

Terms of Use of the Platform for Transport Service Providers - including embedded financial services (France)

Last updated: 8th June 2026

These Terms of Use of the Platform apply solely to natural and legal persons who (i) have registered on the Bolt Platform in order to access opportunities to provide Transport Services on their own account in France, and (ii) have opted in to the payment services provided by the Payment Services Provider. In order to provide Transport Services via the Bolt Platform using such payment services, you will be required to complete the Payment Services Provider's onboarding process and enter into its Connected Account Agreement, as further described in clause 9. If the Payment Services Provider rejects your onboarding application, your opt-in shall have no effect and the standard Terms of Use of the Platform applicable to Service Providers in France (without embedded financial services) shall continue to apply.

In the event of any conflict between these Terms of Use and the Connected Account Agreement, the Connected Account Agreement shall prevail with respect to payment services, and these Terms shall prevail in relation to the use of the Platform.

Words and expressions beginning with a capital letter in these Terms of Use of the Platform have the meanings given to them in the glossary set out in clause 17 below.

Important: *if you are a Driver accessing the Bolt Platform to view and carry out Transport Service opportunities on behalf of another person or entity, then:*

- *that other person or entity will be the Service Provider within the meaning of these Terms of Use of the Platform; and*
- *your contractual relationship will be established with that Service Provider, as a Designated Driver, in accordance with the terms agreed between you and them.*

1. About Bolt and our relationship with you

- 1.1. Bolt operates an online platform in France (the "Bolt Platform") which acts as an intermediary and connects independent transport service providers ("Service Providers") with potential customers ("Customers").
- 1.2. As a Service Provider, you may:
 - 1.2.1. (if you are a natural person) register as a Driver in order to access and view Transport Service opportunities on your own behalf; and/or
 - 1.2.2. register Designated Drivers to enable them to access and view opportunities to provide Transport Services on your behalf, in accordance with clause 6.
- 1.3. You must pay Bolt a Commission on the amounts owed to you by Customers in respect of Transport Services, in accordance with clause 8.

- 1.4. The Bolt Platform is made available to you for use at your sole discretion. These Terms of Use for the Platform do not require any person:
 - 1.4.1. to access the Bolt Platform in order to view opportunities to provide or perform Transport Services; nor
 - 1.4.2. to provide or perform Transport Services.
- 1.5. Nothing in these Terms of Use of the Platform prevents anyone from providing Transport Services outside the Bolt Platform, or from freely developing their own client base.
- 1.6. By accessing the Bolt Platform, you agree to appoint Bolt as your agent for the purpose of facilitating the sale of Transport Services to Customers, in accordance with clause 7.
- 1.7. Bolt will process your personal data and that of your Designated Drivers in accordance with the privacy policy(ies) applicable in France, available at <https://bolt.eu/frfr/privacy/privacy-for-drivers/?category=rides>.¹
- 1.8. You are responsible for the lawful processing of personal data that you process in your capacity as an independent data controller, in accordance with the data-sharing agreement applicable to Service Providers in France, available at <https://bolt.eu/privacy>. In this capacity, you are responsible, in particular, for the lawful processing of:
 - 1.8.1. the personal data of Customers and Passengers, processed by you or, where applicable, by your Designated Drivers; and
 - 1.8.2. the personal data of your Designated Drivers, processed by you.
- 1.9. As an online intermediation service provider, Bolt and the Bolt Platform are subject to the rules on fairness and transparency applicable to business users set out in [Regulation \(EU\) 2019/1150 on Platform-to-Business \(P2B\) services](#).
- 1.10. As a Service Provider, you acknowledge and agree that, by providing Transport Services to Customers, you enter into a service contract with each Customer to which Bolt is not a party. Bolt acts exclusively as a booking platform, in accordance with applicable legislation.
- 1.11. Bolt does not control or manage the provision of Transport Services. You retain full control over your use of the Driver App, including when and for how long you are logged in, and you are free to accept or decline any transport request sent via the Driver App. You acknowledge that you are entirely free to engage in any other activity, whether self-employed or as an employee, independently of your relationship with Bolt.
- 1.12. You acknowledge and agree that Bolt is limited to providing the Driver App and support services, and does not provide any Transport Services. In accordance with the Terms of Use

¹ Source: Airwallex Embedded Finance Terms, Clause 2.1(f) requirement for a prominent link to Customer's privacy policy.

of the Platform, Bolt may act as your agent by issuing, on your behalf, invoices for Transport Services provided to Customers and by collecting, on your behalf, payments made by Customers.

- 1.13. You and Bolt expressly acknowledge that the relationship between the parties does not constitute an employment contract or a relationship of subordination, whether between the Service Provider and Bolt or between Bolt and the Drivers. The parties also agree that no joint venture, partnership or similar relationship is created between you and Bolt. You are not authorised to act as an employee, commercial agent, agent or representative of Bolt, nor to bind Bolt in any capacity whatsoever.

2. About these Terms of Use of the Platform and the Bolt Platform

2.1. These Terms of Use of the Platform:

- 2.1.1. shall come into force and apply to you from the date you have opted in to the payment services provided by the Payment Services Provider;
- 2.1.2. shall remain in force until terminated by you or by Bolt or by the Payment Services Provider in accordance with clause 13; and
- 2.1.3. replace and supersede any previous version of the Terms of Use of the Platform, however named.

- 2.2. Bolt may make changes to the Terms of Use of the Platform and/or the Bolt Platform by notifying you at least fifteen (15) days before such changes come into effect. If you do not accept these changes, you may terminate your relationship with Bolt in accordance with clause 13.

- 2.3. Bolt may also make changes to the Platform's Terms of Use or to the terms governing your use of the Bolt Platform, with immediate effect and without prior notice, in the following cases:

- 2.3.1. you have consented to the changes;
- 2.3.2. the changes, updates or revisions to the Bolt Platform are purely cosmetic, improve its functionality or do not have a significant impact on your use of the Bolt Platform;
- 2.3.3. except in the cases referred to in clause 2.3.2, the changes are intended to introduce, on a temporary basis, features that are in the testing, trial, early access, preview or development phase;
- 2.3.4. the changes are urgently required to comply with applicable laws or regulations; or

- 2.3.5. Bolt is taking urgent action in response to imminent dangers to Users, cybersecurity risks (including malware, spam or data breaches) or activities suspected of being illegal or unlawful.
- 2.4. Where Bolt makes changes in accordance with clauses 2.3.3 to 2.3.5 (inclusive), Bolt will notify you of the relevant changes as soon as reasonably practicable.
- 2.5. The content and features of the Bolt Platform are provided 'as is' and 'subject to availability'. By accessing the Bolt Platform and allowing others to access it, you acknowledge that:
 - 2.5.1. Bolt makes no warranty, express or implied, as to the availability of the Bolt Platform, its content or its features; and
 - 2.5.2. Bolt may, at any time, make features available on a temporary basis, including when they are in a testing, trial, early access, preview or development phase.

3. Your rights of access to the Bolt Platform

- 3.1. Subject to these Terms of Use of the Platform, Bolt grants you a non-exclusive, revocable and free licence to use the Bolt Platform, as made available to you, exclusively for the following purposes:
 - 3.1.1. to consult on and consider opportunities to provide Transport Services; and
 - 3.1.2. provide Transport Services, at your sole discretion.
- 3.2. The right granted to you under clause 3.1 includes the right to grant Designated Drivers a non-exclusive, revocable and royalty-free right to use the Bolt Platform for the same purposes. However, this provision does not confer any right to sub-license or transfer, directly or indirectly, all or part of these rights to a third party, whether for your benefit or that of any other person.
- 3.3. You are solely responsible for ensuring that:
 - 3.3.1. you are legally authorised to provide Transport Services; and
 - 3.3.2. any Designated Driver acting on your behalf is legally authorised to perform Transport Services.
- 3.4. Without prejudice to clause 3.3, a Driver's right to access the Bolt Platform in order to view and, where applicable, accept opportunities to provide Transport Services is granted only:
 - 3.4.1. solely for those periods during which the Driver is legally authorised to provide or perform Transport Services. Consequently, this right of access:
 - 3.4.1.1. shall only take effect once you have provided Bolt with the documents reasonably required to verify the Driver's eligibility to lawfully provide or

perform Transport Services in the relevant market (including, where applicable, any evidence of the Driver's right to work);

- 3.4.1.2. shall expire immediately if the Driver is no longer legally authorised to provide or perform such services or if Bolt is no longer able to verify such authorisation.
- 3.4.2. only for the periods during which a recent and valid photograph of the Driver has been provided to Bolt, to enable clear identification by Users for safety and security purposes;
- 3.4.3. only during periods when the Driver is able to verify their identity and/or login credentials, in order to prevent any unauthorised access;
- 3.4.4. in relation to access to a Category, only for as long as the Driver meets the requirements applicable to that Category, where applicable (see clause 5.20);
- 3.4.5. when acting as a Driver, in relation to Transport Services paid for in cash, only for as long as your Account Balance is greater than a negative amount of five hundred euros (-€500), or any other more favourable amount indicated in the Driver App (see clause 5.22).
- 3.4.6. only for periods during which the use of the Bolt Platform does not significantly undermine its integrity or reputation.
- 3.5. For the sole purpose of preventing unauthorised access, Bolt may, at any time:
 - 3.5.1. request any documents it reasonably deems necessary to verify that the Transport Services can be performed lawfully; and
 - 3.5.2. require Users to verify their identity and/or login credentials.

4. Information provided to the Bolt Platform

- 4.1. Before using the Driver App, a personal account must be created for the Driver, either directly by the Driver if they also act as a Service Provider, or by the Service Provider if they use Designated Drivers, in accordance with clause 6.1. The account will then be activated by Bolt, subject to the provision of the documents required by Bolt and applicable regulations. As part of this procedure, the Driver will be required to present valid original documents. You acknowledge and agree that the account is strictly personal and may not, under any circumstances, be rented, lent, sold or made available, whether free of charge or for a fee, in any manner whatsoever, for the benefit of any other person.
- 4.2. You must ensure that all information provided to Bolt by you or by any Designated Driver acting on your behalf is accurate and kept up to date, including, where applicable, names, contact details, photo ID, information relating to driving licences or vehicle registration certificates, addresses, information relating to your business, and your tax status. You are

also responsible for updating or deleting any information that has become inaccurate or irrelevant.

- 4.3. You are solely responsible for holding all necessary professional licences (including a valid driving licence), authorisations, permits, motor insurance and civil liability insurance, registrations, licences and, more generally, any document required by the laws and regulations applicable in the country where you provide Transport Services. It is your responsibility to ensure that these remain valid and compliant at all times. In accordance with these Terms of Use of the Platform and applicable regulations, Bolt may, at any time, require you to provide any necessary supporting documentation in order to verify its existence and validity.
- 4.4. You are solely responsible for the lawfulness of all information and content transmitted, submitted or uploaded to the Bolt Platform by you or by any Designated Driver. Bolt reserves the right to remove any unlawful content from the Bolt Platform at any time, in accordance with its obligations under Regulation (EU) 2022/2065 on digital services (Digital Services Act), including without prior notice. In such cases, you shall have the right to challenge such removal in accordance with clause 16.8 of the Platform's Terms of Use.
- 4.5. Please note that Bolt may, after giving prior notice, suspend the processing of such disputes where they are manifestly unfounded and submitted repeatedly, taking into account, in particular, their volume, proportion, severity and any bad faith.

5. Transport Services

General Overview

- 5.1. Subject to these Terms of Use of the Platform, Drivers may access the Bolt Platform to view Transport Service requests made by Customers and choose to indicate their willingness to fulfil such requests.
- 5.2. Customers may request Transport Services either for an immediate pick-up or, where this feature is available, for a scheduled time.
- 5.3. Customers must confirm in advance, via the Bolt Platform, whether they will pay for the Transport Services:
 - 5.3.1. via the Bolt Platform, in which case Bolt, acting as an agent, will arrange for the collection of the sums due to the Service Provider in accordance with clause 7); or
 - 5.3.2. in cash, by direct payment to the relevant Driver, who collects the payment on behalf of the Service Provider.
- 5.4. Bolt does not control either Customers or Passengers. Consequently:

- 5.4.1. Bolt does not guarantee the availability of opportunities to provide Transport Services; and
- 5.4.2. Bolt is not liable for the acts or omissions of Customers or Passengers.
- 5.5. You undertake to offer Transport Services via the Driver App in accordance with these Terms of Use of the Platform and to perform these Transport Services in compliance with the laws and regulations applicable in France. You undertake to comply with the conditions governing the provision of Transport Services specific to private hire drivers and taxi drivers, in accordance with applicable laws and regulations, as set out and accessible via the following link: <https://bolt.eu/fr-fr/driver/guide/driver-requirements/>. You acknowledge that you assume full responsibility for any breach of applicable national or international laws and regulations in connection with the provision of Transport Services.

Requests for Transport Services

- 5.6. In response to requests for Transport Services made by Customers, Bolt, acting as an agent for the Service Providers in accordance with clause 7:
 - 5.6.1. proposes an estimated Fare for the Transport Services, which shall be agreed between Customers and Service Providers, taking into account in particular:
 - 5.6.1.1. the route and time of the Transport Services requested;
 - 5.6.1.2. where applicable, the Category selected by the Customer;
 - 5.6.1.3. where applicable, whether the pick-up requested by the Customer is immediate or scheduled; and
 - 5.6.1.4. other market factors, such as the availability and demand for Drivers;
 - 5.6.2. subject to clauses 5.7 and 5.8, invites Drivers located within a reasonable distance of the pick-up point to indicate their willingness to perform the Transport Service, taking into account in particular (for the purposes of determining the order and/or timing of sending such invitations):
 - 5.6.2.1. the criteria set out in clause 5.6.1;
 - 5.6.2.2. where applicable, any request from the Customer regarding a specific vehicle; and
 - 5.6.2.3. other factors aimed at facilitating and speeding up the matching process, such as, in particular, the estimated time of arrival of the Drivers at the pick-up point and whether or not they are already engaged in the performance of other Transport Services.
- 5.7. Where available:

- 5.7.1. In certain high-demand areas with a large number of connected Users, such as airports, Bolt may implement a 'first come, first served' queue system to invite Drivers to indicate their willingness to provide Transport Services. When such a queue system is in use, Drivers are notified via the Driver App.
- 5.7.2. Drivers can refine the invitations they receive by setting filters and criteria such as fare preferences or distance ranges for pick-up locations. Drivers are notified of the availability of these features in the Driver App.
- 5.8. In order to optimise the organisation of Transport Services and minimise unsuitable matches, Bolt may, where appropriate, take into account situations in which significant negative interactions, unfavourable comments or complaints have previously occurred between a Customer and a particular Driver, in accordance with the rules set out in clauses 11, 12 and 13.
- 5.9. When a Driver is invited, via the Driver App, to indicate their willingness to perform a Transport Service, the Driver App displays the following information in particular:
 - 5.9.1. the fare to which the Driver is entitled for the proposed journey, calculated either as a guaranteed minimum fare after deduction of applicable charges (where required by regulations), or as an indicative fare based on the pricing parameters applicable to the relevant Category, it being understood that the final fare may vary depending on the actual conditions under which the service is provided;
 - 5.9.2. the requested pick-up point and destination;
 - 5.9.3. the estimated distance covered by the service;
 - 5.9.4. the scheduled pick-up time (where pick-up is not immediate); and
 - 5.9.5. the payment method selected by the Customer for the Transport Services, via the Bolt Platform or in cash.

Formation and performance of the transport contract

- 5.10. When a Driver indicates their willingness to perform a Transport Service, the Customer concerned:
 - 5.10.1. expects the Driver to arrive at the pick-up point without undue delay or, in the case of a scheduled pick-up request, at the specified time; and
 - 5.10.2. undertakes to pay you, where applicable, Cancellation Fees in accordance with clauses 5.14 and 5.15.

By accessing the Bolt Platform, you agree that the contract for the provision of Transport Services between you and the Customer shall be deemed to have been concluded when

the relevant Driver indicates their intention to perform the Transport Services via the Driver App.

- 5.11. If the Transport Services commence, the Customer undertakes to pay you:
 - 5.11.1. the Fare, as displayed in the Driver App prior to the commencement of the Transport Services or, where applicable for traditional taxi services, in accordance with the fare shown on the vehicle's taximeter; and
 - 5.11.2. where applicable, Cleaning Fees, in accordance with clauses 5.16 and 5.17.
- 5.12. You and any Designated Driver acting on your behalf may, at any time, refuse or choose not to accept Transport Service contracts offered to you via the Bolt Platform. This right is, however, subject to compliance with the restrictions on use of the Bolt Platform set out in clause 10.
- 5.13. Once the Transport Services have ended (or been interrupted), the applicable Fare due is calculated on the basis of the details provided to you, or to your Designated Driver where applicable, via the Bolt Platform prior to the commencement of the Transport Services, taking into account, where applicable, any applicable Toll Charges, or, where applicable to taxi services, in accordance with the Fare displayed by the vehicle's taximeter.

By providing Transport Services via the Bolt Platform, you undertake not to solicit, or allow the solicitation of, additional payments in a manner that is fraudulent or contrary to the agreements entered into with Customers, in particular by requesting cash payment where payment via the Bolt Platform has been agreed.

Cancellation Fees

- 5.14. You agree that any Cancellation Fees you may charge a Customer where the Customer cancels their request (or fails to enter into an agreement) for Transport Services after the expiry of the Cooling-off Period shall be set at a fixed amount available for viewing in the Driver App, or at any higher amount communicated via the Bolt Platform by Category and/or by service, subject to clause 5.15.
- 5.15. Bolt will only charge these Cancellation Fees if you have a genuine intention to provide the Transport Service. No Cancellation Fee will be charged if such intention is lacking (for example, in the absence of a reasonable attempt to reach the pick-up point at the agreed time (e.g. in the event of a clear abuse involving a failure to travel or a failure to contact the Customer)).

Cleaning Fees

- 5.16. You may charge a Cleaning Fee to a Customer where a vehicle has been soiled or damaged by a Passenger. To this end, you authorise Bolt to collect, on your behalf, up to one hundred

and fifty euros (€150), or any higher amount communicated via the Bolt Platform depending on the Category or service concerned, subject to clause 5.18.

- 5.17. Bolt will not collect any Cleaning Fees in the absence of sufficient evidence or in the event of late notification. We recommend providing photographic evidence and submitting all relevant information to our support team as soon as possible, as soon as safety conditions permit.

Payment collection procedures

- 5.18. Where a Customer has agreed to make payment via the Bolt Platform, Bolt will collect the amounts owed to you in accordance with these Terms of Use of the Platform and will pay them to you in accordance with clause 9. However, if the Customer has chosen to pay for the Transport Services in cash (or via an in-vehicle payment terminal, where available), you are solely responsible for collecting these amounts. Bolt is not obliged to collect or recover, on your behalf, payments made in cash or via an in-vehicle payment terminal.

Access to Categories

- 5.19. Bolt may make various Categories available on a given marketplace in order to connect: (i) Service Providers capable of performing services corresponding to a given Category, and (ii) Customers who prefer services falling within that same Category. For example, when an 'electric vehicle' Category is available, Bolt will endeavour to match Customers who have selected this Category with Service Providers using electric vehicles.
- 5.20. The Categories available to a Driver depend on the specific criteria for each Category and the relevant market (for example, the use of an electric vehicle is required to access the "electric vehicle" Category). A Driver's right to access a Category will cease if they no longer meet the requirements for that Category (see clause 3.4.4).
- 5.21. For more information on the Categories available in France, please contact our team via the customer support service available on the Bolt Platform.

Access to cash-paid Transport Services

- 5.22. In order to prevent the accumulation of excessive outstanding amounts that you may owe to Bolt, your right to access the Bolt Platform and view opportunities to provide Transport Services paid for in cash by Customers is granted only as long as your Account Balance is not less than minus five hundred euros (-€500), or any other more favourable threshold that may be indicated to you in the Driver App (see clause 3.4.5).
- 5.23. If you do not wish to accept cash payments for Transport Services, we can disable this feature at your request. Please contact our customer support team to request this. Please note that disabling cash payments may reduce the number of Transport Service opportunities available to you.

Promotions

- 5.24. Bolt may, at its sole discretion, offer promotions to Service Providers, under which Bolt grants a benefit linked to the use of the Bolt Platform.
- 5.25. When a promotion is offered by Bolt to Service Providers:
 - 5.25.1. The granting of the benefit is subject to compliance with the terms and conditions applicable to that promotion.
 - 5.25.2. This promotion is subject to compliance with these Terms of Use of the Platform. Bolt reserves the right to refuse to grant any promotional benefit in the event of a breach of these Terms of Use of the Platform, in particular where a Driver's behaviour suggests involvement in Prohibited Manipulative Practices.
 - 5.25.3. Access to the Bolt Platform is not conditional upon participation in a promotion or the completion thereof.
 - 5.25.4. You agree that Bolt may, where applicable, apply the value of a promotion by deducting it from the Commission you would otherwise owe to Bolt. This deduction will not affect the total value of the promotion you receive.

6. Appointment of drivers acting on your behalf

Overview

- 6.1. Subject to clauses 6.2 to 6.11 of the Platform's Terms of Use, you may register and appoint individuals as Designated Drivers to perform Transport Services on your behalf (the "Designated Drivers").
- 6.2. You warrant that you will comply with all laws and regulations applicable to your dealings with Designated Drivers providing Transport Services via the Driver App, as well as, more generally, all rules, authorisations and obligations necessary for the performance of your Transport Services activities.
- 6.3. You are responsible for ensuring that no Designated Driver engages in any conduct that could result in you breaching these Terms of Use of the Platform.

Appointment Procedure

- 6.4. To designate a Driver, you can use the online portal(s) provided by Bolt for this purpose, or contact Bolt at flottes-paris@bolt.eu, providing the names and contact details of your proposed Designated Driver(s). Bolt will then let you know if any further information is required, depending on the relevant market.
- 6.5. A person may not be registered as a Designated Driver if Bolt has previously terminated:

- 6.5.1. its relationship with that person as a Service Provider due to a material breach of their obligations under these Terms of Use of the Platform (including any previous version); or
 - 6.5.2. access (whether full or partial) by another Service Provider to the Bolt Platform as a result of that person's acts or omissions whilst acting as a Designated Driver for that Service Provider, which have led to a material breach of that Service Provider's obligations under these Terms of Use of the Platform (including any previous version).
- 6.6. The right of any Designated Driver to access the Bolt Platform in order to view opportunities to provide Transport Services on your behalf is granted solely for those periods during which that Designated Driver is legally authorised to provide Transport Services (see clause 3.4.1). You must make the necessary arrangements to provide Bolt with copies of documents verifying that Transport Services may be lawfully provided by the Designated Driver(s) you propose, including, where applicable, proof of their right to work in the relevant market.
- 6.7. If you have any questions regarding this procedure, please contact our customer support team via the Bolt Platform interface.

Important provisions relating to Designated Drivers

- 6.8. When you engage a Designated Driver, you remain fully responsible for complying with your obligations under these Terms of Use of the Platform. All acts and omissions of any Designated Driver shall be deemed to be your own. It is therefore your responsibility to ensure that no Designated Driver places you in a position where you breach these Terms of Use of the Platform.
- 6.9. You acknowledge that you are fully responsible, for each Designated Driver, for the following:
 - 6.9.1. negotiating and formalising the terms of their engagement on your behalf, including any conditions required by applicable law;
 - 6.9.2. payment of their remuneration in the conditions that you have agreed with them;
 - 6.9.3. payment of any Commission due to Bolt (in accordance with clause 8);
 - 6.9.4. compliance with all legal obligations arising from the work carried out on your behalf;
 - 6.9.5. the accuracy and up-to-date nature of the information provided to Bolt regarding the Designated Driver; and
 - 6.9.6. any content uploaded to the Bolt Platform by the Designated Driver.

6.10. With regard to each Designated Driver:

- 6.10.1. you warrant to Bolt that you are bound to the Designated Driver by a lawful agreement enabling them to view, accept and lawfully perform Transport Services on your behalf; and
- 6.10.2. You agree that Bolt may, where necessary, contact the Designated Driver directly in order to facilitate the processing of requests relating to access rights (see clauses 3.4 and 3.5) and verification measures relating to unusual behaviour (see clause 11).

6.11. For the avoidance of doubt, you acknowledge that:

- 6.11.1. except in the cases provided for in clauses 6.2, 6.5, 6.6 and 6.10.1, Bolt imposes no restrictions or requirements regarding the commercial agreements entered into between you and your Designated Drivers;
- 6.11.2. you carry out your business entirely autonomously and independently, and
- 6.11.3. remain free to manage your Transport Services business as well as your relationships with your Designated Drivers; and
- 6.11.4. Nothing in these Terms of Use of the Platform is intended to prevent you, or a Designated Driver, from providing Transport Services via other platforms and/or to private customers.

7. Bolt's role as an agent

- 7.1. By accessing the Bolt Platform in accordance with these Terms of Use of the Platform, you grant us, for the duration of our relationship, all rights necessary to fulfil our obligations under these Terms of Use of the Platform, in particular by appointing us as your agent to negotiate, on your behalf, the contract for the provision of Transport Services concluded between you and the Customers, in accordance with these Terms of Use of the Platform. This authorisation enables us, in particular, to perform the following functions on your behalf:
 - 7.1.1. connecting you and any Designated Driver with Customers, in accordance with clause 5;
 - 7.1.2. calculating and communicating all applicable Fares, including estimated Fares and any applicable Toll Charges, due in respect of the Transport Services;
 - 7.1.3. organising, on your behalf, the collection of Fares, Cancellation Fees and Cleaning Fees owed by Customers, as well as the remittance of these sums to you; and

7.1.4. the issuing, on your behalf, of receipts and/or invoices.

For the avoidance of doubt, you remain free at all times to decide whether or not to provide Transport Services in response to a Customer's request, in accordance with clause 5.12.

7.2. With regard to sums received, or to be received, by us on your behalf under these Terms of Use of the Platform, you agree that the payers' payment obligations arising from any Transport Services shall be deemed to have been fulfilled as soon as the corresponding payments are made available in our accounts.

7.3. You agree to provide us, upon request and where applicable, with any additional information we may reasonably require to enable Bolt to effectively and lawfully perform its role as agent in the relevant market(s), in accordance with these Terms of Use of the Platform.

7.4. Bolt will issue, on your behalf and in electronic form, receipts and/or invoices (as applicable) relating to the amounts owed to you. You agree that these receipts and invoices may include information relating to the Transport Services, including details of the applicable charges.

7.4.1. When a journey has been accepted in the Taxi Category, you must also, at the Customer's request, provide them with a paper receipt using the printer fitted to the taxi.

7.4.2. The invoice for each journey is accessible via the Driver App.

7.4.3. Any corrections you wish to make to the calculation of the Fare must be submitted via the support service accessible via the Driver App.

7.4.4. Unless such a request is submitted, Bolt shall not be under any obligation to recalculate the Fare or to make any refund, and the Fare shall be deemed to have been accepted by the Service Provider. Where the Fare is revised by Bolt following a request for revision submitted by the Service Provider, the revised Fare will appear on the monthly statement issued by Bolt.

8. Commission

8.1. You are required to pay Bolt a Commission on all amounts owed to you by Customers in respect of Transport Services, including cash payments, with the exception of Commission-Exempt Items.²

² Source: Airwallex Embedded Finance Terms, Clause 2.1(a) requirement for a clear description of Platform Services and fees charged to Connected Accounts, including amounts and payment methods.

- 8.2. The initial Commission rate(s) applicable to you are the most recent rates communicated to you in writing immediately prior to your registration as a Service Provider on the Bolt Platform.
- 8.3. Bolt may, from time to time, amend the Commission rates applicable to you by notifying you of the new rates in writing at least fifteen (15) days before they come into effect.
- 8.4. The chargeable commission may vary from time to time, in accordance with the principles of dynamic commission pricing, which take into account (i) the balance between supply and demand for the transport service, (ii) the characteristics of the journey booked, and (iii) the terms of any applicable campaign. In any event, the Commission shall not exceed the Maximum Commission Rate. Bolt reserves the right to amend the applicable Maximum Commission Rate by sending you a prior written notice. Any change to the Maximum Commission Rate shall take effect at least fifteen (15) days after notice has been given to the Service Provider. All Commission rates applicable to you are exclusive of tax, including value added tax, unless expressly stated otherwise.
- 8.5. Your obligation to pay the Commission to Bolt arises at the time the amounts become due in respect of the Transport Services.

9. Provisions relating to payments

Payment Services Provider (Airwallex) – Onboarding, Connected Account Agreement & authorisations

- 9.1. The services under these Terms of Use of the Platform are designed to be delivered in combination with payment services provided by an independent Payment Services Provider (PSP). To receive any services that involve the collection and settlement of amounts payable by Customers, you must successfully complete the Payment Services Provider's onboarding process and enter into its Connected Account Agreement. Any regulated payment services are provided by the PSP and PSP Partners. Bolt does not itself provide any regulated payment services.³ At no point does Bolt hold, control or have access to funds held in the Connected Account. Any delays, failures or errors in the provision of payment services — including onboarding, transaction processing or compliance checks — are the sole responsibility of the Payment Services Provider, over whom Bolt exercises no control.⁴
- 9.2. You agree to:
 - 9.2.1. promptly provide all onboarding and ongoing due-diligence information requested by Bolt, the Payment Services Provider or PSP Partners;⁵ and

³ Source: Airwallex Embedded Finance Terms, Clause 2.1(b) requirement for a prominent statement that regulated payment services are provided by the Payment Services Provider and not by Customer.

⁴ Source: Airwallex Embedded Finance Terms, Clause 2.1(b) requirement for a prominent statement that regulated payment services are provided by the Payment Services Provider and not by Customer.

⁵ Source: Airwallex Embedded Finance Terms, Clause 2.2(b) required authorisation for Customer to obtain and provide Onboarding Data and ongoing due diligence data to Airwallex and its partners.

- 9.2.2. notify Bolt immediately of any errors or changes and provide corrected information.
- 9.3. You acknowledge, agree and authorise Bolt to:
- 9.3.1. carry out actions it considers necessary to provide the Bolt Platform and related services to you;⁶
 - 9.3.2. obtain and provide to the Payment Services Provider and/or PSP Partners any data and documents already held by Bolt that are strictly necessary to facilitate the Payment Services Provider's own onboarding and due diligence process in accordance with applicable data protection law as requested by them. The categories of your personal data that Bolt may access, use, display and transfer to the Payment Services Provider, PSP Partners and any required third-party service providers include: identity and contact information (name, address, date of birth, identification documents) and any onboarding or due diligence information provided during registration. You hereby expressly grant Bolt permission to access, use, display and transfer such personal data for these purposes;⁷
 - 9.3.3. view and share your Account Balance and transaction data with the Payment Services Provider and PSP Partners;⁸
 - 9.3.4. provide information the Payment Services Provider requires to allocate receipts and make payouts; and⁹
 - 9.3.5. perform activities the Payment Services Provider requires to provide payment services to you.¹⁰
- 9.4. If you do not complete onboarding and accept the Connected Account Agreement, you will not have access to the payment services and, consequently, cannot receive services under these Terms of Use of the Platform.
- 9.5. If you issue or receive a notice to terminate the Connected Account Agreement, you must notify us immediately of the effective date. Bolt may notify the Payment Services Provider if your relationship with Bolt under these Terms of Use of the Platform is suspended or

⁶ Source: Airwallex Embedded Finance Terms, Clause 2.2(a) required authorisation for Customer to perform the Platform Services.

⁷ Source: Airwallex Embedded Finance Terms, Clause 2.2(b) required authorisation for Customer to obtain and provide Onboarding Data and ongoing due diligence data to Airwallex, Airwallex Partners and Third-Party Service Providers.

⁸ Source: Airwallex Embedded Finance Terms, Clauses 2.1(e) requirement to detail the Personal Data of the Connected Account that Customer will access, use, display and transfer, and to include an express permission for the same, and; 2.2(d) required authorisation to view Connected Account information including transaction data and share it with Airwallex, Airwallex Partners and Third-Party Service Providers.

⁹ Source: Airwallex Embedded Finance Terms, Clause 2.2(e) required authorisation to provide all information necessary for Airwallex to allocate funds and make Payouts for Connected Accounts.

¹⁰ Source: Airwallex Embedded Finance Terms, Clause 2.2(f) required authorisation to perform all activities necessary for Airwallex to provide the Embedded Finance Solution.

terminated. Upon termination of these Terms of Use of the Platform, Bolt will cease to provide access to or share your data with the Payment Services Provider and PSP Partners except as required by law, and may notify the Payment Services Provider of such termination. Any amounts already collected on your behalf but not yet settled at the date of termination will be handled in accordance with the Connected Account Agreement.¹¹

Your Account Balance

9.6. Bolt arranges for payments due to you to be transferred to your Connected Account upon completion of Transport Services, based on your Account Balance, which is calculated (subject to the other provisions of this clause 9) as follows:

9.6.1. The total:

9.6.1.1. payments collected by Bolt on your behalf in accordance with the Platform's Terms of Use; and

9.6.1.2. (where applicable, and subject to clause 5.25) the value of any promotion made available by Bolt and payable to you;

9.6.2. less the total of:

9.6.2.1. all Commissions and other amounts you owe to Bolt under the Terms of Use of the Platform; and

9.6.2.2. any payment previously arranged by Bolt in your favour in accordance with this clause 9.

9.7. You agree that Bolt may immediately deduct any Commission and any other amounts you owe to Bolt as soon as they become due, with the effect of adjusting your Account Balance to reflect such deductions. You further agree that such amounts may be immediately deducted from sums collected on your behalf.¹²

9.8. If your Account Balance is negative, you will owe Bolt the outstanding amount immediately. You must pay the amount owed to Bolt no later than fifteen (15) calendar days from the date on which the negative balance arose, using the payment methods or bank details we have provided for this purpose.

9.9. Bolt's payment obligation to the Service Provider shall be deemed fulfilled as soon as Bolt remits the relevant amounts to the Payment Services Provider. If we are unable to fulfil our obligation to make payments due to you because your Connected Account is suspended or restricted or is otherwise unavailable for any reason, or because the Connected Account Agreement has been terminated, or the information relating to your Connected Account

¹¹ Source: Airwallex Embedded Finance Terms, Clause 2.1(c) requirement to describe the method and effect of termination of the Platform Agreement, including on the Embedded Finance Solution.

¹² Source: Airwallex Embedded Finance Terms, Clause 2.1(d) requirement for a contractual basis for amounts payable by Connected Accounts to Customer in relation to the Platform Services.

(or any other information you have provided to us) is inaccurate, out of date or does not comply with these Terms of Use of the Platform:

- 9.9.1. we will retain these payments in our account for a maximum period of one hundred and eighty (180) calendar days from the date on which the payment became due; and
- 9.9.2. if you do not provide us, within this period, with updated information enabling the payment to be processed, your right to payment of the outstanding sums will lapse.

Other important information regarding payments

- 9.10. Any indication of your Account Balance provided by Bolt is without prejudice to any sums you may owe to Bolt under clause 14.
- 9.11. By accepting these Terms of Use of the Platform, you agree to receive receipts and invoices in electronic format.
- 9.12. Bolt is not responsible for payments made by third parties and cannot guarantee their execution. Consequently, Bolt is not obliged to pay you any amounts that we are unable to collect on your behalf for reasons beyond our control (for example, if a payer's payment method fails). The Transport Services are therefore provided by you at your own financial risk.
- 9.13. If a payment fails, we will provide you with reasonable assistance to recover the amounts owed to you from the relevant payer. If Bolt succeeds in collecting these amounts on your behalf, they will be credited to your Account Balance and subsequently transferred to your Connected Account in accordance with clause 9.6.
- 9.14. Payments intended for you, as well as the associated features, may occasionally be interrupted, suspended or restricted due to maintenance work or technical errors.
- 9.15. In the event of an overpayment in your favour, or any other similar error in collection or billing:
 - 9.15.1. you agree that Bolt may take reasonable steps to correct the error, including by adjusting your Account Balance or deducting any unduly paid amount from your future Account Balances; and
 - 9.15.2. Unless the error is rectified in another way, you agree to repay Bolt any overpayment upon notification of the error and, in any event, within seven (7) calendar days of such notification.
- 9.16. Bolt reserves the right to cancel, suspend, limit or refuse any payment to you, or any collection made on your behalf, if Bolt has reasonable grounds to suspect that such payments or collections are erroneous or unlawful, relate to Prohibited Manipulative

Practices, or to any other use of the Bolt Platform that is illegal, unlawful or prohibited by international sanctions.

- 9.17. Where possible, Bolt will endeavour to contact you in advance to inform you of the occurrence of any difficulty referred to in clauses 9.12 to 9.16 (inclusive) and, where applicable, to attempt to remedy them, unless prohibited by regulation or law, or unless Bolt has been advised by a competent authority, a payment service provider or legal counsel not to do so.
- 9.18. It is your responsibility to comply with all tax and social security obligations incumbent upon you under the regulations in force in France in connection with the provision of Transport Services, which may include, but are not limited to: (i) registration with the relevant tax authority, in particular for the purpose of obtaining a VAT registration number; (ii) the payment of all taxes, duties and social security contributions for which you are legally liable (in particular VAT, corporation tax or income tax, as well as social security contributions); and (iii) compliance with all your tax and social security reporting obligations. For further information, please consult the following resources: regarding your tax obligations: <https://www.impots.gouv.fr/portail/node/10841>; regarding your social security obligations: <https://www.urssaf.fr/portail/home/>.

10. Unauthorised use of the Bolt Platform

- 10.1. You must not use, or permit the use of, the Bolt Platform to engage in, or for purposes related to:
 - 10.1.1. any illegal or unlawful activity, including the sharing of content, data or material prohibited by applicable law, or the unlawful processing of personal data; or
 - 10.1.2. any Prohibited Manipulative Practice.
- 10.2. During any Service Request Periods, you must not — and you must ensure that, for each relevant period, any Designated Driver who has indicated their intention to perform Transport Services on your behalf does not engage in any conduct consisting of:
 - 10.2.1. creating unnecessary safety risks for other Users, in particular by:
 - 10.2.1.1. driving in breach of the Highway Code or road safety standards laid down by the relevant authorities;
 - 10.2.1.2. unnecessarily exposing Users to weapons or other dangerous objects;
 - 10.2.1.3. using vehicles that are dangerous due to their poor condition; or
 - 10.2.1.4. engaging in any other behaviour that demonstrates a reckless disregard for the safety of other Users;

- 10.2.2. engaging in or encouraging:
 - 10.2.2.1. any violent, aggressive or threatening behaviour;
 - 10.2.2.2. any Discriminatory Behaviour;
- 10.2.3. causing significant and unnecessary safety concerns or discomfort to other Users, in particular by:
 - 10.2.3.1. unwanted physical contact or sexual advances that make others feel unsafe or uncomfortable;
 - 10.2.3.2. inviting or allowing persons unknown to Passengers to enter vehicles whilst Transport Services are being provided; or
 - 10.2.3.3. persistently subjecting others to unpleasant or inappropriate conditions, such as soiled seats or foul odours.
- 10.3. The proper functioning of the Bolt Platform relies on all Users acting in good faith and with reasonable consideration for others. Consequently, you must not use, or permit the use of, the Bolt Platform in a manner that significantly or repeatedly disrupts, interferes with or delays the organisation of Transport Services by other Users, or Bolt's matching of Customers and Service Providers willing to provide these services (as described in clause 5), in particular by:
 - 10.3.1. 10.3.1. the wrongful cancellation of Transport Services after having indicated your intention to perform them;
 - 10.3.2. 10.3.2. maintaining the 'online' status in the Driver App during prolonged periods of inactivity, clearly without any activity;
 - 10.3.3. 10.3.3. repeatedly delaying the cancellation of Transport Services after deciding not to carry them out, in an abusive manner or in a way that disrupts the normal functioning of the Driver App;
 - 10.3.4. 10.3.4. asking Customers to cancel Transport Services, instead of cancelling them yourself via the Driver App, after deciding not to carry them out; or
 - 10.3.5. 10.3.5. without prejudice to your right and the right of Designated Drivers to refuse or reject services as set out in clause 5.12, any other use of the Driver App that is inconsistent with a genuine and bona fide intention to view, and where applicable to fulfil, requests for Transport Services.
- 10.4. You must not provide, or permit the provision, via the Bolt Platform, of misleading, false, illegal or unlawful information.

- 10.5. You must not allow any person to access the Bolt Platform using login credentials that do not correspond to the information provided to Bolt under clauses 3.4.1, 3.4.2, 4.1 or 6.6.
- 10.6. You must not participate in, or permit, any attempt to:
 - 10.6.1. falsify, manipulate, extract, index or exploit the data made available via the Bolt Platform;
 - 10.6.2. tamper with, circumvent or compromise the Bolt Platform's security systems;
 - 10.6.3. modify, unlock, decompile, reverse engineer or attempt to obtain the source code of all or part of the Bolt Platform;
 - 10.6.4. access the Bolt Platform by means other than those expressly provided and authorised via Bolt's official apps, websites or other software;
 - 10.6.5. lend, share or allow the use of your account by a person who is not authorised or verified by the Bolt Platform; or
 - 10.6.6. make any other use of the Bolt Platform that is likely to have a significant negative impact on its integrity or reputation.
- 10.7. For the avoidance of doubt, the prohibition on Discriminatory Behaviour set out in clause 10.2.2 does not limit your right, or that of any Designated Driver, to refuse requests or terminate interactions for legitimate and lawful reasons.
- 10.8. Bolt has a zero-tolerance policy towards any aggressive, intimidating or manipulative behaviour. You must not, and must not allow any Designated Driver to, threaten, intimidate, dishonestly manipulate or abuse Bolt's employees, partners or agents in any way.

11. Verification measures relating to unusual behaviour

- 11.1. If Bolt becomes aware of information indicating a potential breach of these Terms of Use of the Platform, you must, without undue delay, provide all necessary cooperation with any reasonable verification measures carried out by Bolt.
- 11.2. You acknowledge that Bolt may seek feedback from Users to assist in detecting any breach of these Terms of Use of the Platform.
- 11.3. Bolt reserves the right to report any unlawful, unusual or suspicious activity to the relevant law enforcement or regulatory authorities without first informing you or any other party.
- 11.4. Bolt may be required to disclose confidential information in accordance with applicable law, court orders or in the context of regulatory investigations.

12. Temporary restriction of access to the Bolt Platform

- 12.1. Bolt is entitled, with immediate effect, to suspend or temporarily restrict, in whole or in part, access to any aspect of the Bolt Platform associated with your account:
 - 12.1.1. in the event of a breach of your obligations under these Terms of Use of the Platform;
 - 12.1.2. when Bolt is carrying out a verification procedure relating to:
 - 12.1.2.1. its legal or regulatory obligations; or
 - 12.1.2.2. an alleged breach of these Terms of Use of the Platform, in which case the relevant access will be suspended solely for the duration of the verification process;
 - 12.1.3. if you and/or your Designated Drivers fail to verify your identity and/or your login credentials;
 - 12.1.4. where Bolt needs to make changes to comply with legal or regulatory obligations;
 - 12.1.5. to address urgent technical issues, changes or upgrades; or
 - 12.1.6. when Bolt needs to take urgent action to protect itself against:
 - 12.1.6.1. imminent dangers to Users;
 - 12.1.6.2. cybersecurity risks (including malware, spam or data breaches);
 - 12.1.6.3. alleged illegal or unlawful activities; or
 - 12.1.6.4. any other significant breach of the integrity or reputation of the Bolt Platform.
- 12.2. Bolt will endeavour to contact you prior to any such suspension, except in cases of emergency, exceptional circumstances or for any other appropriate reason, including:
 - 12.2.1.1. health and safety concerns;
 - 12.2.1.2. substantial or repeated breaches of these Terms of Use of the Platform; or
 - 12.2.1.3. where Bolt is unable to do so, or is advised not to do so, for legal or regulatory reasons.
- 12.3. During the period of restriction or suspension of your access, you will be able (where applicable) to view historical information relating to the Transport Services you have provided via the Bolt Platform.
- 12.4. No later than when the suspension takes effect, Bolt undertakes to send you an email specifying (i) the implementation of the suspension measure, (ii) its duration, (iii) the reasons leading to it, and (iv) your right to request an explanation of this situation.

- 12.5. In the event of suspension of your access to the Bolt Platform, you may lodge a complaint or request a review of this decision in accordance with our internal complaints procedure (see clause 16.8).
- 12.6. At the end of this period, depending on how the situation develops, the suspension will be lifted or the relationship will be terminated in accordance with the provisions of clause 13.2 of the Platform's Terms of Use.

13. Duration and termination of the contractual relationship

- 13.1. You may terminate your relationship with Bolt under these Terms of Use of the Platform at any time and with immediate effect by sending Bolt written notice to that effect.¹³
- 13.2. Bolt may terminate its relationship with you, either in its entirety or in respect of a specific feature or type of access, in accordance with the following terms:
 - 13.2.1.1. by giving you at least thirty (30) days' written notice, setting out the reasons for this decision; or
 - 13.2.1.2. with immediate effect, by written notice, where:
 - 13.2.1.3. a new law, regulation or obligation comes into force (or in the event of similar circumstances beyond Bolt's control) requiring Bolt to terminate, immediately or with less than thirty (30) days' notice, all or part of the Bolt Platform;
 - 13.2.1.4. Bolt exercises its right of termination for good cause in accordance with applicable national law;
 - 13.2.1.5. there is a material breach of these Terms of Use of the Platform; or
 - 13.2.1.6. there are repeated breaches of these Terms of Use of the Platform.
- 13.3. Given Bolt's strict liability towards Customers regarding the proper performance of the obligations arising from the transport contract (in accordance with Article L. 3142-3 of the Transport Code), the following breaches committed by the Service Provider constitute compelling grounds justifying the immediate termination of the relationship under these Terms of Use of the Platform:
 - 13.3.1. the unauthorised lending or sharing of a Driver account;
 - 13.3.2. the failure of the Service Provider or any Designated Driver to hold the documents, authorisations, professional qualifications or good character requirements necessary for the lawful provision of private passenger transport services, in

¹³ Source: Airwallex Embedded Finance Terms, Clause 2.1(c) requirement to outline the method and manner in which the Connected Account may terminate the Platform Agreement.

particular as a private hire driver or taxi driver, or as an operator, in accordance with the Transport Code;

- 13.3.3. any act of violence or criminal offence committed against Customers, employees, partners or representatives of Bolt.
- 13.4. Termination of the Connected Account Agreement for any reason shall automatically terminate or suspend these Terms of Use of the Platform.¹⁴ Following the termination of the Connected Account Agreement, the Service Provider shall remain subject to the standard Terms of Use of the Platform, which govern access to and use of the Platform and were accepted upon registration.
- 13.5. Where necessary, Bolt will provide you with a statement of reasons for any termination made pursuant to clause 13.2, unless Bolt is unable to do so or is advised not to do so for regulatory or legal reasons.
- 13.6. Upon termination of these Terms of Use of the Platform:
 - 13.6.1. where termination is complete, you and any Designated Driver will no longer be entitled to access the Bolt Platform; or
 - 13.6.2. where this relates to a specific feature or type of access, you and/or the relevant Designated Drivers (where applicable) will no longer be entitled to access those parts of the Bolt Platform relating to that feature or access.
- 13.7. Termination of these Terms of Use of the Platform shall not affect any rights or obligations arising prior to the date of termination.
- 13.8. If Bolt terminates your access to the Bolt Platform, you may lodge a complaint or request a review of this decision in accordance with our internal complaints procedure (see clause 16.8).
- 13.9. For the avoidance of doubt, the following sections of the Platform's Terms of Use shall continue to apply in all circumstances, including after the full or partial termination of our relationship: 7 (Bolt's role as an agent), 8 (Commission), 9 (Provisions relating to payments, including Bolt's payment terms), 14 (Your liability), 15 (Our Liability), 16 (Intellectual Property, Notifications, Enforcement of the Terms of Use of the Platform, Disputes, Partners and Affiliates, Taxes, Governing Law) and 17 (Glossary of Defined Terms).

14. Your liability

- 14.1. To the fullest extent permitted by applicable law, you agree to indemnify and hold Bolt fully harmless against any claims, losses, liabilities, damages and costs (including Bolt's

¹⁴ Source: Airwallex Embedded Finance Terms, Clause 2.1(c) requirement to describe the effect of termination, including on the Embedded Finance Solution.

professional legal fees and recovery costs) incurred as a result of your use of the Bolt Platform, including in connection with:

- 14.1.1. any breach of your obligations under these Terms of Use of the Platform;
- 14.1.2. any property damage or financial loss;
- 14.1.3. any loss of profits, business, turnover, contracts, commercial relationships, customers, reputation or anticipated savings;
- 14.1.4. any loss resulting from the interruption or use of the Bolt Platform;
- 14.1.5. any loss, corruption or inaccuracy of data;
- 14.1.6. any other type of indirect or consequential loss or damage (for example, losses that could not reasonably have been foreseen at the start of our relationship);
- 14.1.7. any claim that content or material transmitted to Bolt or via the Bolt platform:
 - 14.1.7.1. infringe the intellectual property rights of a third party; or
 - 14.1.7.2. breaches any applicable law or regulation;
- 14.1.8. the ownership, use, maintenance or operation of a vehicle;
- 14.1.9. your inability, or that of any Designated Driver, to lawfully provide Transport Services;
- 14.1.10. the acts or omissions of any Designated Driver;
- 14.1.11. your contractual relationship with any Designated Driver; and/or
- 14.1.12. any failure on your part, or on the part of any Designated Driver acting on your behalf, to correctly declare or pay any taxes, duties or contributions due in respect of services arranged via the Bolt Platform (including where Bolt is legally required to declare or pay
- 14.1.13. taxes that should have been borne by you or your Designated Drivers due to an omission on your part or theirs).
- 14.2. Unless otherwise provided in these Terms of Use of the Platform, you agree to pay immediately, upon first request, any sums owed to Bolt under these Terms of Use of the Platform (including indemnified losses, overpayments, interest or recovery costs). Bolt may, where applicable, recover these amounts by offsetting them against sums collected on your behalf or by issuing a separate invoice.
- 14.3. Any delay on your part in paying sums owed to Bolt under these Terms of Use of the Platform will give rise to the payment of interest on arrears calculated on the outstanding

amount. Unless otherwise provided, and without the applicable rate being less than three times the statutory interest rate, the rate of interest on arrears shall be equal to the interest rate applied by the European Central Bank to its most recent refinancing operation, plus ten (10) percentage points.

15. Our liability

- 15.1. To the fullest extent permitted by law, Bolt shall not be liable to you for any loss, damage, cost or claim arising out of or in connection with:
 - 15.1.1. your use of the Bolt Platform, or the use of the Bolt Platform by any Designated Driver;
 - 15.1.2. the unavailability, interruption or malfunction of the Bolt Platform;
 - 15.1.3. the acts or omissions of any User of the Bolt Platform;
 - 15.1.4. websites, content, applications or services (including payment services) that are not owned, controlled or operated by Bolt, including any delays or errors they may cause;
 - 15.1.5. inaccurate or out-of-date information that you have provided to Bolt;
 - 15.1.6. delays in the processing of payments beyond Bolt's control (for example, delays caused by a third-party or the Payment Service Provider); or
 - 15.1.7. any unauthorised access to the Bolt Platform using login credentials belonging to you or to any other person acting on your behalf.
- 15.2. The exclusions of liability set out in this clause 15.1 include, without limitation, the exclusion of liability for the following types of loss or damage, whether direct or indirect:
 - 15.2.1. property damage or financial loss;
 - 15.2.2. loss of profits, business, turnover, contracts, commercial relationships, customers, reputation or anticipated savings;
 - 15.2.3. any loss resulting from the interruption or use of the Bolt Platform;
 - 15.2.4. any loss, corruption or inaccuracy of data; or
 - 15.2.5. any other type of indirect or consequential loss or damage (including, for example, losses that could not reasonably have been foreseen at the start of our relationship).
- 15.3. Bolt's total liability to you under these Terms of Use of the Platform is capped at five hundred euros (€500). This cap applies regardless of the number of claims made or the number of events giving rise to liability.

- 15.4. All limitations and exclusions of liability set out in these Terms of Use of the Platform apply to the fullest extent permitted by applicable law.
- 15.5. Nothing in these Terms of Use of the Platform shall limit or exclude Bolt's liability in the event of:
 - 15.5.1. death or personal injury caused by Bolt's negligence; or
 - 15.5.2. any other liability that cannot lawfully be limited or excluded.

16. Other important provisions

Intellectual Property

- 16.1. All copyright, trade marks, design rights and any other intellectual property rights relating to the Bolt Platform – including its source code, databases, logos and graphic elements (together, **the "Intellectual Property"**) – are owned by Bolt or are licensed to Bolt. Your use of the Bolt Platform does not confer any ownership rights in the Intellectual Property. You must not use, or permit the use of, the Intellectual Property without Bolt's express prior written consent.

Notifications

- 16.2. Unless otherwise provided in these Terms of Use of the Platform, any notice to Bolt under these Terms of Use of the Platform may be sent in writing to Bolt's registered office at: Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia. You may also send an enquiry directly to the following address: paris@bolt.eu.
- 16.3. Bolt may send you notifications under these Terms of Use of the Platform by post or email, using the most recent contact details you have provided to us, or, if you are a Driver, via the Driver App.
- 16.4. Unless otherwise expressly stated in these Terms of Use of the Platform, notices must be drafted in French and shall be deemed to have been validly served:
 - 16.4.1. if delivered by hand, on the date and at the time of delivery to the address concerned;
 - 16.4.2. if sent by post, on the day following dispatch;
 - 16.4.3. if sent by email, at the time the email is sent; or
 - 16.4.4. if they are delivered via the Driver App, at the time they are made available to you in the Driver App.
- 16.5. Where the time at which a notice is deemed to have been validly served pursuant to clause 16.4 falls after 5.00 pm on a working day, or at any time on a Saturday, Sunday or public

holiday, the notice shall be deemed to have been served at 9.00 am on the following working day.

Application of the Terms of Use of the Platform

- 16.6. Bolt may, reasonably and in good faith, determine whether there has been a breach of these Terms of Use of the Platform. Any right or discretion granted or retained by Bolt under these Terms of Use of the Platform may be exercised accordingly.
- 16.7. Without prejudice to any other rights or discretionary powers available to Bolt under these Terms of Use of the Platform, Bolt may, in good faith and within reason, determine whether conduct constitutes a Prohibited Manipulative Practice.

Disputes and claims

- 16.8. Where Bolt has:
 - 16.8.1. removed content from the Bolt Platform (see clause 4.4);
 - 16.8.2. restricted or suspended access to the Bolt Platform (see clause 12);
 - 16.8.3. terminated your access to the Bolt Platform (see clause 13); or
 - 16.8.4. taken any other decision in relation to these Terms of Use of the Platform which you dispute,

you may lodge a complaint or request a review of that decision in accordance with our internal complaints procedure, available [here](#).
- 16.9. To the fullest extent permitted by applicable law, any dispute arising out of or in connection with these Terms of Use of the Platform which is not resolved through our internal complaints procedure shall be subject to the exclusive jurisdiction of the French courts.

Partners and Affiliates

- 16.10. You agree that Bolt may entrust the performance of certain technical or administrative obligations to its partners or affiliates, without this entailing any transfer of legal liability or the creation of a direct contractual relationship with the Driver. These such actions shall not affect your rights or the obligations owed to you under these Terms of Use of the Platform.

Taxes

- 16.11. All payments, amounts and sums mentioned in these Terms of Use of the Platform are inclusive of all taxes, including any applicable value added tax, unless expressly stated otherwise. This provision does not apply to the Commission (see clause 8.4). All Commission rates applicable to you are exclusive of tax, including value added tax, unless expressly stated otherwise.

- 16.12. Bolt will provide the relevant tax authorities with information about you and your economic activities carried out via the Bolt Platform, in accordance with the reporting obligations applicable to digital platforms as set out in Council Directive (EU) 2021/514 of 22 March 2021 (DAC7), amending Directive 2011/16/EU on administrative cooperation in the field of taxation, as well as any other applicable tax reporting obligations. You acknowledge and agree that this transmission of information takes place within the framework of Bolt's legal obligations.

Interpretation

- 16.13. The headings and defined terms in these Terms of Use of the Platform are provided for reference purposes only and do not affect the interpretation of the provisions.
- 16.14. Unless otherwise expressly stated:
- 16.14.1. any reference to a "clause" means a clause of these Terms of Use of the Platform;
 - 16.14.2. any reference to a "party" means a party to these Terms of Use of the Platform, and "parties" shall be construed accordingly;
 - 16.14.3. the singular includes the plural and vice versa;
 - 16.14.4. any reference to a gender includes all genders;
 - 16.14.5. any reference to a "person" includes a natural or legal person;
 - 16.14.6. The terms 'including' or similar expressions are not intended to be exhaustive.
- 16.15. If any provision of the Terms of Use of the Platform is held to be unenforceable or invalid by a court or competent authority, the parties agree to replace it with a valid and enforceable provision which, to the fullest extent possible, preserves the original intent and economic balance of the provision in question.
- 16.16. In the event of a conflict between the Terms of Use of the Platform and any other agreement or arrangement between you and Bolt, these Terms of Use of the Platform shall prevail, unless expressly stated otherwise.
- 16.17. Bolt acts as the operator of an online platform providing intermediation and matching services. As such:
- 16.17.1. no provision of the Platform's Terms of Use is intended to, or has the effect of, imposing on Service Providers or Drivers (including Designated Drivers) an obligation to provide Transport Services, nor of establishing an employment relationship with Bolt;
 - 16.17.2. if any provision of the Terms of Use of the Platform were to be interpreted as implying such a personal obligation or the existence of an employment relationship

with Bolt, the parties agree to replace it with a valid and enforceable provision that removes such implication whilst preserving, to the extent possible, the original intention and the economic balance of the relationship.

Governing Law

- 16.18. To the fullest extent permitted by applicable law, these Terms of Use of the Platform and your use of the Bolt Platform shall be governed by and construed in accordance with French law.

17. Glossary of defined terms

For the purposes of these Terms of Use of the Platform, the following terms shall have the meanings set out below:

- 17.1. **“Driver App”** means the mobile application(s) made available by Bolt that enable Drivers to view opportunities to provide Transport Services.
- 17.2. **“Bolt”** (“we” / “us” / “our”) means Bolt Operations OÜ, a limited liability company incorporated under Estonian law, registered under number 14532901, with its registered office at Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia.
- 17.3. **“Categories”** means the categories of Transport Services available via the Bolt Platform in the relevant market (which may include, for example, “electric” or “premium” vehicle categories) and “Category” means any one of them.
- 17.4. **“Driver”** means any individual registered by you with Bolt to access opportunities to provide Transport Services on your behalf, including, where applicable:
- yourself; and/or
 - Designated Drivers.

The term “Driver” refers indiscriminately to any Taxi Driver or Private Hire Vehicle Driver. Where certain provisions of these Terms of Use of the Platform apply only to one of these categories, this is expressly stated in the relevant clause.

- 17.5. **“Designated Driver”** means a natural person registered and designated by a Service Provider as a Driver, in accordance with clause 6.
- 17.6. **“Taxi Driver”** means any Driver who hereby declares that they have effective control (either through direct operation or under a lease agreement) of a taxi-equipped vehicle and the associated parking permit.
- 17.7. **“Private Hire Driver”** means any Driver who hereby declares that they have effective use of one or more private hire vehicles.

- 17.8. **“Customer”** means any person who requests Transport Services (and who is eligible to receive them).
- 17.9. **“Commission”** means the commission you are required to pay to Bolt in return for the services provided by Bolt under these Terms of Use of the Platform, in accordance with clause 8.
- 17.10. **“Discriminatory Behaviour”** means any behaviour – including words, actions or treatment – that demonstrates bias, prejudice or hostility based on protected characteristics such as racial or ethnic origin, nationality, gender, sexual orientation, gender identity, religion, disability or age.
- 17.11. **“Terms of Use of the Platform”** means these terms and conditions in their entirety, entitled “Terms of Use of the Platform for Transport Service Providers (France)”.
- 17.12. **“Cooling-off Period”** means, where applicable, the period of two (2) minutes from the moment the Driver indicates (via the Driver App) their willingness to provide Transport Services to the relevant Customer, in response to the latter’s request.
- 17.13. **“Commission-Exempt Items”** means the charges and payments on which no Commission is applied, including in particular tips, Cleaning Fees and Toll Charges.
- 17.14. **“Cancellation Fees”** means fees charged by you to Customers when they cancel their request or fail to enter into a Transport Services Agreement by the end of the applicable Cooling-off Period, in accordance with clauses 5.14 and 5.15.
- 17.15. **“Cleaning Fees”** means fees charged by you to Customers where a Passenger has soiled a vehicle during the provision of Transport Services, in accordance with clauses 5.16 and 5.17.
- 17.16. **“Toll Charges”** means the amounts paid to Service Providers in addition to the Fare where the route of the Transport Services incurs additional costs or constraints (such as toll bridges, congestion zones or airport parking charges).
- 17.17. **“Passenger”** means any natural person carried (or to be carried) as a passenger in connection with the provision of Transport Services.
- 17.18. **“Service Request Periods”** means, collectively (in connection with a request for Transport Services), the Pick-up Period and, once the Transport Services commence, the Journey Period.
- 17.19. **“Pick-up Period”** means the applicable period which:
- begins when the Driver indicates (via the Driver App) their willingness to provide or perform Transport Services for a Customer; and

- ends at the start of the Journey Period or, if this occurs earlier, at the time the Transport Service request is cancelled or refused.
- 17.20. **“Journey Period”** means the applicable period which:
- begins when the Driver picks up the Passenger(s) at the relevant pick-up point in order to transport them to the requested destination; and
 - ends when the Transport Services are completed or terminate for any other reason.
- 17.21. **“Bolt Platform”** means the entire technological infrastructure made available by Bolt — including the Driver App — and used to facilitate the online matching of Transport Services, in accordance with these Terms of Use of the Platform, and through which other tools, features or services may be offered or facilitated.
- 17.22. **“Prohibited Manipulative Practice”** means any use of the Bolt Platform that reveals an intention — or an attempt — to manipulate, exploit or harm a person or the Bolt Platform itself, or to exploit or inappropriately meet the criteria of a promotion offered by Bolt, including in particular:
- the requesting, accepting or performing of Transport Services in a manner that appears excessive, artificial or abnormally coordinated; and
 - repeated behaviour clearly intended to misrepresent a genuine request for Transport Services or a genuine intention to perform them.
- 17.23. **“Service Provider”** means any natural or legal person registered on the Bolt Platform in order to access, in France, opportunities to provide Transport Services on their own behalf.
- 17.24. **“Fare”** means the price payable for the provision of Transport Services.
- 17.25. **“Transport Services”** means on-demand chauffeur-driven passenger transport services provided by Service Providers to Customers, organised via the Bolt Platform.
- 17.26. **“Account Balance”** means the total amount of payments received by Bolt on your behalf, less any amounts you owe to Bolt, as calculated in accordance with clause 9.6.
- 17.27. **“Maximum Commission Rate”** means the maximum percentage used to calculate the Commission, which is communicated to you by email, via the Bolt Driver Portal or the Bolt Fleet Manager Portal, as well as on our dedicated online pages.
- 17.28. **“Users”** means all users and beneficiaries of the Bolt Platform, including all Service Providers, Drivers, Customers and Passengers.
- 17.29. **“You”** (or **“your”**) refers to a Service Provider subject to these Terms of Use of the Platform.

- 17.30. **"Connected Account Agreement"** means the terms and conditions entered into between you and the Payment Services Provider in respect of the Payment Services Provider's payment services, available [here](#).
- 17.31. **"Connected Account"** means the account opened by you with the Payment Services Provider pursuant to the Connected Account Agreement, into which amounts due to you under these Terms of Use of the Platform are credited upon completion of each Transport Service, net of Commission and any other amounts owed to Bolt.
- 17.32. **"Payment Services Provider"** or **"PSP"** means Airwallex (Netherlands) B.V., with registered number 77519256, having its registered office at Herengracht 168, 1016 BP Amsterdam, Netherlands, authorised by De Nederlandsche Bank (DNB) as an Electronic Money Institution under the Dutch Financial Supervision Act (Wet op het financieel toezicht) with licence number R179622 ("Airwallex").
- 17.33. **"PSP Partners"** means the Payment Services Provider's relevant affiliates and third-party service providers.

Unless the context otherwise requires, definitions in the singular include the plural, and vice versa.

End of the Terms of Use of the Platform