

These Platform Terms apply to individuals and entities that register to the Bolt Platform to provide Bolt Flex Ride-Hailing Services.

Important:

- *When you are a Driver that accesses the Bolt Platform to review opportunities to provide Bolt Flex Ride-Hailing Services, you will be a Service Provider for the purposes of these Platform Terms.*
- *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 with that Service Provider will be as their Appointed Driver on the terms that you have agreed with them.*
- *When you are a Driver that accesses the Bolt Platform to review opportunities to provide Bolt Standard Ride-Hailing or Taxi Services, [these](#) terms will apply.*
- *Bolt Flex is very different from Bolt Standard, and different terms apply to Bolt Standard, even though the same Bolt Platform is used for both. It is important that you understand the differences before choosing between Bolt Flex and Bolt Standard. A summary of the key differences can be found [here](#).*

1. Definitions

In these Platform Terms the following definitions apply:

1.1. **Account Balance** means the sum of payments that Bolt has collected on your behalf less sums

owed to Bolt as is calculated in accordance with section 10.1.

1.2. **Appointed Driver** means an individual registered and appointed by a Service Provider as a Driver

in accordance with section 7.

1.3. **Bolt ('we' / 'us' / 'our')** means Bolt Operations UK Ltd, company incorporated and registered in

England and Wales with company number 12683400, having its registered office at Leather Market,

Unit J, Taper Studios, 175 Long Lane, London, England, SE1 4GT.

1.4. **Bolt Platform** means the entirety of the technology infrastructure made available by Bolt that is

used to facilitate online intermediation of Bolt Flex Ride-Hailing Services pursuant to these Platform

Terms (including the Driver App).

1.5. **Bolt Flex Ride-Hailing Services** means the service made available on the Bolt Platform by Bolt,

where Bolt makes transportation services available to the Customer on behalf of Service Providers,

but Service Providers are ultimately responsible for providing the transportation services to the Customer.

1.6. **Bolt Flex Period** means the duration of any period from when you book a Bolt Flex Ride-Hailing

Service until you next book a Bolt Standard Ride Hailing Service.

1.7. **Bolt Standard Ride-Hailing Services** means the service made available on the Bolt Platform by Bolt

Services UK Limited, where Bolt Services UK Limited offers, and is responsible for providing, Ride-

Hailing Services to the Customer. The provision of Bolt Standard Ride-Hailing Services is

governed
by the Bolt Standard Terms.

1.8. **Bolt Standard Period** means the duration of any period from when you book a Bolt Standard Ride-Hailing Service until you next book a Bolt Flex Ride-Hailing Service.

1.9. **Bolt Standard Terms** means General Platform Terms: Service Providers (Bolt Standard Ride-Hailing and Taxi Services available here.

1.10. **Cancellation Fee** means a fee charged by you to Customers in the event that a Customer cancels their request or otherwise fails to enter into an arrangement for Ride-Hailing Services as is set out further in sections 6.13 and 6.14.

1.11. **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.

1.12. **Cleaning Fees** means a fee charged by you to Customers in circumstances where a Passenger has soiled a vehicle during the provision of Ride-Hailing Services as is set out further in sections 6.15 and 6.16.

1.13. **Collection Period** means the applicable period that:

1.13.1. starts when a Driver indicates (via the Driver App) their willingness to provide or fulfil Ride-Hailing Services for the agreed Fare to the relevant Customer further to that Customer's request for Ride-Hailing Services; and

1.13.2. ends at the commencement of the Journey Period or, if earlier, when the request for Ride-Hailing Services is cancelled or declined.

1.14. **Commission means** a commission payable by you to Bolt in exchange for Bolt's services provided to you in acting as your authorised commercial agent under these Platform Terms as is set out further in section 9.

1.15. **Commission-Free Items** means the fees and payments on which a Commission is not charged which are (inclusively) all cancellation fees, gratuities, cleaning fees and Toll Payments.

1.16. **Customer** means a party that makes a request for (and may be provided with) Ride-Hailing Services.

1.17. **Drivers** means an individual registered with Bolt by you to access and review opportunities to fulfil

Ride-Hailing Services on your behalf including (as applicable):

1.17.1. you; and/or

1.17.2. Appointed Drivers.

1.18. **Driver App** means the mobile application(s) made available by Bolt enabling Drivers to review opportunities to fulfil Ride-Hailing Services.

1.19. **Early Payment** means a payment of your earnings before the standard payment time as

is further described in sections 10.5 to 10.7 (inclusive).

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

1.21. **Illegitimate Services** means services that are requested or fulfilled by Users in a manner (for example, excessively) that indicates an intention of:

1.21.1. manipulation or exploitation (whether financial or data-related) including attempts to improperly fulfil any promotion criteria made available by Bolt; and/or

1.21.2. otherwise falsifying a genuine demand to request or fulfil legitimate Ride-Hailing Services.

1.22. **Journey Period** means the applicable period that:

1.22.1. 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 agreeing to transport them to the destination requested; and

1.22.2. ends when the Ride-Hailing Services conclude or otherwise come to an end for any other reason.

1.23. **Passenger** means any individual transported (or to be transported) as a passenger pursuant to Ride-Hailing Services.

1.24. **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.

1.25. **Platform Terms** means the entirety of these terms and conditions entitled 'General Platform Terms:

Service Providers (Bolt Flex Ride-Hailing Services)' together with any addendums forming an integral part of these Platform Terms.

1.26. **Policies** means any policies provided in these Terms including the Child Safety Policy, Fraud Policy,

Modern Slavery Policy and Privacy Notice (each being a 'Policy').

1.27. **Service Request Periods** means together (in relation to a request for Ride-Hailing Services) the

Collection Period and the Journey Period.

1.28. **Service Provider** means a person or entity that has registered to the Bolt Platform to access and

review opportunities in the Territory to provide Bolt Flex Ride-Hailing Services on their own behalf.

1.29. **Ride-Hailing Services** means transportation services provided to Customers by Service Providers

under the Bolt Flex model.

1.30. **Territory** means specific regions in the United Kingdom (except for London) where the Bolt

Platform enables the Service Providers the opportunity to provide Ride-Hailing Services under the

Bolt Flex model.

1.31. **Toll Payments** means payments to be made to Service Providers as an additional charge due to the

route of 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).

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

1.33. 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 an Agency Model Account for online intermediation services (i.e. the 'Bolt Platform')

in the Territory which offers independent providers of transportation services (i.e. 'Service Providers') a non-exclusive means of connecting directly with potential clients (i.e. 'Customers'). The

Bolt Platform qualifies as an online intermediation service under the UK P2B Regulation (Regulation

(EU) 2019/1150, as retained in UK law), and Bolt complies with the relevant transparency and fairness requirements.

2.2. As a Service Provider you may:

2.2.1. register yourself as a Driver to access and review opportunities to provide Ride-Hailing Services on your own behalf; and/or

2.2.2. register Appointed Drivers to access and review opportunities to fulfil Ride-Hailing Services provided on your own behalf in accordance with section 7. You remain responsible for all acts and omissions of your Appointed Drivers.

2.3. You agree to pay Bolt a Commission for its agency services as set out in section 9. Commission is

payable only on sums received by Bolt as your agent in respect of Ride-Hailing Services provided

under these Platform Terms.

2.4. The Bolt Platform is made available to you at your convenience. There are no obligations in these

Platform Terms that require any person to:

2.4.1. access the Bolt Platform to review opportunities to provide or fulfil Ride-Hailing Services; or

2.4.2. provide or fulfil Ride-Hailing Services.

2.5. Nothing in these Platform Terms will prevent any person from providing ride-hailing transportation

services outside of using the Bolt Platform.

2.6. By accessing the Bolt Platform you agree to appoint Bolt as your agent for the purposes of entering

into contracts on your behalf, and representing you, in connection with Ride-Hailing Services with

Customers via the Bolt Platform in accordance with section 8.

2.7. We will process your personal data and the personal data of any Appointed Drivers in accordance

with the privacy notice(s) for the Territory made available at <https://bolt.eu/privacy>.

3. About these Platform Terms

3.1. These Platform Terms take effect from the date that you first registered as a Service Provider to

provide Bolt Flex Ride-Hailing Services via Bolt Platform and

3.1.1. These Platform Terms shall apply to you from the date that you agree to these Platform Terms and will apply until you or we terminate them in accordance with these Platform Terms, subject to sections d. and e. below.

3.1.2. Ride-Hailing Services may also be provided via Bolt Services UK Limited using the Bolt Platform and subject to the Bolt Standard Terms. If you have registered with Bolt Services UK Limited for such purposes, your rights of access to the Bolt Platform and your obligations in respect of the same will therefore alternate between the rights granted by these Platform Terms and the Bolt Standard Terms as follows:

3.1.2.1. For the duration of each Bolt Standard Period, your access to the Bolt Platform will continue to be subject to the relevant provisions of the Bolt Standard Terms, including the Acceptable Use Policy referred to therein, and the corresponding provisions of these Platform Terms regarding such access to the Bolt Platform and your obligations in relation to the same shall be suspended.

3.1.2.2. For the duration of each Bolt Flex Period, Bolt shall procure that Bolt Services UK Limited will suspend the provisions of the Bolt Standard Terms relating to your access to the Bolt App, including the 'Acceptable Use Policy' referred to therein, so that you will be subject to the access provisions of these Platform Terms only.

3.1.3. Any temporary suspension of these Bolt Flex Terms (in part) or the Bolt Standard Terms (in part) shall be without prejudice to the rights and remedies of Bolt and Bolt Services UK Limited in respect of any prior breach of the relevant suspended provisions.

1.1.1. You may move between the Bolt Flex and Bolt Standard at your discretion, and there are no restrictions or requirements as to when or how often you may do so.

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, as required under the UK P2B Regulation.

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;

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; and

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 your 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. Bolt will not be responsible for reviewing or verifying such content except as may be required to meet its legal or regulatory obligations. 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 Online Safety Act 2023 which may be without prior notice. When this occurs, you will have a right to object in accordance with section 16.6.

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 provide Bolt Flex Ride-Hailing Services; and

4.3.2. providing 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 provide 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, a Driver's right to access the Bolt Platform to review — and,

where applicable, fulfil — opportunities to provide Ride-Hailing Services is granted only:

4.6.1. for such periods that the Driver is lawfully permitted to provide or fulfil Ride-Hailing Services. Accordingly, this right of access:

4.6.1.1. does not arise until you have arranged to provide Bolt with documentation reasonably required to verify the Driver's eligibility to lawfully provide or fulfil Ride-Hailing Services in the relevant market (including, where applicable, proof of the Driver's right to work); and/or

4.6.1.2. will immediately expire if the Driver is no longer legally permitted to provide or fulfil such services or if Bolt is unable to verify that the Driver is legally permitted to provide such services.

4.6.2. for such periods that a current and accurate photographic identity for the Driver has been submitted to Bolt, to ensure the Driver can be clearly identified by Users for safety and security purposes;

4.6.3. for such periods that the Driver is able to verify their identity and/or log-in credentials, to prevent unauthorised access;

4.6.4. in respect of access to any Category, only for so long as the Driver meets the applicable Category requirements; and

4.6.5. for such periods that the Driver's access does not pose a demonstrable risk to platform security, safety of users, or compliance with applicable law.

- 4.7. For the sole purpose of preventing unauthorised access, Bolt may from time to time:
- 4.7.1. request documentation it reasonably considers necessary to verify that Ride-Hailing Services can be lawfully fulfilled; and
 - 4.7.2. require Users to verify their identity and/or log-in credentials.

5. General Prohibitions

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

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

5.1.2. any Prohibited Manipulative Conduct.

5.2. During Service Request Periods, you must ensure that neither you, nor any Appointed Driver(s)

acting on your behalf:

5.2.1. create unnecessary safety risks for other Users, including:

5.2.1.1. driving in violation of traffic laws or road safety standards issued by regulatory authorities;

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

5.2.1.3. using vehicles that are unsafe due to poor condition; or

5.2.1.4. otherwise acting in a manner that recklessly disregards the safety of other Users;

5.2.2. engage in or encourage:

5.2.2.1. any violent, aggressive or threatening behaviour;

5.2.2.2. any Discriminatory Behaviour;

5.2.3. cause significant and unnecessary safety concerns or discomfort for other Users, including:

5.2.3.1. unwanted contact or sexual advances that makes Users feel unsafe or uncomfortable;

5.2.3.2. inviting or allowing individuals unknown to Passengers to enter vehicles during Ride-Hailing Services; or

5.2.3.3. persistently exposing Users to unpleasant and objectionable conditions, such as soiled seating or offensive odours.

5.3. 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 the Bolt Platform, or allow the

use of it, 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 willing Customers and Service Providers by Bolt (as described in section 6, including by:

5.3.1. excessively cancelling Ride-Hailing Services after indicating a willingness to fulfil them;

5.3.2. excessively remaining 'online' in the Driver App during periods of inactivity;

5.3.3. persistently delaying the cancellation of Ride-Hailing Services after deciding not to fulfil them;

5.3.4. asking Customers to cancel Ride-Hailing Services, instead of cancelling them properly through the Driver App, after deciding not to fulfil them; or

5.3.5. without prejudice to your right, and the right of Appointed Drivers, to decline or refuse services, engaging with the Driver App in a manner that is inconsistent with a genuine, good faith intention to review, and where applicable fulfil, Ride-Hailing Service requests.

5.4. You must not provide, or allow the provision of, any information via the Bolt Platform that is misleading, false, unlawful or illegal.

5.5. You must not allow any person to access the Bolt Platform using login details that do not match

the information provided to Bolt in connection with sections 4.6 ('eligibility to lawfully fulfil services'), 4.6.2 ('photographic identity'), 4.1 ('personal information') or 7.4 ('information relating to

Appointed Drivers').

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

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

5.6.2. tamper with, mislead, or breach the security systems of the Bolt Platform;

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

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

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

5.7. For the avoidance of doubt, the prohibition of Discriminatory Behaviour set out in section 5.2.2

does not restrict your right, or the right of any Appointed Driver, to decline requests or disengage

from interactions for legitimate and lawful reasons.

5.8. Bolt has a zero-tolerance policy towards aggressive, intimidating or manipulative behaviour. You

must not, and must not allow any Appointed Drivers to, threaten, intimidate, dishonestly manipulate or otherwise abuse any employees, partners or agents of Bolt.

5.9. You must not use (or allow the use of) the Bolt Platform in any manner that:

5.9.1. is unlawful or illegal (including any use of the Bolt Platform to distribute any unlawful or illegal content, data or items);

5.9.2. is indicative of:

5.9.2.1. an unlawful or illegal purpose; and/or

5.9.2.2. Illegitimate Services.

5.10. 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:

5.10.1. create or cause unnecessary safety risks for Users; and/or

5.10.2. use, demonstrate or encourage any violence, sexism, racism or discrimination.

5.11. You must not provide (nor allow the provision of) any materially inaccurate, misleading, false,

unlawful or illegal information via the Bolt Platform.

5.12. 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.

5.13. You must not participate in (nor allow) any attempt to:

5.13.1. falsify, manipulate, scrape, index or mine any data provided to the Bolt Platform;

5.13.2. tamper, mislead or breach the security systems of the Bolt Platform;

5.13.3. modify, jailbreak, decompile, reverse engineer or otherwise attempt to obtain the source

code of any part of the Bolt Platform; and/or

5.13.4. 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.

6. Ride-Hailing Services and Price Bidding

Overview

6.1. Subject to these Platform Terms, 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 provide

or fulfil requests for Ride-Hailing Services made by Customers.

6.2. Customers are able to make requests for Ride-Hailing Services, for their preferred price (where

available), either to be provided immediately or (where available) at a specified time.

6.3. Please note that Bolt does not control Customers or Passengers and therefore:

6.3.1. Bolt does not guarantee that there will be opportunities to provide Ride-Hailing Services.

6.3.2. Bolt cannot be responsible for the actions (or inactions) of Customers and Passengers.

Requests for Ride-Hailing Services

6.4. In response to requests for Ride-Hailing Services made by Customers, Bolt will:

6.4.1. invite Drivers within reasonable proximity of the pick-up location to indicate their willingness to fulfil the Ride-Hailing Services to Customers at the price requested by the Customer, taking into account (for the purpose of determining any appropriate order and/or timing of circulating invitations to Drivers):

6.4.1.1. Any 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; and

6.4.1.2. 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).

6.5. As part of a Customer's request for Ride-Hailing Services, they will make an offer to you for the Fare

they are willing to pay to you for the Ride-Hailing Services.

6.6. When you (or your Appointed Driver as the case maybe) accept a request in response to their offer,

this constitutes your intention to enter into a contract with the Customer for the provision of the Ride-Hailing Services in accordance with these Terms, including in respect of your commitment to

provide the Ride-Hailing Services and their commitment to pay you.

6.7. Alternatively, you (or your Appointed Driver as the case maybe) can counter the Customer's initial

offer with a new Fare that you are willing to accept for the provision of the Ride-Hailing Services. When the Customer accepts your counteroffer, this constitutes their intention to enter into a contract with you for the provision of the Ride-Hailing Services in accordance with these Terms, including in respect of your commitment to provide the Ride-Hailing Services and their commitment to pay to you.

6.8. For the avoidance of doubt, the Fare agreed between you and the Customer includes any applicable

Toll Charges for the anticipated route.

6.9. 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:

6.9.1. The availability of such features will be shown to Drivers in the Driver App.

6.9.2. Where a Driver has enabled the auto-accept function in the Bolt App and selected a preferred price per mile, the Driver authorises Bolt, acting solely as their agent, to apply that price based on the total estimated distance to be travelled during both the Collection Period and the Journey Period. This approach ensures that the Driver's preferred fare takes into account the full expected travel distance when auto-accepting requests. For the purposes of this clause:

6.9.2.1. 'Collection Period' means the period starting when the Driver accepts a request for Ride-Hailing Services and begins travelling to the Customer's pick-up location, and ending upon arrival at that location.

6.9.2.2. 'Journey Period' means the period starting when the Customer is picked up and ending upon arrival at the requested drop-off location.

6.10. When a Driver is invited via the Driver App to indicate their willingness to fulfil Ride-Hailing Services

the Driver App will show:

6.10.1. the estimated impact on your Account Balance;

6.10.2. the price offered by the Customer for the provision of the Ride-Hailing Services (including

any Toll Payments);

6.10.3. the requested pick-up point;

6.10.4. the requested destination; and

6.10.5. a scheduled pick-up time (if this is not 'immediately').

6.11. The Driver will then have the option to indicate their willingness to provide Ride Hailing Services at

the price offered by the Customer or propose an alternative price to the Customer.

6.12. Upon a Driver indicating their willingness to provide Ride-Hailing Services at the price offered by

the Customer, please note that the relevant Customer will:

6.12.1. expect a Driver to proceed the relevant pick-up point without unreasonable delay (or, if applicable, to arrive at the specified time);

6.12.2. (if the Ride-Hailing Services do not commence) agree to pay you a Cancellation Fee in accordance with sections 6.13 and 6.14; and

6.12.3. (if the Ride-Hailing Services do commence) agree to pay you a Cleaning Fee in accordance

with sections 6.15 and 6.16.

Cancellation Fees and Cleaning Fees

6.13. A Customer may cancel their request for Ride-Hailing Services after an agreement for the Ride-

Hailing Services has been entered into between you and the Customer. You are entitled to a Cancellation Fee paid by a Passenger in the event that a Passenger cancels a confirmed request for

Ride-Hailing Services after a certain time period determined by the Bolt Platform and you have already started to make your way towards the pick-up point. The Cancellation Fee will be paid in

accordance with these Terms. You can find out more information on Cancellation Fees here.

6.14. Please note that a Customer's agreement to pay a Cancellation Fee is subject to you having a genuine intention to enter into an agreement to provide the applicable Ride-Hailing Services and therefore you will not have a right to charge this fee, and Bolt will not collect this fee on your behalf

in 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).

6.15. You agree that the applicable Cleaning Fee that you will charge a Customer in the event that a

vehicle is soiled by a Passenger shall not exceed sixty pounds sterling (£60).

6.16. Please note that a Customer's agreement to pay a Cleaning Fee is subject to you being able to

evidence that the vehicle has been soiled by the relevant Passenger. We will not collect this fee on

your behalf if the charge is disputed and 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.

6.17. The cancellation fees and cleaning fees are determined by Bolt in its capacity as agent for the

Service Provider, and is designed to ensure a consistent and fair approach to cancellations across

the Bolt Platform.

How payments are collected

6.18. Where Customers have agreed to make payments via the Bolt Platform, Bolt will arrange to collect

sums owed and/or payable to you and then forward them to you in accordance with section 9.

Access to Categories

6.19. 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 provided in accordance with that Category. For example, if an 'electric vehicle' Category is available, Bolt will aim to connect Customers selecting that Category exclusively

with Service Providers that are able to supply their services using an electric vehicle.

6.20. 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.

6.21. For more information on the Categories available in a marketplace, please contact our support team.

Promotions (Reduced Commission to Bolt)

6.22. 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.

6.23. When a promotion is offered by Bolt to Service Providers:

6.23.1. Receipt of the benefit of the promotion is subject to completion of the applicable requirements of that promotion.

6.23.2. 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.

6.23.3. Bolt Platform will never make any access to the Bolt Platform conditional on completion of all the applicable requirements of any promotion.

6.23.4. You agree that Bolt may (where available) make the value of the promotion available to you by reducing the Commission otherwise payable by you to Bolt. This will never reduce the value of the promotion.

7. Appointing Drivers to act on your behalf

Overview

7.1. 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 7.

7.2. We recommend that you review this section 7. carefully and check the suitability of individuals

before you proceed with making any appointments.

Making appointments

7.3. You can make an appointment by either logging into your account on the Driver app and/or contact

Bolt at uk-association@bolt.eu with the names and contact details of your proposed Appointed Driver(s). In compliance with its conditions as a private hire operator, 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.

7.4. 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 4.6.1). 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.

7.5. If you have any queries on this process, please make enquiries at uk-association@bolt.eu.

Important provisions relating to Appointed Drivers

7.6. 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 or Policies.

- 7.7. In respect of each Appointed Driver you acknowledge that you are fully responsible for:
- 7.7.1. agreeing and documenting the terms on which the Appointed Driver is engaged by you;
 - 7.7.2. the remuneration of the Appointed Driver;
 - 7.7.3. paying any Commission owed to Bolt in respect of sums payable by Customers to you (in accordance with section 9);
 - 7.7.4. all legal obligations owed to the Appointed Driver arising out of their engagement by you;
 - 7.7.5. ensuring that the details provided to Bolt in respect of the Appointed Driver are correct and up-to-date; and
 - 7.7.6. all content (if any) uploaded to the Bolt Platform by the Appointed Driver.
- 7.8. In respect of each Appointed Driver:
- 7.8.1. 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;
 - 7.8.2. 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 11).
- 7.9. For the avoidance of doubt:
- 7.9.1. save as is required by sections 7.3, 7.5 and 7.7.1 Bolt does not impose any restrictions or requirements on the commercial arrangements made between;
 - 7.9.1.1. you and your Appointed Drivers; or
 - 7.9.1.2. your Appointed Drivers;
 - 7.9.2. nothing in these Platform Terms is intended to prevent any Appointed Driver from providing ride-hailing transportation services outside of using the Bolt Platform.

8. Bolt's role as your agent

8.1. For the exclusive purpose of enabling Bolt to act as the commercial agent of Service Providers

pursuant to these Platform Terms you hereby grant us all necessary rights to negotiate and conclude on your behalf any contracts made with Customers in accordance with these Platform Terms including (without limitation) rights to:

- 8.1.1. collect on your behalf Fares, Cancellation Fees, Cleaning Fees and any other relevant fees payable to you; and
- 8.1.2. adjust the agreed Fare in the event of significant change to the Ride-Hailing Services or unforeseen circumstances. The Fare would be adjusted by Bolt, acting as your agent, and based on the Fare agreed between you and the Customer and both you and the Customer will need to approve the adjusted Fare before you can proceed with the Journey. Bolt does not independently determine or approve Fare adjustments. Such adjustments may include, but are not limited to, the following:
 - 8.1.2.1. a change of destination requested by the Customer after the Fare has been agreed;
 - 8.1.2.2. a substantial increase in journey duration due to unexpected traffic delays; and
 - 8.1.2.3. the application of additional charges, such as Toll Charges, arising from a change in destination or route.
- 8.1.3. forward sums collected as agent to you; and
- 8.1.4. lawfully issue receipts and/or invoices on your behalf.

8.2. In respect of sums we collect on your behalf you agree that:

- 8.2.1. payment obligations arising from any contracts for Ride-Hailing Services are deemed to

be fulfilled when the respective payment is credited or made available to Bolt's payment account; and

8.2.2. 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 role as your commercial agent in the applicable market(s).

8.3. In respect of the terms on which you engage with Customers you agree and acknowledge that:

8.3.1. payment obligations arising from any contracts for Ride-Hailing Services are deemed to be fulfilled when the respective payment is credited or made available to Bolt's payment account; and

8.3.2. you will 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 role as your agent in the applicable market(s).

8.4. You agree that Bolt may, as your agent, prepare and issue invoices to Customers on your behalf in

respect of Bolt Flex Ride-Hailing Services you supply through the Bolt Platform.

8.5. Where you are VAT-registered (or become VAT-registered at any time while using the Bolt Platform),

you authorise us to issue self-billed invoices to Customers on your behalf that comply with applicable VAT laws and include your VAT registration details. You agree:

8.5.1. not to issue separate invoices to Customers for any journeys facilitated through the Bolt Platform;

8.5.2. to notify us immediately if your VAT registration status changes (including registration, deregistration, or a change in VAT number); and

8.5.3. to accept each self-billed invoice as if issued by you.

8.6. Each invoice will clearly state that it is issued by Bolt in our capacity as your agent and on your behalf.

8.7. You acknowledge and agree that all amounts charged to Customers for transportation services are

inclusive of VAT (where applicable), and that it is your responsibility to account for and pay any VAT

due to HMRC.

8.8. You agree to indemnify us against any claims, losses, or liabilities arising from your failure to notify

us of changes to your VAT registration status or from inaccuracies in the VAT-related information you provide.

8.9. Bolt shall issue receipts and/or invoices (as appropriate) on your behalf and in an electronic format

in respect of payments owed to you. 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.

9. Commission

9.1. A Commission will be payable by you to Bolt on all sums that are payable to you in connection with

these Platform Terms with the exception of the Commission-Free Items.

9.2. Bolt will communicate the applicable Commission rate to you via email or via the Bolt Platform. At

all times the headline rate of Commission payable by you to Bolt will not exceed twenty per cent (20%). Bolt reserves the right to increase the headline rate from time to time, but will notify you of

any such change in advance, pursuant to the provisions of these Platform Terms.

9.3. Bolt may at its discretion temporarily reduce the rate of Commission payable by communicating

this reduced rate in writing (which may be via our website or via the Bolt Platform). Bolt reserves the right to revise or revoke any such reduced rate of Commission at any time and at its sole discretion.

9.4. If you are unsure of the rate of Commission that applies to you, please contact our support team.

9.5. Your obligation to pay Commission to Bolt will arise at the same time as sums becoming payable to

you in connection with these Platform Terms.

9.6. You agree that Bolt may immediately deduct Commission and any other sums owed to Bolt from

any amounts that Bolt has collected on your behalf as agent when such sums are credited or made

available to our payment account. For the avoidance of doubt, Bolt's legal right to deduct Commission shall arise at the time the relevant order is considered finished.

10. When Bolt will forward payments to you

Your Account Balance and our standard payment schedule

10.1. 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 10) as:

10.1.1. the sum of:

10.1.1.1. payments arranged to be collected by Bolt on your behalf pursuant to these Platform Terms; and

10.1.1.2. (where applicable and subject to section 6.2.3 the value of any promotions (by way of reduced commission) made available by Bolt that are due to be received by you;

10.1.2. less the sum of:

10.1.2.1. all Commission and other sums owed by you to Bolt pursuant to these Platform Terms; and

10.1.2.2. any payments previously arranged to be made to you by Bolt in accordance with this section 10.

10.2. 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 10.3 and the other provisions of this section 10). In these circumstances, Bolt will arrange to transfer the sum of your Account Balance to you

via bank transfer, calculated on Mondays and processed for payment on the same day. All payments

are subject to Bolt having received cleared funds on your behalf.

10.3. 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 pounds sterling (£5). 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.

10.4. If your Account Balance is negative at the end of each calendar month this means that you owe

sums to Bolt. In these circumstances you must transfer such sums owed by you to Bolt via bank transfer no later than the fifteenth 15th day of the following calendar month via the payment method details that we provide to you for this purpose.

Requesting an Early Payment

10.5. Where available you may be eligible to request a payment of your earnings before the standard

payment time set out in section 10.2 via the Driver App (an 'Early Payment'). Early Payment is a facilitation service provided by Bolt as your agent, available only in respect of sums Bolt has already

actually collected and holds for you in a positive Account Balance.

10.6. Early Payment requests:

10.6.1. may only be made against a positive Account Balance;

10.6.2. (when fulfilled) will reduce the sums due to you under the standard payment schedule set out in section 10.2.

10.7. 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

10.8. You must ensure that the details you provide us in respect of your Payment Method are correct and

kept up to date.

10.9. 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.

10.10. 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:

10.10.1. 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); and

10.10.2. 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 and Bolt's obligations in respect of them end.

Other important information relating to payments

10.11. By agreeing to these Platform Terms you agree to receive receipts and invoices from us in an

electronic format.

10.12. If the Customer pays the Fare through the Bolt Platform, Bolt shall pre-authorise the Customer's

payment card at the time of booking the Ride-Hailing Service. Should Bolt fail to pre-authorise the

payment card, Bolt may, at its discretion, compensate the Driver for any amounts owed to the

Driver

but uncollected by Bolt due to its failure to pre-authorise the payment card. Such compensation shall be credited to the Driver's account. The Driver agrees that in such instances, the Fare will be

deemed fully settled, and the Driver hereby assigns to Bolt all rights to recover the outstanding amount from the Customer.

10.13. 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.

10.14. 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.

10.15. In the event of an overpayment to you or any similar payment or charging error:

10.15.1. 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;

10.15.2. 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).

10.16. 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 14 ('your liability').

10.17. 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.

10.18. 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 The Platform Operators

(Due Diligence and Reporting Requirements) Regulations 2023. This information shall include (without limitation) the sum of consideration paid or credited to Service Providers in connection with their use of the Bolt Platform. By acting to provide Ride-Hailing Services, you acknowledge that

this is the case.

11. Investigations into unusual behaviour

11.1. In the event that Bolt becomes aware of information indicating a potential breach of these Platform

Terms or Policies, you must arrange cooperation with Bolt's reasonable investigations without

unreasonable delay.

11.2. You agree that Bolt may request feedback from Users for the purposes of detecting non-compliance with these Platform Terms.

11.3. 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.

11.4. 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.

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

12.1. Bolt is entitled to temporarily suspend or restrict your access (or that of your Appointed Drivers) to

all or part of the Bolt Platform in association with your account:

12.1.1. if there has been a breach of your obligations in these Platform Terms;

12.1.2. where Bolt is conducting an investigation relating to:

12.1.2.1. Bolt's legal or regulatory obligations; or

12.1.2.2. a suspected breach of these Platform Terms or Policies,

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

12.1.3. when you and/or your Appointed Drivers fail to verify their identity and/or log-in credentials;

12.1.4. if Bolt needs to make changes to comply with laws or regulations;

12.1.5. to deal with technical problems or to make technical changes and upgrades;

12.1.6. if Bolt needs to take urgent precautions to protect the integrity or reputation of the Bolt Platform; or

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

12.1.7.1. imminent danger(s) to Users;

12.1.7.2. cybersecurity risks (including malware, spam and data breaches); and/or

12.1.7.3. unusual activity which is indicative of manipulation or exploitation (whether financial or data-related).

12.2. 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:

12.2.1. an emergency;

12.2.2. health and safety concerns;

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

12.2.4. we are unable or are advised not to do so for regulatory or legal reasons.

12.3. 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.

12.4. 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 16.6).

13. How our relationship may end

13.1. 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.

13.2. Bolt can terminate its relationship with you in entirety (or in respect of a specific feature or access

only) by:

13.2.1. giving you at least thirty (30) days' notice to that effect together with Bolt's reasons for doing so; or

13.2.2. immediately by communicating this to you in writing if:

13.2.2.1. 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

13.2.2.2. we exercise any right we have under applicable law to terminate the relationship;

13.2.2.3. you or your Appointed Driver(s) have committed a material breach of these Platform Terms or Policies; and/or

13.2.2.4. you or your Appointed Driver(s) have committed repeated breaches of these Platform Terms or Policies.

13.3. Where Bolt terminated the relationship with you pursuant to section 13.2, 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.

13.4. Upon termination of these Platform Terms:

13.4.1. in entirety, you and any Appointed Drivers will no longer have the right to access the Bolt Platform; or

13.4.2. 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.

13.5. 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 16.6).

13.6. For the avoidance of doubt sections of these Platform Terms will continue to apply at all times

including if all or part of our relationship has been terminated.

14. Your liability

14.1. 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:

14.1.1. any breach by you or your Appointed Driver(s) obligations in these Platform Terms, to the extent they act on your behalf;

14.1.2. property damage or monetary loss;

14.1.3. loss of profit, business or revenue;

14.1.4. loss of contracts, contacts, goodwill, reputation, anticipated savings;

14.1.5. any loss that may arise from interruption or use of the Bolt Platform;

14.1.6. loss, damage to (or the inaccuracy of) data;

14.1.7. 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);

14.1.8. any claims, losses or damages arising from materials submitted to Bolt or transmitted through the Bolt Platform by you or your Appointed Driver(s):

14.1.8.1. breach the intellectual property rights of any third party;

14.1.8.2. breach any law or regulation;

14.1.9. your or your Appointed Driver's unlawful, negligent, or intentional acts in relation to the ownership, use, maintenance, or operation of a vehicle in providing Ride-Hailing Services via the Bolt Platform;

14.1.10. you or any Appointed Drivers being unable to lawfully fulfil any Ride-Hailing Services;

14.1.11. the actions and/or inactions of any Appointed Drivers; and/or

14.1.12. your engagement with any Appointed Drivers.

14.2. 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 interest rate of

Bank of England as at the due date, accruing daily until the amount is fully paid.

15. Our liability

15.1. To the maximum extent permitted by law Bolt shall not be liable to you for any losses, damage,

costs or claims resulting from:

15.1.1. use of the Bolt Platform by you or any Appointed Drivers;

15.1.2. the unavailability or improper functioning of the Bolt Platform;

15.1.3. the actions (or inactions) of any User of the Bolt Platform;

15.1.4. the use of websites, content, applications or services (including payment services) that are not owned, controlled or provided by Bolt;

15.1.5. incorrect or outdated information that you have provided to Bolt;

15.1.6. the content of any third-party websites, content or applications;

15.1.7. any person accessing the Bolt Platform via login details that do not belong to them.

15.2. The exclusions of liability in section 15.1 include exclusions to any of the following losses whether

direct or indirect:

15.2.1. property damage or monetary loss;

15.2.2. loss of profit, business or revenue;

15.2.3. loss of contracts, contacts, goodwill, reputation, anticipated savings;

15.2.4. any loss that may arise from interruption or use of the Bolt Platform;

15.2.5. loss, damage to (or the inaccuracy of) data;

15.2.6. 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).

15.3. Bolt's maximum liability to you in connection with these Platform Terms is capped at £300 in

aggregate.

15.4. All limitations and exclusions of liability set out in these Platform Terms will apply to the fullest

extent permitted by law.

15.5. No provision in these Platform Terms will limit or exclude Bolt's liability in relation to:

15.5.1. death or personal injury arising as a result of Bolt's negligence; nor

15.5.2. any other liability that cannot be excluded or limited by law.

16. Other provisions

Intellectual property

16.1. 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

16.2. Unless stated otherwise in these Platform terms, notices for Bolt in connection with these Platform

Terms must be issued in writing to Bolt's registered address: Leather Market, Unit J, Taper Studios,

175 Long Lane, London, England, SE1 4GT.

16.3. Bolt may issue notices to you in connection with these Platform Terms either:

16.3.1. by letter;

16.3.2. electronically by email; or

16.3.3. using the contact information that you provide to us from time to time.

16.4. Save where expressly mentioned otherwise in these Platform Terms, notices sent in connection with

these Platform Terms must be provided in English and shall be deemed to be properly served:

16.4.1. {(if delivered by hand) at the time the notice is left at the applicable address;

16.4.2. {(if sent by post) on next day after posting; or

16.4.3. (if sent by email) at the time the email is sent.

16.5. If the timing that a notice is properly served under section 16.4 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 by 09:00 on the next day that is not a Saturday, Sunday or public holiday.

Disputes

16.6. In circumstances where Bolt has:

16.6.1. removed content from the Bolt Platform (see section 4.2); and/or

16.6.2. suspended access to the Bolt Platform (see section 12); and/or

16.6.3. terminated access to the Bolt Platform (see section 13); and/or

16.6.4. 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.

16.7. To the maximum extent permitted by law any disputes arising out of these Platform Terms that

cannot be settled in accordance with section 16.6 shall be settled by the courts of England and Wales.

Value added tax

16.8. 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).

Interpretation

16.9. 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.

16.10. 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

16.11. 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 England and Wales.