acting as the appointed agent of Service Providers, will:

- 5.5.1. determine an estimated Fare for the Ride-Hailing Services to be agreed between Customers and Service Providers, taking into account in particular:
  - 5.5.1.1. the route and time of the requested Ride-Hailing Services;
  - 5.5.1.2. where applicable, the Category selected by the Customer;
  - 5.5.1.3. where applicable, whether the Customer has requested immediate pick-up or a scheduled pick-up time; and
  - 5.5.1.4. other market factors, such as the availability of and demand for Drivers.
- 5.5.2. subject to sections 5.6 and 5.7, invite Drivers situated at a reasonable distance from the pick-up location to indicate their willingness to provide the Ride-Hailing Services, taking into account in particular:
  - 5.5.2.1. the factors set out in section 5.5.1;
  - 5.5.2.2. where applicable, any Customer request relating to a specific vehicle; and
  - 5.5.2.3. other factors aimed at facilitating and expediting the matching, such as the estimated arrival time of Drivers at the pick-up location and whether Drivers are currently providing other Ride-Hailing Services.

5.6. Where available:

5.6.1. in certain high-demand areas with a large number of online Users, such as airports, Bolt may implement a queuing system for requests, which will be accepted at the sole discretion of Service Providers on a ”first come, first served” basis;

5.6.2. Drivers may refine the invitations they receive by setting filters and parameters such as distance ranges for pick-up locations.

5.7. To optimise the arrangement of Ride-Hailing Services and minimise unsuitable matches, Bolt may take into account circumstances where significant negative interactions, unfavourable feedback or complaints have previously occurred between a specific Customer and a specific Driver.

5.8. You agree to pay the Service Provider a Cancellation Fee in the event of a cancellation, in accordance with sections 5.13 and 5.14.

5.9. You agree that any agreement for the provision of Ride-Hailing Services made between you and Service Providers will be deemed formed on expiry of the applicable Cooling-Off Period.

5.10. If the Ride-Hailing Services commence, you undertake to pay the Service Provider:

5.10.1. the Fare; and

5.10.2. where applicable, a Cleaning Fee, in accordance with section 5.15, and any applicable Toll Payments.

5.11. Please note that:

5.11.1. Fares are estimated by the Bolt Platform based on the pick-up and drop-off locations you provide. The amount payable to Service Providers may increase if the destination or route changes after Ride-Hailing Services begin or in the event of unexpected events such as road closures affecting the duration of the journey or the Toll Payments that apply;

5.11.2. Service Providers and Drivers acting on their own behalf may cancel, decline or refuse to enter into Ride-Hailing Services agreements at any time, save when obliged to provide services by law or rules issued by regulatory authorities;

5.11.3. when Ride-Hailing Services have concluded (or otherwise ended), the applicable Fare payable will be calculated on the basis shown to you via the Bolt Platform prior to commencement of the Ride-Hailing Services, taking into account any applicable Toll Payments or, where applicable to taxi services, in accordance with the Fare shown on the vehicle’s taximeter.

5.12. Bolt does not prohibit or interfere with any additional lawful terms of service agreed between Customers and Service Providers in connection with Ride-Hailing Services, except where doing so would conflict with the provisions of these Platform Terms or the platform terms applicable to Service Providers. If any additional terms of service are agreed between you and a Service Provider, we recommend that you record details of your agreement for future reference. Bolt will not intervene in any dispute relating to such agreements.

Cancellation Fees

5.13. If you cancel your request (or otherwise do not proceed with an agreement) for Ride-Hailing Services after the expiry of the Cooling-Off Period, you will need to pay a Cancellation Fee. The amount payable will be made available to you in advance via the Bolt Platform and may vary by Category or service.

5.14. Bolt’s obligation to collect a Cancellation Fee arises only where the Service Provider genuinely intended to provide the applicable Ride-Hailing Services. If you believe you have been charged a Cancellation Fee in error, please contact our support team.

Cleaning Fees

5.15. You agree that a Service Provider may charge you a Cleaning Fee where a vehicle is left soiled or damaged as a result of Ride-Hailing Services you requested. Any Cleaning Fee is immediately due from you once incurred. For this purpose, Service Providers appoint Bolt to collect up to one hundred and fifty euros (€150) on their behalf, and you agree that Bolt may collect a payment up to this amount, where applicable, in accordance with section 6.

Making payments to Service Providers

5.16. Depending on the payment method offered, Payments may be made either via the Bolt Platform or in cash. When you make payments to Service Providers via the Bolt Platform, section 6 will apply. When

you agree to pay for Ride-Hailing Services in cash, you are solely responsible for ensuring that you provide the relevant sums in cash to the Driver(s).

5.17. By requesting Ride-Hailing Services, you undertake to comply with your payment obligations to the Service Providers. If you fail to make payments owed to Service Providers, you may lose access to the Bolt Platform or be prohibited from using specific payment methods (for example, paying for Ride-Hailing Services in cash).

Access to Categories

5.18. Bolt may make different Categories available in a given market to match: (i) Service Providers able to perform services in accordance with a given Category, and (ii) Customers who prefer services provided in accordance with that Category. For example, where an 'electric vehicle' Category is available, Bolt will aim to connect Customers selecting that Category with Service Providers operating electric vehicles.

5.19. Please note that the Categories available to any Driver will depend on factors relevant to each Category and the market concerned (for example, a Driver must use an electric vehicle to access the 'electric vehicle' Category).

5.20. For more information on the Categories available in Belgium, please contact our customer support team via the Bolt Platform.

Promotions

5.21. Bolt may, at its sole discretion, make available to Customers promotions under which Bolt will provide a benefit linked to their use of the Bolt Platform.

5.22. When a promotion is offered by Bolt to Customers:

5.22.1. the grant of the benefit is subject to compliance with the applicable conditions of that promotion;

5.22.2. the promotion is subject to compliance with these Platform Terms. Bolt reserves the right to deny the benefit of any promotion in the event of a breach of these Platform Terms, including where you or any Passenger has participated in Prohibited Manipulative Conduct;

5.22.3. access to the Bolt Platform will not be conditional on participation in or completion of any promotion.

6. Payments

6.1. In order to request Ride-Hailing Services via the Bolt Platform, you must register at least one valid Payment Method. You authorise us to store any Payment Method details you provide for your use of the Bolt Platform.

6.2. Bolt may carry out one or more verification steps to validate your Payment Method(s). This may include authorising your Payment Method(s) for one or two transactions for a nominal amount, which we will ask you to confirm. Any amounts held for such purposes will be released.

6.3. In respect of Payments to be made via the Bolt Platform, you accept and authorise that:

6.3.1. Payments shall be collected from your selected Payment Method as soon as they become due; and

6.3.2. pre-authorisations for advance Payments made prior to the completion of any service, if applicable, are processed using your selected Payment Method.

6.4. If a Payment cannot be collected from your selected Payment Method:

6.4.1. you authorise in advance that the outstanding Payment may be recovered when you next request services via the Bolt Platform; and

6.4.2. you acknowledge that all or part of your access to the Bolt Platform may be suspended until the amounts owed to the Service Providers concerned have been paid in full.

6.5. You understand and agree that reasonable steps may be taken to rectify any payment or charging error, including by crediting or debiting the applicable Payment Method. If you receive any amounts in error, you undertake to notify us without delay and to immediately return such amounts on request, via the payment details we will provide to you.

6.6. When you agree to pay for Ride-Hailing Services in cash, you are solely responsible for ensuring that you provide the relevant sums in cash to the Driver(s).

6.7. Where applicable, Bolt will issue electronic receipts and/or invoices on behalf of the Service Providers.

6.8. Certain Payments may be cancelled, suspended, limited or refused where there are reasonable grounds to suspect that such payments or collections are in error or unlawful, relate to Prohibited Manipulative Conduct, or relate to any other use of the Bolt Platform that is illegal, unlawful or prohibited by international sanctions.

6.9. Where possible, Bolt will try to contact you in advance to inform you of the occurrence of any issues referred to in section 6.8 and, where applicable, attempt to resolve them, unless prohibited from doing so by regulatory or legal requirements, or unless Bolt has been advised by a competent authority, payment service provider or legal adviser not to do so.

6.10. You are responsible for correctly selecting your preferred Payment Method when making Payments via the Bolt Platform. Bolt will not accommodate requests to change a Payment Method after a request has been made, as it is not authorised by Service Providers to do so.

6.11. Please note that where Bolt collects Payments from you on behalf of Service Providers, your obligations to the relevant Service Provider(s) are discharged to the extent of those Payments once they are transmitted to the payment service provider company.

7. Unauthorised uses of the Bolt Platform

7.1. You must not use, or permit the use of, the Bolt Platform to engage in, or for any purpose connected with:

7.1.1. any unlawful or illegal activity, including the sharing of content, data or items prohibited under the applicable law, or the unlawful processing of personal data; or

7.1.2. any Prohibited Manipulative Conduct.

7.2. During any Service Request Period, you must not, and must ensure that any Passenger associated with you does not, engage in any behaviour consisting of:

7.2.1. creating unnecessary safety risks for other Users, including by:

7.2.1.1. distracting any Driver without good reason;

7.2.1.2. encouraging any person to violate the applicable road-traffic rules or road safety standards issued by competent authorities;

7.2.1.3. unnecessarily exposing Users to weapons or other dangerous items; or

7.2.1.4. engaging in any other conduct in reckless disregard for the safety of other Users.

7.2.2. engaging in or encouraging:

7.2.2.1. any violent, aggressive or threatening behaviour; or

7.2.2.2. any Discriminatory Behaviour;

7.2.3. causing significant and unnecessary safety concerns or discomfort for other Users, including by:

7.2.3.1. unwanted contact or sexual advances that make others feel unsafe or uncomfortable; or

7.2.3.2. exposing others to unpleasant and inappropriate conditions, such as foul odours.

7.3. The proper functioning of the Bolt Platform depends on all Users acting in good faith and with reasonable consideration for others. Accordingly, you must not use, or permit the use of, the Bolt Platform in any way that significantly or persistently disrupts, interferes with or delays the arrangement of Ride-Hailing Services by other Users, or the matching of Customers and Service Providers by Bolt (in accordance with section 5), including by:

7.3.1. excessively cancelling Ride-Hailing Services after requesting them;

7.3.2. persistently delaying the cancellation of Ride-Hailing Services after deciding they are no longer needed;

7.3.3. asking Drivers to cancel Ride-Hailing Services instead of cancelling them yourself through the Customer App; or

7.3.4. otherwise engaging with the Customer App in a manner that is inconsistent with a genuine, good-faith intention to review and, where applicable, request Ride-Hailing Services.

7.4. You must not provide, or permit the provision of, any misleading, false, unlawful or illegal information via the Bolt Platform.

7.5. You must not allow any person to access the Bolt Platform using log-in credentials that do not match the information provided to Bolt under section 4.1, including via your telephone number(s) or social media account(s).

7.6. You must not participate in, or allow, any attempt to:

7.6.1. falsify, manipulate, scrape, index or mine any data made available via the Bolt Platform;

7.6.2. tamper with, mislead or compromise the security systems of the Bolt Platform;

7.6.3. modify, jailbreak, decompile, reverse engineer or otherwise attempt to obtain the source code of all or part of the Bolt Platform;

7.6.4. access the Bolt Platform through any means other than those expressly provided and authorised via Bolt's official applications, websites or other software; or

7.6.5. engage in any other use of the Bolt Platform that is likely to have a significant negative impact on its integrity or reputation.

7.7. You are solely responsible for ensuring that any Passengers to be transported pursuant to your request(s) for Ride-Hailing Services do not put you in breach of these Platform Terms.

7.8. For the avoidance of doubt, the prohibition of Discriminatory Behaviour set out in section 7.2.2 does not restrict your right to cancel requests or disengage from interactions for legitimate and lawful reasons.

7.9. Bolt has a zero-tolerance policy towards aggressive, intimidating or manipulative behaviour. You must not threaten, intimidate, dishonestly manipulate or otherwise abuse any employees, partners or agents of Bolt.

8. Investigations into unusual behaviour

8.1. If Bolt becomes aware of information indicating a potential breach of these Platform Terms, you must organise, without undue delay, all cooperation necessary for Bolt's reasonable investigations.

8.2. You acknowledge that Bolt may request feedback from Users to assist in detecting non-compliance with these Platform Terms.

8.3. Bolt reserves the right to report any unlawful, unusual or suspicious activities to relevant law-enforcement agencies or regulatory authorities, without providing notice to you or any other party.

8.4. Bolt may be required to disclose confidential information in accordance with applicable laws, court orders or regulatory investigations.

9. Temporary restriction of access to the Bolt Platform

9.1. Bolt is entitled, with immediate effect, to temporarily suspend or restrict access, in whole or in part, to any aspect of the Bolt Platform associated with your account:

9.1.1. in the event of a breach of your obligations under these Platform Terms;

9.1.2. where Bolt is carrying out an investigation relating to:

9.1.2.1. its legal or regulatory obligations; or

9.1.2.2. a suspected breach of these Platform Terms,

9.1.2.3. in which case the relevant access will be suspended for the duration of the investigation only;

9.1.3. if you fail to verify your identity and/or log-in credentials;

9.1.4. if Bolt needs to make changes to comply with legal or regulatory obligations;

9.1.5. to address urgent technical problems, changes or upgrades; or

9.1.6. if Bolt needs to take urgent precautions to protect against:

9.1.6.1. imminent danger(s) to Users;

9.1.6.2. cybersecurity risks (including malware, spam or data breaches);

9.1.6.3. suspected unlawful or illegal activity; or

9.1.6.4. any other significant harm to the integrity or reputation of the Bolt Platform.

9.2. Bolt will endeavour to contact you in advance of any such suspension, save in cases of urgency, exceptional circumstances or any other appropriate reason, including:

9.2.1.1. health and safety concerns;

9.2.1.2. material or repeated breaches of these Platform Terms; or

9.2.1.3. where Bolt is unable to contact you, or is advised not to do so for legal or regulatory reasons.

9.3. While your access is restricted or suspended, you will (where available) be able to consult historical information relating to the Ride-Hailing Services you have benefited from via the Bolt Platform.

9.4. In accordance with Regulation (EU) 2022/2065 (the Digital Services Act), Bolt informs you that certain decisions to restrict or temporarily suspend your access to the Bolt Platform may be taken on an automated basis, using systems designed to detect behaviour contrary to these Platform Terms, in particular where Prohibited Manipulative Conduct, suspicious activities or risks to the safety of Users are detected. Any such decision may be reviewed by a member of the Bolt team upon request, in accordance with section 13.8. Bolt undertakes to handle any complaint relating to a suspension decision within a reasonable timeframe and to inform you of the outcome of such review.

10. Duration and termination of the contractual relationship

10.1. You may terminate your relationship with Bolt under these Platform Terms at any time and with immediate effect by giving Bolt written notice to that effect.

10.2. Bolt may terminate its relationship with you, either entirely or in respect of a specific feature or type of access, as follows:

10.2.1. by giving you reasonable written notice, accompanied by the reasons for the decision; or

10.2.2. with immediate effect, by written notice, where:

10.2.2.1. a new law, regulation or obligation enters into force (or similar circumstances beyond Bolt's control arise) requiring Bolt to terminate all or part of the Bolt Platform immediately;

10.2.2.2. Bolt exercises a right of termination under applicable national law; or

10.2.2.3. there are material or repeated breaches of these Platform Terms.

10.3. Upon termination of these Platform Terms:

10.3.1. where termination is total, you will no longer have the right to access the Bolt Platform; or

10.3.2. where termination concerns a specific feature or type of access, you will no longer have the right to access the part(s) of the Bolt Platform relating to that functionality or type of access.

10.4. Termination of these Platform Terms does not affect any accrued rights or obligations existing at the date of termination.

10.5. If Bolt terminates your access to the Bolt Platform, you may submit a complaint or request a review of that decision in accordance with our internal complaint-handling rules (see section 13.8).

10.6. For the avoidance of doubt, the following sections of these Platform Terms will continue to apply at all times, including after the total or partial end of our relationship: 6 (Payments), 11 (Your liability), 12 (Our liability), 13 (Intellectual Property, Notices, Enforcement of the Platform Terms, Disputes, Assignment, Taxes, Interpretation, and Applicable Law) and 14 (Glossary).

11. Your liability

11.1. To the maximum extent permitted by applicable law, you agree to indemnify and fully reimburse Bolt for any claims, losses, liability, damage and costs (including the fees of Bolt's professional advisers and enforcement costs) incurred as a result of your use of the Bolt Platform, particularly in connection with:

11.1.1. any breach of your obligations under these Platform Terms;

11.1.2. any property damage or monetary loss;

11.1.3. any loss of profit, business, revenue, contracts, business relationships, goodwill, reputation or anticipated savings;

11.1.4. any loss arising from the interruption or use of the Bolt Platform;

11.1.5. any loss of, damage to or inaccuracy of data;

11.1.6. any other type of indirect or consequential loss or damage (including, for example, losses that could not reasonably have been foreseen at the beginning of our relationship);

11.1.7. any allegation that any materials submitted to Bolt or transmitted via the Bolt Platform:

11.1.7.1. breach the intellectual property rights of any third party; or

11.1.7.2. breach any applicable law or regulation; and/or

11.1.8. the actions or omissions of any Passengers transported (or to be transported) in connection with Ride-Hailing Services you have requested.

11.2. Except where otherwise stated in these Platform Terms, you agree to pay any amounts payable to Bolt under these Platform Terms (including any indemnified losses, overpayments, interest or enforcement costs) immediately on first demand.

11.3. Save as otherwise provided, if you fail to pay any sum owed to Bolt under these Platform Terms when due, interest will accrue on the unpaid amount at the European Central Bank's most recent refinancing rate plus ten (10) percentage points, but in no event less than three times the statutory legal interest rate.

12. Our liability

12.1. To the maximum extent permitted by law, Bolt will not be liable to you for any loss, damage, costs or claims arising out of or in connection with:

12.1.1. your use of the Bolt Platform;

12.1.2. the unavailability, interruption or improper functioning of the Bolt Platform;

12.1.3. the actions or omissions of any User of the Bolt Platform;

12.1.4. websites, content, applications or services (including payment services) that are not owned, controlled or operated by Bolt, including any delays or errors they may cause;

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 Bolt's control (for example, delays caused by a third-party payment service provider); or

12.1.8. any unauthorised access to the Bolt Platform using your log-in credentials.

12.2. The exclusions of liability set out in section 12.1 include, without limitation, the exclusion of liability for the following types of loss or damage, whether direct or indirect:

12.2.1. property damage or monetary loss;

12.2.2. loss of profit, business, revenue, contracts, contacts, goodwill, reputation or anticipated savings;

12.2.3. any loss arising from the interruption or use of the Bolt Platform;

12.2.4. any loss of, damage to or inaccuracy of data; or

12.2.5. any other type of indirect or consequential loss or damage (including, for example, losses that could not reasonably have been foreseen at the beginning of our relationship);

12.3. Bolt's maximum aggregate liability to you under these Platform Terms is capped at five hundred euros (€500). This cap applies regardless of the number of claims made or the number of events giving rise to liability.

12.4. All limitations and exclusions of liability set out in these Platform Terms apply to the fullest extent permitted by applicable law.

12.5. Nothing in these Platform Terms limits or excludes Bolt's liability for:

12.5.1. death or personal injury caused by Bolt's negligence; or

12.5.2. any other liability that cannot lawfully be limited or excluded.

13. Other important provisions

Intellectual property

13.1. All copyrights, trademarks, design rights and other intellectual property 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. Use of the Bolt Platform does not confer on you any ownership rights in the Intellectual Property. You must not use, or permit the use of, the Intellectual Property without Bolt's express prior written consent.

Notices

13.2. Unless otherwise stated in these Platform Terms, any notice to Bolt in connection with these Platform Terms may be sent in writing to Bolt's registered office: Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia. You may also address a request directly to the following email address: paris@bolt.eu.

13.3. Bolt may issue notices to you in connection with these Platform Terms by post or email, using the most recent contact details you have provided to us, or via the Customer App.

13.4. Unless otherwise expressly stated in these Platform Terms, notices must be written in French or Dutch and will be deemed to have been validly served:

13.4.1. if delivered by hand, on the date and time of delivery to the relevant address;

13.4.2. if sent by post, on the next day after posting;

13.4.3. if sent by email, at the time the email is sent; or

13.4.4. if delivered via the Customer App, at the time they are made available to you through the Customer App.

13.5. If the time at which a notice is deemed properly served under section 13.4 falls after 5 p.m. on any working day, or at any time on a Saturday, Sunday or public holiday, the notice will be deemed properly served at 9 a.m. on the next working day.

Enforcement of the Platform Terms

13.6. Bolt may, acting reasonably and in good faith, determine whether there has been a breach of these Platform Terms. Any right or discretion granted to or retained by Bolt under these Platform Terms may be exercised accordingly.

13.7. Without limiting any other right or discretion afforded to Bolt under these Platform Terms, Bolt may, acting reasonably and in good faith, determine whether conduct constitutes Prohibited Manipulative Conduct.

Disputes and complaints

13.8. Where Bolt has taken a decision in connection with these Platform Terms that you contest, you may contact our support team via the Customer App or via the notices and disputes section of our website: https://bolt.eu/en-be/legal/notice/. Bolt will handle any complaint diligently and on a non-arbitrary and non-discriminatory basis. Where a complaint demonstrates that the contested decision was incorrect, Bolt will review it and, where appropriate, reverse it without undue delay.

13.9. In accordance with Article 16 of Regulation (EU) 2022/2065 (the Digital Services Act), Bolt makes available a mechanism for reporting illegal content, accessible via: https://bolt.eu/en-be/legal/notice/. Any report must indicate: (i) the reasons why the content is considered unlawful; (ii) its precise electronic location; and (iii) the name and email address of the person making the report, except in respect of offences referred to in Articles 3 to 7 of Directive 2011/93/EU. Bolt will acknowledge receipt of the report and notify the reporting person of the decision taken and the reasons therefor, together with the available legal remedies in accordance with section 13.8.

13.10. In the event of a dispute, the Passenger may submit a written complaint to Bolt in an attempt to reach an amicable solution, by contacting our customer support team via the Customer App or by email at info@bolt.eu.

13.11. To the maximum extent permitted by applicable law, any dispute arising out of or in connection with these Platform Terms that is not resolved through our internal complaint handling rules shall be submitted to the courts of the Customer's domicile, which shall have exclusive jurisdiction.

13.12. In the event of a dispute arising out of the provision of the Bolt Platform that cannot be resolved through direct negotiations, either party may propose to engage in mediation by an independent and impartial mediator. To this end, Bolt hereby identifies the following mediator with whom it is willing to engage in an attempt to reach an out-of-court settlement: European Mediation Service: Consumer Redress in the EU.

Assignment, novation and delegation

13.13. You may not assign, transfer or novate any of your rights or obligations under these Platform Terms without our prior consent, which must be given in writing or expressly via the Bolt Platform. Any attempt to do so without such consent will be void.

13.14. You agree that Bolt may assign, transfer or novate its rights and obligations under these Platform Terms at any time without your prior consent, and that we may delegate the performance of our obligations or appoint our partners or affiliates to exercise our rights under these Platform Terms. This will not adversely affect your rights or the obligations owed to you under these Platform Terms.

Value added tax

13.15. All payments, amounts and sums referred to in these Platform Terms, or displayed on the Bolt Platform, are inclusive of any applicable tax, including any applicable value added tax, unless expressly stated otherwise.

Interpretation

13.16. All headings and defined terms in these Platform Terms are provided for reference only and do not affect the interpretation of any provision.

13.17. Unless expressly stated otherwise:

13.17.1. a reference to a "section" means a section of these Platform Terms;

13.17.2. a reference to a "party" means a party to these Platform Terms, and "parties" shall be interpreted accordingly;

13.17.3. words in the singular include the plural and vice versa;

13.17.4. a reference to one gender includes all genders;

13.17.5. a reference to a "person" includes an individual, company, partnership, trust or any other legal entity;

13.17.6. references to "including" or similar expressions do not limit what else may be included.

13.18. If any provision of these Platform Terms is held by a court or other competent authority to be unenforceable or invalid, the parties agree to replace it with a valid and enforceable provision that, so far as possible, preserves the original intent and commercial effect of the provision concerned.

13.19. In the event of any conflict between these Platform Terms and any other agreement or arrangement between you and Bolt, these Platform Terms will prevail unless expressly stated otherwise.

13.20. Bolt operates as the provider of an online platform for intermediation and matching services. Accordingly:

13.20.1. nothing in these Platform Terms is intended to impose, or has the effect of imposing, on Service Providers or Drivers any obligation to provide Ride-Hailing Services, or to establish an employment relationship with Bolt; and

13.20.2. if any provision of these Platform Terms is interpreted as implying such a personal obligation or the existence of an employment relationship with Bolt, the parties agree to replace it with a valid and enforceable provision that removes that implication while, so far as possible, preserving the original intent and commercial effect of the relationship.

Applicable law

13.21. To the maximum extent permitted by applicable law, these Platform Terms and your use of the Bolt Platform will be governed by, and construed in accordance with, the laws of Estonia, without prejudice to any mandatory provisions of Belgian law.

14. Glossary of defined terms

For the purposes of these Platform Terms, the following terms have the meanings given below:

14.1. "**Customer App**" means the mobile application(s) made available by Bolt enabling Customers to request Ride-Hailing Services from Service Providers.

14.2. "**Bolt**" (or 'we'/'us'/'our') means Bolt Operations OÜ, a private limited company incorporated in the Republic of Estonia under registration number 14532901, with registered office at Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia, and a Belgian establishment at 5 Place du Champ de Mars, 1050 Bruxelles.

14.3. "**Categories**" means the categories of Ride-Hailing Services available via the Bolt Platform on the relevant market (which may include, for example, categories of 'electric' or 'premium' vehicles), and 'Category' means any one of them.

14.4. "**Driver**" means any individual registered with Bolt to access opportunities to provide Ride-Hailing Services on behalf of a Service Provider.

14.5. "**Customer**" means any individual who makes a request for (and may be provided with) Ride-Hailing Services.

14.6. "**Discriminatory Behaviour**" means any conduct, including speech, acts or treatment, that shows bias, prejudice or hostility based on protected characteristics such as racial or ethnic origin, nationality, gender, sexual orientation, gender identity, religion, disability or age.

14.7. "**Platform Terms**" means the entirety of these terms and conditions entitled 'Platform Terms for Ride-Hailing Services: Customers (Belgium)'.

14.8. "**Cooling-Off Period**" means, where applicable, the period of two (2) minutes starting from the time a Driver indicates their willingness to provide Ride-Hailing Services to the relevant Customer (i.e. when the Customer has been matched with a Driver).

14.9. "**Cancellation Fee**" means a fee charged to Customers by Service Providers where a Customer cancels their request or does not enter into a Ride-Hailing Services agreement after the expiry of the applicable Cooling-Off Period, in accordance with sections 5.13 and 5.14.

14.10. "**Cleaning Fee**" means a fee charged to Customers by Service Providers where a Passenger has soiled a vehicle during the provision of Ride-Hailing Services, in accordance with section 5.15.

14.11. "**Toll Payments**" means amounts paid to Service Providers in addition to the Fare where the route of the Ride-Hailing Services entails additional costs or constraints (such as toll bridges, congestion zones or airport parking fees).

14.12. "**Payment Method**" means your payment method for making Payments via the Bolt Platform, which must be a valid credit or debit card (or another payment method supported by the Bolt Platform) in your name or that you are authorised to use, together with associated billing information such as your billing address.

14.13. "**Payments**" means all Fares, Toll Payments, Cancellation Fees and Cleaning Fee (in whole or in part) payable by you to Service Providers, together with any gratuities, in respect of Ride-Hailing Services, that you agree to make via the Bolt Platform.

14.14. "**Passenger**" means any individual transported (or to be transported) as a passenger in connection with the provision of Ride-Hailing Services.

14.15. "**Booking Period**" means the applicable period that starts when a Driver indicates (via the Driver App) their willingness to provide Ride-Hailing Services to a Customer (as shown to Customers via the Bolt Platform), and ends at the commencement of the Journey Period or, if earlier, when the Ride-Hailing Services request is cancelled or declined.

14.16. "**Journey Period**" means the applicable period that starts when the Driver arrives at the pick-up location and commences the Ride-Hailing Services by picking up the Customer (or Passenger, as

applicable) and agreeing to transport them to the destination requested, and ends when the Ride-Hailing Services conclude or otherwise come to an end for any other reason.

14.17. "**Service Request Periods**" means together (in relation to a request for Ride-Hailing Services) the Booking Period and the Journey Period.

14.18. "**Bolt Platform**" means the technology infrastructure made available by Bolt — including the Customer App — used to facilitate the online matching of Ride-Hailing Services in accordance with these Platform Terms, and through which other tools, features or services may be offered or intermediated.

14.19. "**Prohibited Manipulative Conduct**" means any use of the Bolt Platform that indicates an intention or attempt to manipulate, exploit or harm any person or the Bolt Platform itself, or to improperly exploit or fulfil any promotion criteria made available by Bolt, including: the request, acceptance or completion of Ride-Hailing Services in a manner that appears excessive, artificial or unusually coordinated; and repetitive behaviour that appears designed to falsify a real request for Ride-Hailing Services or a real intention to perform them.

14.20. "**Service Provider**" means any individual or legal entity registered on the Bolt Platform to access, in Belgium, opportunities to provide Ride-Hailing Services on their own account.

14.21. "**Fare**" means the price payable for the provision of Ride-Hailing Services.

14.22. "**Ride-Hailing Services**" means on-demand passenger transportation services with a driver, provided by Service Providers to Customers and arranged via the Bolt Platform.

14.23. "**Users**" means all users and beneficiaries of the Bolt Platform, including all Service Providers, Drivers, Customers and Passengers.

14.24. "**You**" means a Customer that is subject to these Platform Terms.

End of Platform Terms