

Bolt Drive Terms and Conditions

Effective from 27 July 2026

These Terms and Conditions (**Agreement**) between you (**User, You or Your**) and Bolt Services PL Sp. z o.o., KRS: 0000733215, NIP: 5252755060, REGON: 380639130, share capital PLN 50 000 paid up in full with principal place of business at Prosta 67, 00-838 Warszawa, Poland, which has the status of a large enterprise as defined in the Act of March 8, 2013, on Counteracting Excessive Delays in Commercial Transactions (Journal of Laws 2013, Item 403)(**Bolt, We, Us or Our**), shall apply in relation to: (i) the master contract concluded upon registration (**Master Contract**), (ii) the temporary rental of motor vehicles shown on the Bolt App (defined below) (**Motor Vehicles**) by Bolt to You within a defined service area (**Services**), and (iii) Your use of the platform operated by Bolt Operations OÜ, registration number 14532901, with principal place of business at Vana-Lõuna tn 15, 10134 Tallinn, Estonia, consisting of a mobile application, for accessing and using the Services (**Bolt App**).

If You need to get in touch with Us:

- Address: Prosta 67, 00-838 Warszawa, Polska
- E-mail: info@bolt.eu or poland@bolt.eu
- Online: via the chat function in the Bolt App.

By accepting this Agreement, You agree to the application and content of this Agreement.

The following documents are binding and incorporated by reference into this Agreement:

1. the applicable prices, additional fees, penalties and any other price information and applicable charges as displayed on the Bolt App (**Price Schedule**) and in the Bolt Drive List of Penalties and Additional Fees available at the end of this Agreement in Annex A (**List of Penalties and Additional Fees**);
2. instructions, manuals (including, how to use the Motor Vehicle), and any other guidelines displayed on the Bolt App;
3. the EU Data Information Notice (**EU Data Act Terms**), governing access to and use of data generated in connection with the use of the Services, available at <https://bolt.eu/en/legal/data-act-notice/>
4. other business and product terms referred to in this Agreement, including service descriptions, policies and notices, including the Bolt Drive Privacy Notice (**Privacy Notice**) available on the Bolt App and at <https://bolt.eu/en/privacy/> and shall apply respectively (mutatis mutandis) to the processing of Your personal data in connection with the use of the Services; and
5. supplemental (if any) country- or city-specific terms applicable in the area where the drive is taken as displayed on the Bolt App and under the specific country section available at <https://bolt.eu/en/legal/>.

We may amend this Agreement only for valid reasons, i.e., due to: (i) changes in generally applicable laws that directly affect the Services; (ii) the imposition of new obligations on Bolt by competent authorities that directly affect the provision of the Services; (iii) technological or security-related changes, including changes to the App that are necessary to maintain its compliance with this Agreement, provided they do not entail additional costs and are necessary to provide the Services in

accordance with the law; (iv) editorial clarifications that do not affect the User's rights and obligations; (v) the introduction of new features and functionalities that do not entail additional costs for the User. We will notify you of changes 15 days in advance on a durable medium, clearly indicating the content of the changes, the reasons for them, and the date they take effect. With respect to the App, if the changes significantly and negatively affect the User's access to or use of the App, the User may terminate the Agreement without notice within 30 days of the date the change is made or the notice is sent. In the event that an earlier version of this Agreement was still in force at the time the Motor Vehicle was reserved or put into use, that version shall remain in force for the duration of the use of the Motor Vehicle.

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1. Using the Bolt App

- 1.1. To be able to use Services You must download and install the Bolt App on Your personal device.
- 1.2. The Bolt App is available in multiple languages which can be changed in Your profile. In order to provide You with the Services, We may track Your device's location via the Bolt App. There may be restrictions for the provision of Services based on the location of Your device. These restrictions are apparent via the interface of the App. We do not provide Services in all jurisdictions. As the availability of our Services may change periodically, there is no final list of jurisdictions.
- 1.3. The Bolt App may be updated periodically in order to provide You with the best possible service. The services available via the Bolt App are only accessible with an Internet connection. There are no specific technical requirements for the Internet connection, however, the quality of the service may be affected by the Internet speed. The Bolt App is available on Android and Apple devices in accordance with the latest software updates.
- 1.4. Bolt may offer additional features, packages, or functionalities in connection with the Services (each a **"Feature"**), including but not limited to time-based, distance-based, or bundled usage packages, or other promotional or operational offerings. Different methodologies, conditions, eligibility criteria, or offers may apply to individual Features. The applicable terms, conditions, and rules for each Feature will be displayed and explained in the Bolt App at or prior to activation or use of the relevant Feature (**Feature-specific terms**). For activating or using a Feature, You must accept the applicable Feature-specific terms within the Bolt App, which shall apply in addition to this Agreement and, in case of conflict with the terms of this Agreement, shall prevail with respect to the relevant Feature.
- 1.5. We will use reasonable care to ensure that the Bolt App functions properly. Bolt will notify the User in advance of any planned technical downtime. Rooting, jailbreaking or modifying Your mobile device at a hardware or operating system level in any manner which is against the manufacturer's instructions makes the device susceptible to mobile threats. You acknowledge that We are not liable for any losses in connection with the use of such a modified mobile device, and that We have no obligation to support the use of such a device.
- 1.6. Subject to Your compliance with the Agreement, Bolt grants You a royalty free, limited, non-exclusive, non-sublicensable, revocable, non-transferable licence to access and use the Bolt App on Your personal device solely in connection with Your use of the Services.
- 1.7. We shall provide services which are designed, delivered, and support compliance with industry standards and best practices, such as ISO 27001/27002, whenever feasible and not in conflict with other agreed requirements. If credit card data is processed, Payment Card Industry Data Security Standard shall also be complied with.

2. Registering Your Account

- 2.1. After downloading and installing the Bolt App, You must create a user account (**Account**). By creating an Account and accepting this Agreement, the Master Contract is entered into between You and Bolt.
- 2.2. During the Account registration Your mobile number will be linked to Your Account and added to Our database. You must sign up by providing the requested information in the signup application and uploading necessary documentation. You must also acknowledge that you have read and understood this Agreement and the Privacy Notice.

- 2.3. You need to connect Your Account with Your valid credit or debit card or other payment method supported by the Bolt App (**Elected Payment Method**).
- 2.4. After submitting the signup application, You need to upload Your valid driving licence recognized in Poland to the Bolt App in accordance with Section 3 of the Agreement.
- 2.5. You must not register several Accounts with Bolt, trade or rent Your Account to a third party, and create fake, illicit Accounts. This includes creating an Account by using fake, illicit, false information.
- 2.6. You cannot allow any third party to use the User's Account.
- 2.7. You cannot disclose the Account login data to any third party. The User shall be responsible for ensuring the security of the Account and confidentiality of the User's login details.
- 2.8. When creating and using Your Account, You:
- (a) shall use Your real name, accurate personal information and payment information for setting up the Account, and keep such information up to date at all times;
 - (b) may be requested to provide Your contact details (phone, e-mail address, residency address);
 - (c) may be requested to provide proof of identity in the form of a picture of Your driving licence, identification card or other legal identification document issued by the government to obtain or maintain access to the Services;
 - (d) are liable for the access, control and security of Your Account, and responsible for all actions carried out under Your Account, unless You have reported misuse of Your Account pursuant to Section 2.8 hereof; and
 - (e) understand that We may suspend, restrict or disable Your Account to the extent required to (i) secure lawful and safe use of the Bolt App or the Services, including without limitation for fraud prevention, risk assessment, investigation and customer support purposes; (ii) ensure Your compliance with this Agreement and the rules displayed in the Bolt App; (iii) comply with an applicable law or the order of a court, law enforcement or other administrative agency or governmental body; or (iv) as otherwise set forth in this Agreement.
- 2.9. You shall immediately notify Bolt via one of the available contact channels to enable Bolt to block access to the Account to prevent misuse in the case:
- (a) of any unauthorised access to or use of Your Account;
 - (b) of loss of the mobile device on which the Bolt App is installed;
 - (c) login details are lost or become available to a third party;
 - (d) Your Account is compromised or available for use by a third party; or
 - (e) of another situation that may cause loss of control of Your Account.
- 2.10. Entering into this Master Contract does not guarantee access to the Services. Individual car rental contracts are entered into separately and are subject to availability and other applicable conditions displayed in the Bolt App.

3. Validating Driving Licence and Right to Drive

- 3.1. Users must upload and validate their identity and driving licence for the specific Motor Vehicle category recognized in Poland through the online validation process according to the instructions provided on the Bolt App.
- 3.2. Irrespective thereof, Bolt reserves the right to request at any time, for You to prove the validity of Your driving licence.
- 3.3. After successfully validating the driving licence, Bolt shall activate the User's access in the Bolt App to the Services. Not all driving licences may be supported and the supported driving licences are shown in the Bolt App.
- 3.4. The User has the right to use the Services if the User:
 - (a) has reached the minimum age specified on the Bolt App, which may vary depending on the specific Motor Vehicle model, the day of the week and/or the time of the day, as specified;
 - (b) has a valid driving licence for the specific Motor Vehicles category for at least the time period specified on Bolt App, which may vary depending on the specific Motor Vehicle model, the day of the week and/or the time of the day, as specified;
 - (c) successfully validated their driving licence in the Bolt App through the online validation process;
 - (d) carries their valid driving licence with them during the entire rental period of the Motor Vehicle, which begins as of the moment of unlocking the Motor Vehicle for the first time and ends the moment the User has finished the drive and returned the Motor Vehicle in compliance with the Agreement (**Period of Use**), and complies with all conditions and requirements set out therein;
 - (e) health condition allows driving a Motor Vehicle in accordance with local traffic regulations; and
 - (f) has not used and is not under the influence of alcohol, narcotic drugs or psychotropic substances or under the influence of any other pharmaceuticals which might impair his/her fitness to drive.
- 3.5. If the User's legal right to drive is withdrawn, suspended, revoked or the User's driving licence is lost, the User must not use a Motor Vehicle. You must immediately stop using the Services and notify Bolt about the withdrawal, suspension, revocation of Your right to drive or loss of driving licence.

4. Use of the Motor Vehicle

All Motor Vehicles are equipped with an electronic hardware device that secures the Motor Vehicle, allows the Motor Vehicle to be rented digitally (lock/unlock), and records and transmits to Bolt the location of the Motor Vehicle, the distance travelled by the Motor Vehicle, the time of use of the Motor Vehicle, the usage of fuel and other data related to the Motor Vehicle and its use (**IoT Device**). The data generated through the IoT Device may be used to operate the Services, ensure safety and availability of the Motor Vehicle, and to verify compliance with this Agreement, including in connection with fees, penalties, charges or other measures expressly provided for in this Agreement or in the Privacy Notice. Further information on access to and use of data generated through the IoT Device is set out in the EU Data Act Terms incorporated into this Agreement.

4.1. Commencing the drive

- 4.1.1. Before starting a drive, a Motor Vehicle must be reserved in the Bolt App. A Motor Vehicle may be reserved free of charge for the time period indicated in the Bolt App. Free reservation time commences when you click "Reserve" (or equivalent button(s)) on the Bolt App. If the User does not commence driving during the free reservation time or does not terminate the reservation of the Motor Vehicle before the free reservation time ends, the paid reservation period will automatically begin and continue until the time limit indicated in the Bolt App (if any). The User shall pay the fee for the paid reservation time stipulated in the Price Schedule. The User is allowed to terminate the reservation at any time and the User will be charged for the paid reservation time.
- 4.1.2. If the User has not commenced driving the Motor Vehicle by the end of the paid reservation time indicated in the Bolt App or 4 hours after the beginning of the paid reservation time, Bolt is entitled to terminate the reservation of that Motor Vehicle.
- 4.1.3. On reaching the Motor Vehicle, the User must select an appropriate command and follow the instructions shown on the Bolt App in order to unlock the Motor Vehicle, or after completing the drive – to lock it.
- 4.1.4. The User shall examine the Motor Vehicle's interior and exterior to ensure that the Motor Vehicle does not have clearly visible damages and shall undertake to check if all fittings and accessories of the Motor Vehicle such as the ignition key (if any), Fuel Card/Charging Card (as defined below) and the Motor Vehicle documents and manuals are in the Motor Vehicle (if any). In case a label is attached to the damage, then such damage has already been reported to Bolt. If the User detects a damage without a label attached to it, or if the Motor Vehicle appears unsafe or defective, the User shall not commence or continue the drive and shall immediately notify Bolt via one of the available contact channels.
- 4.1.5. For starting the Motor Vehicle, use the ignition key or card kept inside the Motor Vehicle. If the Motor Vehicle does not need an ignition key, the Motor Vehicle shall be started by pressing the button and keeping the brake pedal pressed.

4.2. Operating Area, finishing the drive and returning the Motor Vehicle

- 4.2.1. The User can start and return the Motor Vehicle only in the Operating Area (as defined below) as indicated on the Bolt App. The User may return the Motor Vehicle outside the Operating Area only with the prior written consent of Bolt. If Bolt gives such consent, the User will be charged the User Motor Vehicle's transportation costs back to the Operating Area in accordance with the List of Penalties and Additional Fees.
- 4.2.2. The User shall return the Motor Vehicle in the condition that is no worse than the condition in which the Motor Vehicle was received, taking into account normal wear and tear. In case the User discovers any damage caused during the Period of Use, the User must notify Bolt immediately via the Bolt App.
- 4.2.3. The User may terminate the Period of Use at any time by returning the Motor Vehicle in accordance with this Agreement. In order to return the Motor Vehicle the User must:
 - (a) park the Motor Vehicle in the Operating Area as indicated on the Bolt App, in a place in which it could be publicly accessed at any time, and in compliance with the applicable traffic rules and regulations and/or other legal requirements, regulations or restrictions related to parking in the particular location of the Operating Area;
 - (b) turn off the engine and place the ignition key (if any) in a designated place in the Motor Vehicle;

- (c) ensure that the User's or passengers' belongings are not left in the Motor Vehicle and leave the Motor Vehicle in no worse condition of cleanliness than at the start of the Period of Use (e.g., by removing trash introduced during the Period of Use);
 - (d) ensure that all of the Motor Vehicle's documents, the fuel card (**Fuel Card**)/ or the charging card (**Charging Card**) and other accessories made available with the Motor Vehicle are in the Motor Vehicle;
 - (e) ensure windows and doors are closed properly; and
 - (f) then choose the command "Finish ride" (or equivalent button(s)) on the Bolt App.
- 4.2.4. After completing all steps and making sure that the Motor Vehicle is locked, the Period of Use is deemed terminated by the User.
- 4.2.5. Within the Operating Area, the Motor Vehicle cannot be returned in:
- (a) sites with barriers, except for special parking areas at the airports marked on the Bolt App (if any);
 - (b) underground parking lots;
 - (c) private parking areas (e.g. home yard);
 - (d) paid parking areas, except in public unsupervised for-fee parking areas managed by the local municipality; or
 - (e) any other areas where parking is prohibited by traffic rules and regulations.
- 4.2.6. The User cannot return the Motor Vehicle if the Motor Vehicle is located outside the Operating Area, the Motor Vehicle's ignition is on, doors/windows are open, the engine is not turned off or for any other reason indicated to the User on the Bolt App.
- 4.2.7. Locations of the Operating Area from which the Motor Vehicle is collected and returned may be different. Some models of the Motor Vehicles indicated on the Bolt App or website, before starting the drive or the reservation, must be collected and returned to the same location of the Operating Area.
- 4.2.8. In case the User parks the Motor Vehicle in a paid parking area the User must pay for the parking at the User's own cost.
- 4.2.9. When parking the Motor Vehicle the User must take all steps to ensure the safety of the Motor Vehicle and items inside the Motor Vehicle (i.e., doors are locked, windows are closed, the lights and the multimedia console are turned off, ignition is off etc.), as well as the safety of third persons and assets.
- 4.2.10. If the Period of Use cannot be terminated, the User shall promptly notify Bolt accordingly and stay with the Motor Vehicle until Bolt's customer service has made a decision on how to proceed.

4.3. Refuelling and recharging

- 4.3.1. In case of use of the Fuel Card/Charging Card or the digital fuelling/charging solution available in the Bolt App, the price of the fuel/charging is included in the Service Fee (as defined below) paid by the User and will not be charged separately to the User. The Fuel Card/Charging Card or the digital fuelling/charging solution available in the Bolt App, can be used only for purchasing fuel/charging the battery and not for other items.

- 4.3.2. The User must refill the fuel tank only with a fuel type as permitted for the Motor Vehicle.
- 4.3.3. Use of the Fuel Card/Charging Card or the digital fuelling/charging solution available in the Bolt App for other vehicles or for the filling of fuel to any other container is strictly prohibited. If the User culpably breaches this prohibition, Bolt shall, in all cases, report misappropriation to the police and the User shall be obliged to pay Additional Charges (as defined below) as indicated in the List of Penalties and Additional Fees in accordance with the Agreement.
- 4.3.4. The User shall safekeep the Fuel Card/Charging Card and leave it in the Motor Vehicle after using it. In case of loss of the Fuel Card/Charging Card, the User shall immediately, but no later than within 2 hours from becoming aware of the loss, notify the Bolt and shall be obliged to pay Additional Charges indicated in the List of Penalties and Additional Fees in accordance with the Agreement.
- 4.3.5. The User must not return the Motor Vehicle with an empty fuel tank. The fuel tank of the Motor Vehicle is considered empty if the remaining range as displayed in the Bolt App is less than 75 km or if the Motor Vehicle indicates low-fuel or reserve level.
- 4.3.6. When finishing the drive and returning an electric Motor Vehicle with the remaining range as displayed in the Bolt App less than 75 km or with the Motor Vehicle indicating low-battery or reserve level, the User must return the Motor Vehicle plugged and charging at a charging station.

5. Accidents, damage, defects and repairs

- 5.1. If the Motor Vehicle breaks down, critical alert signals are activated on the dashboard of the Motor Vehicle, suspicious extraneous noises can be heard or the Motor Vehicle cannot be further safely operated, the User shall:
 - (i) immediately stop using the Motor Vehicle, and
 - (ii) notify Bolt via one of the available contact channels as soon as reasonably possible and in any event no later than one (1) hour after becoming aware of the issue, and
 - (iii) comply with further instructions provided by Bolt to safely secure the Motor Vehicle and address the situation.

In such a case Bolt is entitled to terminate the Period of Use unilaterally.
- 5.2. The User shall immediately report to the respective public authorities (police, fire service, etc.) and to Bolt through one of the available contact channels in case of any accident, theft, fire or damage caused or any other damage involving a Motor Vehicle driven by the User. In any such event, Bolt shall provide instructions to the User on how to proceed and the User must follow the instructions of Bolt to safely address the situation. The User must complete a traffic accident declaration and carry out other necessary actions in order to prevent or reduce damages to the Motor Vehicle, other property and/or persons. This shall apply irrespective of whether the accident was caused by the User or by a third party or whether the damage is minor or not.
- 5.3. The User must notify Bolt through one of the available contact channels of any accidents, damage and defects of the Motor Vehicle present at the commencement of the drive in accordance with Section 4.1.4 and shall not commence the drive if the Motor Vehicle appears unsafe or defective.

- 5.4. The User shall, in coordination with Bolt and where reasonably possible, take necessary measures to preserve evidence and to mitigate damage, provided that such measures do not compromise safety.
- 5.5. The User must not assume any liability or make any similar declarations to third parties in the event of an accident involving a Motor Vehicle driven by the User. Where the User makes a declaration assuming liability, such declaration shall exclusively apply to the User personally. Neither Bolt nor the insurer of the Motor Vehicle shall be bound by such declaration.
- 5.6. Bolt shall be entitled to any compensation paid in relation to damage to the Motor Vehicle. If the User has received any such payments, the User has to inform Bolt immediately via the available contact channels and shall transfer such payments to the bank account indicated by Bolt.
- 5.7. Only Bolt is entitled to choose the repair shop for repairing the Motor Vehicle in case of defects and damage.
- 5.8. In case of an accident or incident after which the Motor Vehicle can no longer be moved, the Period of Use shall end at the latest upon handover of the Motor Vehicle to a towing company approved by Bolt.
- 5.9. **Notice of Damage, Assessment, and Reimbursement Procedure.** If Bolt identifies damage to a Motor Vehicle after the Period of Use and considers that the User may be responsible for it, Bolt will inform the User before charging any related Charges (as defined in Section 6.5) or Additional Charges (as defined in Section 10) and provide information reasonably necessary to explain the basis and amount of such Charges or Additional Charges. The User may be charged only for reasonable, necessary and documented costs or replacement Charges for damage caused by the User's fault (resulting from an act or omission) and resulting from the User's breach of the vehicle usage rules or this Agreement. Before any such Charges or Additional Charges are applied, the User will be given a reasonable opportunity to review the information provided by Bolt and to contest them in accordance with the Complaints Procedure set out in Section 14. If the User contests the Charges or Additional Charges, Bolt will review the matter and will not collect or debit any disputed amounts under Section 7.6 unless and until the basis and amount of the Charges or Additional Charges have been confirmed. If the final documented Charges (which constitute expenses incurred by Bolt due to accidents or damages as defined in Section 6.5, including where actual repair costs significantly exceed any applicable Additional Charges) are higher than the initial assessment, Bolt may seek reimbursement of the reasonable difference in accordance with the payment and debiting procedures set forth in Section 7.5 and Section 7.6. If the final Charges are lower than the amounts already paid by the User, Bolt will refund the overpayment without undue delay. Nothing in this Section limits the User's rights under applicable law to challenge any Charges or Additional Charges, including before a court or competent out-of-court dispute resolution body.

6. Service Fee

- 6.1. The service fee (**Service Fee**) reflects the total price including all price components and, as a rule, comprises the summation of:
 - (a) Duration: calculated by multiplying the duration of the Period of Use in minutes by the price per minute indicated in the Price Schedule;
 - (b) Distance travelled: calculated by multiplying the number of kilometres travelled by the Motor Vehicle during the Period of Use by the price of one kilometre indicated in the Price Schedule;

- (c) If applicable and as shown in the Bolt App, the minimum fee for the Services and the paid reservation time; and
 - (d) Applicable taxes and other local government charges, which have to be charged and collected by Us.
 - (e) If applicable and as shown in the Bolt App, the parking fee for ending the ride in specific locations. Details and applicable rates will be displayed in the Bolt App.
- 6.2. The Service Fee will be displayed and charged in accordance with the Agreement and the Price Schedule valid at the time of use of the Services. Different methodologies and offers to calculate the Service Fee may be used, including but not limited to, fixed price based on destination, and hourly and mileage packages. The Service Fee may also be calculated based on dynamic demand-based pricing. The different methodologies and offers will always be detailed and explained in the Price Schedule or otherwise displayed in the Bolt App prior to use.
- 6.3. The initial reservation time of the Motor Vehicle the length of which is indicated on the Bolt App may be free of charge. If so, when the free reservation time has ended and the User does not commence driving or terminate the reservation, then paid reservation time up to the time limit indicated on the Bolt App (if any) starts automatically.
- 6.4. You are responsible for paying all applicable road taxes (including but not limited to highway toll fees), parking fees in private or public parking lots and all other applicable fees not included in the Service Fee.
- 6.5. For the processing and managing of traffic violations, public or private parking violations, accidents and damages caused to the Motor Vehicle, Bolt or a third party or their property (**Incidents**), as well as any fees, penalties, fines, charges, taxes and/or any other expenses incurred by Bolt, either in Bolt's name or on Your behalf (**Charges**), that result from Your use of the Services or from You violating this Agreement or any law, rule, regulation, ordinance or the like while using the Services, Bolt is entitled to charge You a reasonable administrative fee for each instance in accordance with the List of Penalties and Additional Fees (**Administrative Fee**). Bolt will not charge You the Administrative Fee insofar as You prove that You are not responsible for the costs incurred or that no costs were incurred.

7. Payments and invoicing

- 7.1. Depending on the payment options supported for the given location of the journey, You can pay the Service Fee with In-App Payment as available through the Bolt App.
- 7.2. You authorise Us to charge Your Elected Payment Method linked to Your Account for the Service Fee pursuant to this Agreement. Bolt automatically debits the Service Fee from Your Elected Payment Method. You need to ensure that Your Elected Payment Method has sufficient funds.
- 7.3. We may automatically pre-authorise an amount from Your Elected Payment Method to confirm the availability of funds. The pre-authorised amount may vary depending on the location, Motor Vehicle type among others. The pre-authorised amount shall either be returned to You or converted into payment for the Services once the Period of Use ends.
- 7.4. We may also pre-authorise a reasonable amount from Your Elected Payment Method as a security deposit prior to the reservation of the Motor Vehicle and commencement of Your ride. The pre-authorised amount may vary depending on the location, Motor Vehicle type among others. We shall inform You about the security deposit requirement conditions and amount,

and obtain your agreement, before pre-authorising the security deposit. Bolt may use the security deposit as payment for the Service Fee, Charges, Additional Charges or the Administrative Fee (as defined below) in accordance with Section 7.6.

- 7.5. We may, subject to Your consent and after reviewing the merits, decide to pay the Charges defined in Section 6.5 to the relevant private third party Ourselves, regardless of whether We receive these Charges directly or on Your behalf, provided that the Charges result from Your use of the Services or from You violating this Agreement, the rules displayed in the Bolt App or any law, rule, regulation, ordinance or the like while using the Services. In such a case we shall be entitled to a reimbursement of the Charges plus the Administrative Fee.
- 7.6. We may debit the Charges, Additional Charges (as defined below) and Administrative Fee, from Your Elected Payment Method and/or from pre-authorised amounts and security deposits without Your intervention by obtaining Your express and specific consent, including via the Bolt App. In certain cases, We may also notify You and request that You transfer the amounts to a designated bank account.
- 7.7. If You disagree with the Charges, Additional Charges and/or Administrative Fee, or would like to make a complaint in respect thereof, You can always proceed in accordance with the Complaints Procedure set out in Section 14.
- 7.8. If the payment of the Service Fee, Charges, Additional Charges and/or Administrative Fee is not received within the prescribed period other payment methods and collection procedures may be employed, including by referring the case to court. The amounts will also be converted into a negative balance in Your Account until the payment is received or the underlying claim is waived. Bolt may claim statutory default interest in the amounts permitted under Polish law.
- 7.9. You agree to immediately add a new Elected Payment Method in case of any changes to Your Elected Payment Method that may impair Our ability to charge You pursuant to this Agreement.
- 7.10. If Bolt is unable to pre-authorise an amount from Your Elected Payment Method or debit the Service Fee from Your Elected Payment Method, then Bolt is entitled to suspend or terminate the Period of Use and You are obliged to finish the drive immediately and return the Motor Vehicle to the Operating Area or follow other instructions provided by Bolt..
- 7.11. In case the User has previously failed to pay the Service Fee in due course for reasons attributable to the User, Bolt is entitled to request the User to pay the Services upfront, before starting to use the Services.
- 7.12. When making payments by cards, carrier billing and other payment methods (e.g., Bolt Business) via the Bolt App (**In-App Payment**), Bolt is not responsible for possible third-party payment costs (e.g., mobile operators, bank fees) that arise on part of the User. These service providers may charge you additional fees when processing payments in connection with the In-App Payment. Your Elected Payment Method may also be subject to additional terms and conditions imposed by the applicable third-party payment service provider; please review these terms and conditions before using your payment method.
- 7.13. Bolt will provide support in resolving problems related to the functioning of the In-App Payment, including resolving disputes related to the in-App Payment. For payment support service please contact Us via one of the available contact channels. Bolt will resolve any In-App Payment related complaints and applications as expeditiously as possible as expeditiously as possible.

- 7.14. After each provision of Services, Bolt shall create and forward a receipt or an invoice to the User for the Service Fee, including surcharges as specified in this Agreement, for the provision of the Services. Receipts or invoices will be issued in accordance with the applicable laws. The receipt or invoice of each provision of the Services is available on Your Account.
- 7.15. When using Bolt Balance as Your Elected Payment Method, You represent and warrant that you have acknowledged and accepted the Bolt Balance Terms and Conditions available in the Bolt App and at <https://bolt.eu/legal/>, which govern the Bolt Balance In-App Payment.
- 7.16. When making a payment using Bolt Business, which is a service that enables a business customer to administrate and pay for the use of Bolt services (**Bolt Business**), the Service Fee shall be paid by the third person who has enabled Bolt Business for You. You and such a third party remain jointly and severally liable for all other applicable fees not included in the Service Fee, including damages, the Charges, the Additional Charges, the Administrative Fee, and any other fees in accordance with this Agreement, the Price Schedule and the List of Penalties and Additional Fees. That means Bolt may charge You or the third party with such amounts, or both partially. Such a third party shall have the same rights as You have under the Agreement with regards to being charged in relation to the Services: the invoice or receipt for Services shall be issued to the third party along with any refund (as applicable), the third party can raise complaints and request information in relation to the amounts and Services used under Bolt Business.
- 7.17. In the event that any amounts due under this Agreement remain unpaid, and the User fails to clear the negative balance within reasonable time from the initial payment due date, Bolt is entitled to refer the case to an external debt collection agency for recovery. In accordance with the provisions of the Polish Civil Code, Bolt may further sell, assign, or transfer its outstanding monetary claims against the User to specialized third-party debt purchasing entities.

8. User's obligations and responsibilities

- 8.1. The User must:
- (a) treat and use the Motor Vehicle according to its intended purpose, in a regular manner and prudently, observe the provisions of the manufacturer's operation manual and drive in safe and carefully, environmentally sound and fuel-efficient way;
 - (b) notify Bolt immediately of any damage to the Motor Vehicle, including resulting from violence or accident or of any soiling; the User shall undertake to immediately notify Bolt and the respective public authorities (e.g., police, fire service) if the Motor Vehicle is destroyed, damaged, breaks down or otherwise becomes improper for use, as well as inform about circumstances preventing operation and use of the Motor Vehicle;
 - (c) prudently protect the Motor Vehicle against theft (windows must be closed and the central locking locked);
 - (d) check the operating liquids and the tire pressure on extended trips at regular intervals and, if necessary, adjust them;
 - (e) check the Motor Vehicle for obvious defects prior to driving and, where required under Clause 4.1.4, promptly report such defects to Bolt;

- (f) keep the Motor Vehicle (interior and exterior) clean and tidy;
- (g) comply with all applicable laws and regulations, including traffic laws and regulations, as well as with the rules of public and private parking areas utilised by the User;
- (h) stop immediately if a warning light flashes up in the dashboard display and contact Bolt to discuss whether the trip may be continued;
- (i) ensure that, when using a Motor Vehicle, the fuel tank or battery has sufficient capacity to ensure compliance with the traffic regulations and fulfilment of this Agreement, including the applicable conditions for returning the Motor Vehicle;
- (j) use the Motor Vehicle within the territory of the country where the rental commenced. The User is allowed to use the Motor Vehicle outside the territory of the country where the rental commenced only if and under the conditions expressly permitted in the Bolt App or with the prior consent of Bolt;
- (k) indicate to Bolt the precise location of the Motor Vehicle at any time if requested and permit an inspection of the Motor Vehicle upon Bolt's request; and
- (l) ensure, before starting the ride, that there are no unsecured items in the passenger compartment (including waste) and all objects in the Vehicle are properly secured, taking into account their size and weight.

8.2. The User must not:

- (a) drive the Motor Vehicle under the influence of alcohol, narcotic drugs or psychotropic substances or under the influence of pharmaceuticals which might impair their fitness to drive;
- (b) drive the Motor Vehicle if the User is sick or tired, or where the User's driving may pose a risk to traffic safety, the Motor Vehicle, or to other persons;
- (c) drive carelessly, aggressively or negligently, including by participating in illegal racing or drifting, any other use of the Motor Vehicle not for regular commute or transportation;
- (d) use the Fuel Card, the Charging Card or the digital fuelling/charging solution available in the Bolt App to fuel or charge vehicles other than the Motor Vehicle to which it is assigned.
- (e) deactivate the passenger airbag, unless this is necessary to transport children or babies with a necessary seat elevation/ child seat installed in accordance with Section 8.2 (f) below. If the passenger airbag has been deactivated, the User must re-activate the passenger airbag when ending the trip;
- (f) transport children or babies without a necessary seat elevation/ child seat. The User must observe all instructions of the manufacturer relating to the installation of child seats;
- (g) use the Motor Vehicle for off roading trips, motor sports events or races of any kind, vehicle tests, driving trainings, for transporting persons on commercial terms or commercial transports (e.g., courier services, pizza delivery), except with the specific prior written consent of Bolt;
- (h) allow a third person to use Your Account and/or drive the Motor Vehicle;
- (i) sublease the Motor Vehicle, assign any of the rights and duties hereunder, or transfer the Motor Vehicle to another person;
- (j) use the Motor Vehicle for towing other vehicles, unless required to ensure road safety;

- (k) use the Motor Vehicle to transport dangerous goods or easily inflammable, poisonous, or otherwise hazardous substances to the extent they significantly exceed household quantities;
- (l) use the Motor Vehicle to transport objects or substances that might impair driving safety or damage the interior of the Motor Vehicle due to their nature, size, form or weight;
- (m) use the Motor Vehicle to commit misdemeanours, criminal offences or other activities prohibited by applicable laws and regulations;
- (n) smoke and/or vape or allow others to smoke or vape in the Motor Vehicle;
- (o) take pets into a Motor Vehicle, unless they are in a closed transportation box that is safely placed in the Motor Vehicle or its trunk;
- (p) grossly soil the Motor Vehicle or leave any kind of waste in the Motor Vehicle;
- (q) carry more passengers than the number permitted by the Motor Vehicle registration;
- (r) carry out repairs or any alterations to the Motor Vehicle or have such repairs or alterations carried out on the User's own authority;
- (s) hide or try to hide the damages of a car accident or avoid responsibility of a car accident/damages; or
- (t) attempt to access the IoT Device to read, copy, change or delete the data or otherwise interrupt the normal operations of the IoT Device.

9. User's liability

9.1. The User is liable:

- (a) for damages caused by their own culpable acts or omissions in connection with the use of the Services, in accordance with the principles set forth in generally applicable laws and this Agreement.
- (b) for paying any third party charges and fees, including contractual penalties, received while operating the Motor Vehicle according to this Agreement. The User is aware that Bolt may share the relevant personal data of the User with third parties for processing the claim; and
- (c) for paying the Service Fee, the Charges, the Additional Charges, the Administrative Fee and any other fees in accordance with this Agreement, the Price Schedule and the List of Penalties and Additional Fees. Bolt's right to claim for damages shall remain unaffected. In this case, the Additional Charges, if charged, shall be deducted from such damages. If Bolt Business is used, clause 7.15 shall apply.

9.2. The liability of the User for damages to the Motor Vehicle shall be limited to PLN 3,000.00. This limitation of liability applies only if (i) the Motor Vehicle has been used in compliance with this Agreement, (ii) the traffic accident and/or damage caused to the Motor Vehicle is caused due to the User's accidental carelessness, (iii) the damage has been notified without delay in accordance with Section 8.1 (b) and (iv) the User cooperates with Bolt to solve the situation. The limitation of liability does not apply in case the User has violated this Agreement and/or damages are caused by the User's intent or gross negligence. Where made available in the Bolt App, the User may, for an additional fee and subject to the conditions specified therein, select a reduced liability limit applicable to the relevant rental.

- 9.3. The User is not liable for any violation committed, or damage or injury caused, at the fault of Bolt and/or a third party except in case the User is responsible for acts of such third party under this Agreement.
- 9.4. In the event of any breach of this Agreement, including a default in payment, or if We consider it necessary to protect the integrity of Bolt or of the Services, We are entitled to temporarily or permanently suspend, restrict or terminate the provision of the Services, and temporarily or permanently suspend, restrict or block access to the Bolt App and Account with immediate effect. The User will be informed thereof by e-mail or via the Bolt App.

10. Contractual penalties and lump sums costs

- 10.1. In case the User violates this Agreement, Bolt has a right to claim the contractual penalties and lump sum costs indicated in the List of Penalties and Additional Fees (**Additional Charges**). The payment of Additional Charges shall not release the User from the obligation to perform the relevant obligations set forth in this Agreement. The User shall pay Additional Charges to Bolt:
- (a) for lost or damaged accessories of the Motor-Vehicle, including but not limited to, the Motor Vehicle key;
 - (b) for not returning the Motor Vehicle key after finishing the ride and failing to notify Bolt about it within 30 minutes after the end of the ride;
 - (c) for damaged Motor Vehicle interior or exterior (e.g., scratches, dents), or any parts and equipment of the Motor Vehicle;
 - (d) for smoking or vaping inside the Motor Vehicle;
 - (e) for finishing the ride outside the country- or city-specific area specified on the Bolt App within which the User can commence driving, finish driving and return the Motor Vehicle (**Operating Area**);
 - (f) for misuse of the Fuel Card, the Charging Card or of the digital fuelling/charging solution available in the Bolt App;
 - (g) for any aggressive or reckless driving, disobeying speed limits and traffic rules, illegal racing or drifting, or any other use of the Motor Vehicle not for regular commute;
 - (h) for driving under the influence of alcohol, narcotic drugs, psychotropic substances and/or other psychoactive substances;
 - (i) for abandoning the Motor Vehicle without notice;
 - (j) for allowing another person to use Your Account and/or drive the Motor Vehicle;
 - (k) for registering multiple Accounts, creating a fake or illicit Account with Bolt, creating an Account by using illicit or false information, including by using a third party's personal details, contact information or driving licence information;
 - (l) for stealing or attempting to steal any equipment, accessories and items from the Motor Vehicle, including but not limited to the key, Fuel Card, Charging Card, child seat and fuel;
 - (m) for fuelling the Motor Vehicle with the wrong fuel;

- (n) for leaving the Motor Vehicle interior dirty with food, liquids or any other items that should be disposed of beyond normal use;
 - (o) for failing to immediately inform Bolt about damages to the Motor Vehicle and Incidents, as well as for failing to immediately inform Bolt and/or the relevant authorities about traffic accidents as specified in this Agreement;
 - (p) for stealing or attempting to steal the Motor Vehicle;
 - (q) for returning the Motor Vehicle with a remaining range of less than 75 km as displayed in the Bolt App, or with the Motor Vehicle indicating low fuel, low battery, or reserve level, and in the case of an electric Motor Vehicle, without it being plugged at a charging station and charging; and
 - (r) for failing to pay applicable road taxes, parking fees in private or public parking lots and other applicable fees not included in the Services Fee;
 - (s) for other violations and breaches, as indicated in the List of Penalties and Additional Fees.
- 10.2. Bolt's right to claim further damages under the statutory conditions shall remain unaffected. However, the Additional Charges shall be credited to any further claims.
- 10.3. Bolt shall reduce the amount of the Additional Charges considering the consequences of each breach and other relevant circumstances.

11. Bolt's obligations and responsibilities

- 11.1. Bolt shall undertake to ensure that the Motor Vehicle is in good order and condition and is suitable for use and operation for the purpose set out in the Agreement. The faults or malfunctions, which do not have an impact on traffic safety and shall not have an impact in the short run, as well as defects which are not the consequence of improper maintenance of the Motor Vehicle, shall not be recognised as defects.
- 11.2. Where such liability limitation is allowed by applicable law, Bolt shall not be held liable for any loss or damage incurred by the User under this Agreement or in connection with it or the Services to the extent that such loss or damage results from the User's acts or omissions, or force majeure or a third party for whom Bolt is not responsible according to the applicable provisions.
- 11.3. Bolt shall not be liable for any belongings left in a Motor Vehicle or stolen from a Motor Vehicle irrespective of whether such belongings belong to the User or third party.
- 11.4. If Bolt finds an item in a Motor Vehicle, Bolt may take reasonable steps to notify the identifiable owner and enable collection. Unclaimed items may be handled, transferred or disposed of in accordance with applicable law and Bolt's instructions communicated to the User.
- 11.5. Bolt shall not be held liable for the User's losses incurred by him/her as a result of their inability to use the Motor Vehicle, in the event of an accident or for other reasons beyond Bolt's control.

12. Termination

- 12.1. Bolt is entitled to terminate the Period of Use unilaterally in accordance with the Agreement.

- 12.2. The User is entitled to terminate the Period of Use unilaterally in accordance with the Agreement.
- 12.3. Bolt is entitled to take back the Motor Vehicle and replace it with a comparable Motor Vehicle at any time in coordination with the User.
- 12.4. The Master Contract shall be concluded for an indefinite period. The User and Bolt are entitled to terminate the Master Contract for convenience upon 2 weeks' notice in text form. The User's and Bolt's right of extraordinary termination remains unaffected.
- 12.5. In the event that the Services are discontinued, Bolt reserves the right to terminate the Master Contract upon fourteen (14) days' prior notice to the User.
- 12.6. Bolt shall be entitled to terminate the Master Contract with immediate effect in the event of the User's material breach of the Agreement, including:
- failure to pay any fees or charges due under the Agreement within the specified payment period,
 - providing Bolt with false or misleading information, in particular false personal details or inaccurate information regarding the Motor Vehicle's use,
 - use of the Services and Motor Vehicle in violation of applicable laws, regulations, or third-party rights,
 - unauthorized access, interference with, or misuse of the Services or the App,
 - any act or omission that may expose Bolt to legal, regulatory or financial risk,
 - using the Motor Vehicle under the influence of alcohol, narcotic drugs or psychotropic substances or under the influence of any other pharmaceuticals which might impair the User's fitness to drive.
- 12.7. You have a statutory right to withdraw from the Master Contract within 14 days without giving any reasons. In that case, You may either (i) use the model withdrawal form provided in Annex B or (ii) make any other unequivocal statement setting out Your decision to withdraw from the Master Contract by contacting Us.

13. Other important terms

- 13.1. This Agreement, the Master Contract, the Services and your use of the Bolt App for accessing and using the Services shall be governed by and construed in accordance with the laws of Poland. The statutory provisions on the limitation of the choice of law and on the applicability of mandatory provisions, in particular of the state in which You have Your habitual residence as a consumer, shall remain unaffected (Article 6 (1) Rome I Regulation).
- 13.2. Your obligations may be governed by laws of the Operating Area, for example, traffic and parking laws and regulations applicable in the Operating Area (**Local Laws**) and You agree to comply with any such Local Laws.
- 13.3. In the event of a consumer dispute between Us and You that cannot be resolved amicably, You may submit a request for out-of-court resolution of such a dispute to the competent authority for out-of-court consumer dispute resolution, which has jurisdiction based on the place where the Services are provided, namely: the Provincial Inspector of Trade Inspection. Detailed information about the competent authorities can be found on the website of the President of the Office of Competition and Consumer Protection: <https://polubowne.uokik.gov.pl/wyszukano>.
- 13.4. In the event of conflict between a provision of this Agreement and a provision of the terms and conditions for Your applicable Operating Area as disclosed in the Bolt App, the provision of the terms and conditions of the Operating Area shall prevail to the extent of the conflict.

14. Complaints Procedure

- 14.1. Users may file a complaint regarding the Services in any manner, including via a message within the Bolt App, via email sent to Bolt's address (info@bolt.eu or poland@bolt.eu) or by mail to ul. Prosta 67, 00-838 Warszawa, Poland.
- 14.2. Bolt will review complaints within a maximum of 14 days of receipt (i.e., make a decision to accept, partially accept, or reject the complaint).
- 14.3. The consumer may use out-of-court complaint resolution and redress procedures (in accordance with Section 13.4 above).

Annex A - List of Penalties and Additional Fees

If You follow Bolt Drive Terms and Conditions and observe traffic and parking regulations, You can rest assured that the Additional Charges will not apply to You. **Please make sure to drive safely, respectfully and defensively.**

The imposition and payment of the Additional Charges do not release the User from liability for the damage incurred. Bolt reserves the right to claim compensation for losses exceeding the Additional Charges. The amount of compensation payable shall be determined based on the specific circumstances of the case.

General principles applicable to Additional Charges:

(a) where the actual damage demonstrably incurred by Bolt is lower than the Additional Charge listed below, a lower amount shall be charged;

(b) the User retains the right to demand a reduction of Additional Charges where the Additional Charge is grossly excessive or where a material part of the obligation has been performed;

(c) the amounts listed in the table below are maximum amounts and shall be assessed by actual impact of the violation.

	Violation	Penalty/ Charge* PLN
1	Driving under the influence of alcohol, drugs, or psychotropic or psychoactive substances.	8,500
2	Aggressive or reckless driving: non-compliance with speed limits and traffic regulations, illegal racing, or drifting.	1,000
3	Intentionally leaving the scene of an accident to hide damages or avoid liability.	5,000
4	Abandoning the vehicle without notification. Defined as: trip not ended properly, vehicle stationary outside the operating zone and no customer response within 1 hours of Bolt outreach.	3,500
5	Loss or damage to key, IoT device, audio/multimedia system, camera.	2000
6	Loss or damage to floor mats.	200
7	Loss or damage to windscreen wipers.	500
8	Loss or damage to fire extinguisher.	50

9	Failure to return the key after the trip ends. Penalty starts 30 minutes after the trip end.	5 PLN/min, capped at 500/24h
10	Smoking in the vehicle.	350
11	Light interior cleaning (mud, stains removable by vacuum and wipe).	250
12	Standard interior soiling requiring full detailing (spilled liquids, food ground into upholstery).	500
13	Heavy soiling requiring professional upholstery cleaning, ozonation, or interior repair (vomit, blood, faeces, significant biological contamination).	2000
14	Exterior vehicle damage (scratches, dents, body damage) not resulting from intent or gross negligence.	3000
15	Interior vehicle damage or equipment damage resulting from intent or gross negligence. Excludes smoking (#10) and soiling (11-13) which are priced separately.	Full repair or replacement cost (no cap)
16	Allowing a third party to use the Account or drive the vehicle.	1,000
17	Registering multiple accounts, creating a fake or illegal account, including using someone else's personal data or driver's license data.	15000
18	Failure to inform Bolt of vehicle damage or incidents within 12 hours or before the next rental (whichever comes sooner), or failure to inform authorities of accidents as required by law.	1,500
19	Ending the trip between 1 and 5 km outside the Operating Area.	200
20	Ending the trip more than 5 km outside the Operating Area.	400 + 5 PLN/km
21	Attempted theft or theft of equipment and accessories from the vehicle (key, dashcam, child seat, fuel).	2,500
22	Refueling the vehicle with the wrong fuel.	1,500 + repair costs
23	Abuse of the Bolt system - refueling other vehicles or private containers, or other unauthorized use unrelated to the assigned vehicle.	800 + actual amount of misuse
24	Attempted theft or theft of the vehicle.	7,000 + vehicle replacement value in case of theft
25	Returning the vehicle with an empty tank ($\leq 10\%$) or failing to return an electric vehicle connected to charging with battery $< 20\%$.	150

26	Non-compliance with parking or traffic regulations, or failure to pay toll road fees or fees not included in the Service Fee. Cost of fine passed to User.	Amount of fine received by Bolt
27	Administrative fee for processing fines (parking, speeding, provider penalties) and debt collection.	90
28	Leaving the territory of Poland without prior written consent from Bolt.	3000
29	Service call to the vehicle due to User fault (lost key, empty tank, breakdown caused by user).	250 + 3.50 PLN/km
30	Roadside assistance due to User fault (lost keys, empty tank, flat tire caused by user, towing a vehicle).	400
31	Administrative fee for processing an accident (towing, claims handling, traffic incident).	350
32	Driving on closed roads, pedestrian zones, off-road, or other areas not permitted for the vehicle.	1,500 + any damages
33	Failure to clear snow or ice from the vehicle before driving, resulting in third-party damage or fine.	Actual damage/fine + 200 admin fee
34	Single severe speeding event (≥ 30 km/h over the local limit) confirmed by telemetry. Separate from item 2 (aggressive driving).	300

Annex B - Model Withdrawal Form

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

To Bolt Services PL sp. z o.o. (ul. Prosta 67, 00-838 Warszawa, Poland; e-mail: info@bolt or poland@bolt.eu):

I hereby give notice that I withdraw from my contract for the provision of the following service:

Ordered on: *[to be completed by the User]*

Name of the User: *[to be completed by the User]*

Address of the User: *[to be completed by the User]*

Signature of the User *(only if this form is notified on paper)*,

Date: *[to be completed by the User]*