

You can download these Terms and Conditions for your future reference [here](#).

Effective Date: 6th January 2025

The present terms and conditions constitute a legally binding contract between Bolt Operations OÜ, a trading company with registered office at Vana-Lõuna tn 15, Tallinn 10134, Estonia, registered under number 14532901, represented in Portugal by Bolt Support Services PT, Unipessoal Lda, with NIPC 514858168, with registered office at Avenida da Liberdade 224, 1250-148 Lisboa, a limited liability commercial company ("**Bolt**" or "**We**"), and the person booking Transport Services through the use of the Application (as defined below) ("**Passenger**" or "**User**" or "**You**").

1. Welcome to Bolt

1.1 Bolt provides an information society service through the Bolt platform, duly licensed in Portugal, through which authorised uncharacterised vehicle operators ("**TVDE Operator**") and authorised taxi operators ("**Taxi Operator**") (jointly, "**Operator**") sell passenger transport services (the "**Transport Services**") to Passengers who request them, allowing Passengers to make bookings and pay for the Transport Services, using the Bolt application (the "**Application**") available for download to Passengers' mobile devices (the "**Service**").

1.2 In Portugal, Bolt Technology OÜ is represented by Bolt Support Services PT, Unipessoal Lda., licensed by IMT, IP, to exercise the activity of electronic platform operator under the terms and for the purposes of Law no. 45/2018, of 10 August, through Licence no. 19/2018. Thus, Bolt provides an intermediation service between Users and TVDE Operators or Taxi Operators, and at no time provides transport services.

1.3 Please note: Passenger privacy is very important to Bolt. Please read Bolt's Privacy Policy (<https://bolt.eu/pt-pt/legal/pt/privacy-for-riders/>) to learn how We collect, use and share Passenger information.

1.4 In order to use the Application, the Passenger must agree to the terms and conditions set out below ("**Terms of Service**");

1.5 During the installation of Bolt App, Passenger's mobile number is linked to the respective Bolt user account and added to our database. If you are no longer using your mobile number, you must notify Bolt within 7 days so we can anonymize your account data. If you do not notify us about any change to your number, your mobile operator may issue the same mobile number to a new person who when using the Bolt app then may have access to your data.

1.6 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.

1.7 You may not, and may not allow any other party to launch or cause to launch any programs or scripts for the purpose of scraping, indexing, surveying, or otherwise data mining any part of Bolt's mobile applications and/or websites or data.

1.8. If any of the activities the User pursues via the Bolt Platform or if any of the information the User provide to Bolt and / or Bolt Platform is deemed to be illegal content under applicable laws or otherwise contravenes these General Terms and Conditions, Bolt reserves the right to:

- (i) remove, disable access or demote such content,
- (ii) suspend, terminate or restrict any monetary payment due from Bolt to you,
- (iii) suspend or terminate the information society service in whole or in part, and
- (iv) suspend or close your Bolt account.

1. Service Description

2.1 Bolt uses a platform that allows Operators, through TVDE or taxi drivers at their service

("Driver") to promote and sell transport services, and at the request of passengers, to request, make bookings and pay for Transport Services.

2.2 Bolt does not provide Transport Services, but rather a brokerage service. When the Passenger sends a request for Transport Services through the Application, he/she may choose a category and the request is then received, assessed and confirmed by an Operator or a Driver acting on its behalf. The Transport Services will be provided in TVDE or taxi vehicles, depending on the category selected by the Passenger and/or driver availability.

2.3 When a Passenger's request for Transport Services is accepted through the Application, the Passenger enters into an independent contract with the Operator on behalf of whom the Driver provides services for the provision of the Transport Services, consisting of collection, transportation and return at the locations specified by the Passenger through the Application and which is attached as an ANNEX to these Terms of Service ("**Transportation Services Contract**").

2.4 The Passenger acknowledges and accepts the application of the Tariff at the time of acceptance of the Transport Services.

2.5 Disputes between Operators or Drivers acting on their behalf and Passengers will be resolved between the parties.

2.6 Information regarding the Operators, the Drivers acting on their behalf and the Transport Services provided by them is available on the Application and travel receipts will be sent to the email address which the Passenger provides.

1. **Access to the Service**

3.1 To access the Service, You must download the Application, register and create an account with a username and password (the "**Account**").

3.2 You must be at least 18 years of age and legally eligible when registering and creating an Account in Bolt App.

3.3 The Passenger may connect to the Bolt Service through a third party service (e.g. Facebook or Twitter), allowing Bolt to access and use your information from that service, to the extent permitted by that service and as set out in Bolt's Privacy Policy.

3.4 The Passenger is responsible for maintaining the confidentiality of their access information and any activities that occur under their Account. If You believe that Your Account may have been misused, please contact and inform Bolt immediately at portugal@bolt.eu.

3.5 You are responsible for ensuring that the persons using Transportation Services via Bolt App on your behalf are at least 18 years old or accompanied by an adult.

1. **Licence, Right to use the Service and Intellectual property**

4.1 The Passenger's right to use the Service is personal and non-transferable.

4.2 As long as you comply with these Terms of Services, Bolt grants You a personal, non-exclusive, non-transferable, non-assignable, free and revocable licence to use the Application in accordance with the Terms of Services and for the sole purpose of using the Application.

4.3 Except as permitted by these Terms of Service and as permitted by the functionality of the Service, You agree: (a) not to copy the Application or any part of the Service; (b) not to assign or sell or otherwise make available the Application or any part of the Service to any third party; (c) not to alter the Application or any part of the Service in any way; (d) not to search for or access the code of the Application or any part of the Service that has not been expressly published for general public use.

4.4 The Application and its content are protected by intellectual property rights, including copyrights and trademarks, which are Bolt's exclusive property and/or that of third parties or Passengers who have granted rights to this content. These Terms of Services shall not be

construed in any way as transferring ownership of the Application or any element thereof or its content to Passengers. All rights relating to the Application which are not expressly granted to Passengers in application of the Terms of Services and which are the property of Bolt, remain the full and exclusive property of Bolt.

4.5 The Passenger agrees that they have no rights in the Application or Service other than to use it in accordance with these Terms of Service.

4.6 If your right to use the Application is terminated, the corresponding non-exclusive licence will also be terminated.

1. Promotional Codes

5.1 Bolt may from time to time send You promotional codes. Promotional code credit may be applied towards payment on completion of a ride or other elements or benefits related to the service and/or a service of a third party and are subject to additional terms set out in the promotional campaign itself. The date on which the code expires will be mentioned in the Application.

5.2 If the value of Your trip exceeds the redeemable credit allocated to Your ride, compensation will be made immediately and the balance will be deducted from Your payment methods. Similarly, a promotional code credit only applies on a per ride basis and the surplus will not carry over to the next trip and therefore will be forfeited. Only one promotional code may be used per trip.

5.3 Bolt reserves the right to cancel any promotional codes at any time for any reason. This applies, but is not limited, to situations where Bolt considers that codes are being used illegally or fraudulently, have been given in error or have expired.

1. Request, cancellation of Transport Services and waiting time

6.1 If you request a Transport Service and an Operator or a Driver acting on its behalf agrees to perform the Transport Service, the Transport Service is deemed to be ordered.

6.2 From the moment an Operator or a Driver acting on its behalf confirms that he will perform the service, the Passenger enters into a new and separate Transportation Services Contract with the Operator to whom the Driver provides services, for the performance of the Transport Service on such terms and conditions as may be agreed between the Operator and the Passenger set out in the ANNEX to these Terms of Service. Bolt does not provide Transport Services and is not a party to the Transportation Services Contract that the Passenger enters into with the Operator.

6.3 Cancellation is where a Transport Service request has been accepted by an Operator a Driver at its service and the Passenger subsequently rejects, cancels or refuses the Transport Service. When a request for Transport Service is cancelled after a certain time period (as specified in the Application), you will be liable for a cancellation fee (the amount of which is specified in the Application).

6.4 Where the Operator or a Driver at its service notifies the Passenger about the arrival of the vehicle at the pick-up point and the Passenger or the person for whom the Transport Service was ordered fails to appear at the location within a reasonable period of time (as specified in the Application), the order may be cancelled by the Operator or the Driver at its service and in such event a cancellation fee (as specified in the Application) will be charged to the Passenger. Should the Operator or the Driver at its service decide to cancel the order, please note that Bolt is not responsible for such situations.

6.5 From the time the Operator or the Driver at its service arrives at the pick-up point and has sent the Passenger a notification to confirm arrival, the Application may start charging a waiting fee in accordance with the rates specified in the Application.

6.6 Bolt may suggest to You a certain category of journeys in the Bolt App. The main criteria for

the suggestions are price of the journey, estimated time of arrival of the vehicle and your historical category selection behaviour. You are under no obligation to order the journey from the category suggested to You by Bolt.

1. Trip Price and other fees

7.1 Upon request for a Transport Service, the Application will provide the Passenger with an estimation of the price that will be charged by the Operator for the provision of the Transport Service ("Trip Price"), which will be calculated based on variable factors, including (but not limited to) the trip distance as determined by the GPS system, the trip duration, local market fluctuation as well as any applicable taxes.

7.2 The fare for a Taxi Transport Services is established in accordance with the rules provided for in Decree-Law no. 101/2023, of October 31 and its regulations, namely the Price Convention in force. Therefore, it is applicable and when available on the Bolt App, namely the following rates: (i) by taximeter, depending on the distance traveled and waiting times; (ii) by route, depending on the prices defined for the respective routes, taking into account the prices established by the transport authorities; and/or (iii) by contract, in which case the respective specific variables for calculating the Trip Price are applied. The Passenger acknowledges and accepts the application of the tariff at the time of accepting the Transport Services and that the tariff is In the taximeter fare category, when the User requests a Transportation Service, Bolt only provides the User and the Driver at the Taxi Operator's service, via the Bolt App, with an estimated price range for the Trip Price, which takes into account the applicable legislation. This estimated price range is provided for indicative purposes only and is not binding on either the Taxi Operator or Bolt. Once the Transportation Service has been completed, the final Trip Price will be the one indicated on the taximeter, which is indicated by the Driver on the Bolt App, on behalf of the Taxi Operator, and then communicated to the User. The Bolt Intermediation Fee will be calculated on the basis of the final Trip Price.

7.3 As an alternative to the Trip Price calculated in accordance with clause 7.1, the Application may also propose a fixed predetermined price which, in case of acceptance by the User, corresponds to the Trip Price to be charged at the end of the Transport Service regardless of the trip distance or the trip duration. However, the fixed predetermined price will be replaced by a price calculated in accordance with clause 7.1 above if the User changes the destination during the trip, if the trip is substantially longer than initially estimated (due to traffic or other external factors), or when other unexpected circumstances not attributable to Bolt change the characteristics of the trip (for example, the road contains tolls).

7.4 Demand is a determining factor in the calculation of the Trip Price. The price described above can be multiplied by 0.1 to 2 according to Bolt algorithm that determines the demand at the time of travel.

7.5 The Trip Price (calculated in accordance with clause 7.1 above) may change if the Passenger changes destinations during the trip, if the trip is substantially longer than initially estimated (due to traffic, road closures or other external factors), or when other unexpected circumstances not attributable to Bolt change the characteristics of the trip (for example, the road contains tolls). The Trip Price may also be recalculated if the Passenger requests a change in the route initially indicated, or, on trips made in the "Driver by the hour" category, when the maximum permitted hours are exceeded or the Trip exceeds 60 kilometres.

7.6 The Trip Price may include other applicable fees, tolls, and/or surcharges including a booking fee, municipal tolls, airport surcharges or processing fees for split payments.

7.7 If, during a Transport Service, a Passenger or his co-passengers negligently damage the vehicle or its content (including by staining, blemishing the seats causing a bad smell inappropriately in the vehicle), the Passenger is responsible for the payment of a cleaning fee

and a compensation for damages exceeding the amount of the cleaning fee, if applicable. In any event Bolt accepts no liability for direct or indirect damage relating to the cleaning or maintenance of the vehicle caused by the Passenger.

7.8. Driver by the Hour: In the case of the “Driver by the Hour” category, it will be available for a minimum of one hour and a maximum of two hours, and the Trip must be completed within a maximum of two hours. The price of the Trip will be at least the hourly rate for the first hour, even if the Trip time does not reach 60 minutes. After the first hour, the Price of the Trip will take into account a value per minute. Notwithstanding the above, in case the Trip exceeds 60 kilometres, regardless of the duration, an additional tariff will be charged for each kilometre exceeded.

The rates applicable to the “Driver by the Hour” category are available in the App when the Passenger requests the service.

1. Payment Methods

8.1 The Passenger undertakes to provide Bolt with valid, up to date and complete credit card or debit card details when registering for use of the Service. By providing Bolt in-app payment service (“**In-App Payment**”), Bolt acts as commercial agent for the Operators. Every Operator has authorised Bolt as their commercial agent for the mediation of conclusion of contracts between the Operator and the Passenger, including the power to accept payments from the Passengers and to forward the payments to the Operator. Your obligation to the Operator that provided the Transport Service will be fulfilled when the payment order is given to transfer funds to Bolts’ bank account. You as a Passenger are responsible for ensuring that the payment takes place and ensuring that sufficient funds are available.

8.2 When making payments by In-App Payment, Bolt receives Your payments and forwards money to the Operator. Bolt may ask additional data from You to verify payment method.

8.3 When making payments by In-App Payment for Transport Services, Bolt is not responsible for possible third-party payment costs (e.g mobile operators, bank fees). These service providers may charge You additional fees when processing payments in connection with the Bolt In-App Payment. Bolt is not responsible for any such fees and disclaims all liability in this regard. Your 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.

8.4 Bolt will be responsible for the functioning of In-App Payment and provide support in resolving problems. The resolution of complaints related to In-App Payment also takes place through Bolt. For payment support service please contact: info@bolt.eu or portugal@bolt.eu.

8.5 If Bolt is unable to collect an amount in respect of the Trip Price or any other amount on the User's credit or debit card and if it has still not received payment within 14 days of sending the information, Bolt reserves the right to temporarily suspend or disable all or part of the User's access to the Service (without any liability to the User), without being under any obligation to provide part or all of the Service until the relevant amount is debited. This does not affect any other rights and remedies that are available to Bolt (as the Operator's payment collection agent), and the Operator.

8.6 At the end of each Transport Service, an invoice-receipt is issued and sent to the email address with which the User made the registration on the Application.

8.7 If a claim is presented and accepted for having been overcharged on the User Transport Service, the difference will be reimbursed through a promotional code that will be made available and can be discounted on the next trip, and should be applied for this purpose in the option "payment methods - apply promotional code".

8.8 You may choose to pay a tip to the Operator's driver using the In-app Payment service. The

tip can be paid via the In-app Payment by means authorised by Bolt for that purpose. Bolt will not hold a commission for the brokerage of the tip and the tip will be transferred to the driver in full amount, excluding any taxes, if applicable. Bolt reserves the right to withhold the tip, if the payment of the tip is suspected as being fraudulent, illegal, for a purpose other than as a gratuity related to the service provided or used in conflict with these Terms of Service.

1. Apple App Store Provisions

9.1 This clause 9 applies where the Application has been purchased from Apple's App Store. The Passenger acknowledges and agrees that the Terms of Service apply between you and Bolt, not Apple, Inc. ("Apple"), and that Apple has no responsibility or liability with respect to the Application or its contents. Use of the Application must comply with the App Store Terms of Service.

9.2 You acknowledge and agree that iTunes has no obligation whatsoever to furnish any maintenance and support services with respect to the Application. In the event of any breach by the Application of the applicable warranty, You may notify Apple, and (where applicable) Apple will refund the purchase price; to the maximum extent permitted by applicable law, Apple will have no further obligation with respect to the Application, and any other claims, losses, liabilities, damages, costs, or expenses attributable to any breach of any warranty will be governed solely by these Terms of Service and any applicable law applicable to Bolt as provider of the Application.

9.3 You acknowledge that iTunes is not responsible for addressing all of Your or any third party's claims relating to the Application or Your possession and/or use of the Application, including but not limited to: (i) product liability actions; (ii) any allegation that the Application fails to comply with any applicable legal requirements or regulations; and (iii) claims arising under consumer protection or similar legislation; and all such claims are governed solely by the Terms of Service and any law applicable to Bolt as the software provider.

9.4 You acknowledge that in the event of any third party claim that the Application or Your possession and use of it infringes the intellectual property rights of a third party, Bolt, not Apple, will be solely responsible for investigating, defending, settling and discharging any alleged intellectual property infringement to the extent required by these Terms of Service.

9.5 The Passenger represents and warrants that (i) it is not in a country subject to a U.S. Government Embargo, or that has been designated by the U.S. Government as a "terrorist supporting" country; and (ii) it is not on any U.S. Government list of prohibited or restricted individuals.

9.6 You and Bolt acknowledge and agree that Apple, and Apple's subsidiaries, are third party beneficiaries of these Terms of Service with respect to your licence to the Application, and that, upon your acceptance of the terms and conditions of these Terms of Service, Apple reserves the right (and will be deemed to have accepted the right) to enforce these Terms of Service with respect to your licence to the Application against You as third party beneficiary thereof.

1. Google Play Store provisions

This clause 10 applies where the Application has been purchased from the Google Play Store.

1. The Passenger acknowledges that the Terms of Service relate to the contract between the Passenger and Bolt, and not Google, Inc;
2. Use of the Application must comply with the Terms of Service in force at the time of the Google Play Store.
3. Google is only a provider of the Google Play Store where You obtained the Application;
4. Bolt, not Google, is solely responsible for your Application;
5. Google has no obligation or responsibility with respect to the Application or its Terms of Service; and

6. The Passenger acknowledges and agrees that Google is a third party beneficiary of the Terms of Service in respect of the Bolt Application.

1. User Content

The Application may contain content created by Passengers, including comments, opinions and information. The Passenger confirms that any text, images or any other information provided in the course of using the Service ("User Content") must comply with the Acceptable Use Policy (as defined in clause 12). We shall not be held responsible for such User Content (unless we are made aware of manifestly illegal content and do not act promptly to remove it or prevent access to it), and we do not necessarily share the opinions expressed by these content publishers.

1. Acceptable Use Rules

12.1 We expect that You use the Bolt app in good faith and be respectful of the TVDE Operators, Táxi Operators and the Drivers acting on their behalf registered in the Platform, as well as Bolt's collaborators in conformity with "Diretrizes de conduta na Plataforma Bolt para passageiro" and these Terms and Conditions.

12.2 In addition to the other requirements of these Terms of Service, this section describes the specific rules that apply to Your use of the Service (the "Acceptable Use Rules").

12.3 In using the Service, the Passenger must not:

1. circumvent, disable or otherwise interfere with security related features of the Service;
2. allow another person to use the Service on Your behalf unless authorised by You and be more than 18 years old or accompanied by an adult;
3. use the Service if You have been suspended or banned from doing so;
4. modify, interfere with, disrupt, interrupt or hack the Service;
5. misuse the Service by knowingly introducing viruses, Trojans, worms, logic bombs or other material that may harm the Service or any User of the Service equipment;
6. collect other information from the Service that is not provided for in these Terms of Service;
7. submit or contribute any User Content that contains nudity or violence or is abusive, threatening, obscene, deceptive, misleading, false or offensive;
8. submit or contribute any User Content that you do not own or have the right to use or that otherwise violates the copyright, trademark or other rights of others;
9. use any User Content in violation of any licensing terms specified by the owner;
10. submit or contribute any information or comment about another person without that person's permission;
11. use any automated system, including but not limited to "bots", "spiders" or "offline readers" to access the Service in order to send the Service more request messages than a human could reasonably produce in the same period of time;
12. use the Service maliciously (for example, retaining payment for the delivery of the Transportation Service, committing fraud)
13. Use in the register usernames that are provocative, vengeful or threatening;
14. advocate, promote or engage in any illegal or criminal conduct or conduct that causes harm or injury to any person or property, including Drivers;
15. threatening, abusing or invading privacy, or causing annoyance,offending, inconvenience or unnecessary anxiety or harassing, annoying, embarrassing, alarming or inconveniencing any other person, including Bolt Drivers and employees;
16. display aggressive, threatening, offensive or disrespectful behaviour, whether physical, oral or written, as well as utter hate speech towards any person, including Bolt Drivers

and employees;

17. damage TVDE Operators' vehicles;

18. cancelling journeys abusively, for example cancelling multiple requests for Transportation Services in a 24-hour period; and

19. leave the Driver waiting for too long in an abusive manner.

12.4 Failure to comply with the Acceptable Use Policy constitutes a serious breach of these Terms of Service and may result in one or all of the following actions being taken (with or without notice):

1. issuing a warning addressed to the Passenger;
2. immediate, temporary or permanent removal of any User Content;
3. immediate, temporary or permanent withdrawal of the Passenger's right to use the Bolt Service (including suspension of the access to the Platform or even definitive cancellation of such access);
4. legal action against the Passenger, including proceedings for reimbursement of all costs (including, but not limited to, reasonable administrative and legal costs) resulting from the breach;
5. the disclosure of such information to authorities as Bolt reasonably considers necessary.

12.5 The actions described in clause 12.3 are not limited and Bolt may take any other action it reasonably considers appropriate.

12.6. If You do not agree with the suspension or definitive cancellation of the access to the Platform, the User may appeal to Bolt's customer service via the App and/or have recourse to the means of alternative dispute resolution, better described on Clause 17.

12.7. To ensure safety of the Bolt Platform for all users, Bolt may ask Passengers to verify their identity. If Bolt will not be able to verify the identity of the Passenger, the Bolt service may be suspended for the Passenger until the verification process is completed.

1. Warnings and suspension policy

13.1 Anyone may contact Bolt by sending a warning (a "Infringement Notice") if any content available through our Service violates Your rights or does not comply with our Acceptable Use Rules. The Infringement Notice should be sent by email to portugal@bolt.eu. Please provide the following information:

1. name and contact details;
2. a statement explaining in detail why You believe that content available through our Service violates Your rights, or does not comply with our Acceptable Use Rules; and
3. a link to or other means of identifying the problematic content.

13.2 We will take such action as We consider appropriate in accordance with the nature of the Infringement Notice and will aim to provide a response within a reasonable period of time on the action We propose to implement.

1. End of contractual relationship between Bolt and the Passenger

14.1 You may terminate these Terms of Service by closing your Account at any time or by ceasing to use the Application.

14.2 If You wish to delete Your account, please follow the instructions under Your profile in the Application.

14.3 Bolt reserves the right to terminate these Terms of Service and to suspend Your access to the Application and Your use of the Service with immediate effect in the event of a breach of the Acceptable Use Rules, or breach of the terms and conditions set out for access to and use of the Service, including these Terms of Service or if We consider it necessary to protect the integrity of Bolt or the safety of the Operators or the Drivers at their service, in particular as a result of a criminal complaint communicated to Bolt or in the event of a crime.

14.4 Bolt also reserves the right to suspend the Service, provided that the User is notified of this intention within a reasonable period of time.

14.5 If either the Passenger or Bolt determines that the Passenger's use of the Service has ceased or the Service is suspended in accordance with this section, Bolt reserves the right to delete Your User Content or any other information stored about You. Accordingly, the Passenger also waives any right he/she has to use the Service or to access any content provided by Bolt under the Service, any content provided by Operators or their User Content. Bolt does not provide any compensation for any losses.

14.6 The termination of the use of the Service by the Passenger and the cancellation of the Passenger's Account will not result in the cancellation of any obligation to pay any amounts due to Bolt.

1. Bolt's liability/obligation to the Passenger

15.1 The Bolt Service makes available third party content such as User Content or any other third party content. As Bolt does not produce such third party content, it disclaims all liability in relation to it.

15.2 Due to the nature of the Internet and technology, the Service and Application are provided on an "as is" and "as available" basis. This means that Bolt does not represent, warrant or guarantee that Your use of the Service and Your access to the Application will be uninterrupted, without delay, error free or will meet Your expectations and Bolt makes no commitment in relation to the performance or availability of the Service in these Terms of Service and, to the extent possible, excludes any commitments which may be provided by law.

15.3 To the extent permitted by law, Bolt accepts no liability for any claim arising from the provision of the Service.

15.4 In all cases, Bolt accepts no liability for any loss or damage that is not reasonably foreseeable.

15.5 The Passenger accepts responsibility for any charges, costs, expenses, damages and losses suffered or incurred by Bolt in connection with their use of Transport Services.

15.6 As the availability of the services offered through the Application depends on the behaviour of the Operators and the Drivers at their service, Bolt does not guarantee that You will always have available offers for the provision of Transport Services.

1. Submission of complaints

16.1 You may submit a complaint regarding the Service by using the appropriate means available in the Application.

16.2 You may also contact Bolt at portugal@bolt.eu and attempt to resolve the complaint with Bolt informally.

16.3. Bolt is entitled to suspend, for a reasonable period of time and after having issued a prior warning, the processing of notices and complaints submitted through the Internal Complaint-Handling System by Passengers, TVDE Operators and Drivers acting on behalf of TVDE Operators that frequently submit notices or complaints that are manifestly unfounded. While assessing the circumstances for the suspension, Bolt considers the following:

- (a) the absolute numbers of items of manifestly illegal content or manifestly unfounded notices or complaints, submitted within a month;
- (b) the relative proportion of notices and complaints in relation to the total number of items of information provided or notices submitted within a month;
- (c) the gravity of the misuse of the notice action mechanisms; and
- (d) (if applicable) the intention of the complainant for submitting manifestly unfounded complaints.

16.4. In the unlikely event that it is not possible to resolve the complaint informally under the

terms above referred, the Passenger can appeal to the alternative dispute resolution, better described on clause 17.

1. Alternative Dispute Resolution

17.1. In the event of a consumer dispute, defined in accordance with the provisions of Law no. 144/2015, of 8 September, the Passenger may resort to the competent alternative consumer dispute resolution body.

17.2. Without prejudice of the disposed in the legislation, in the statuts and in the regulations to which the alternative dispute resolution entities are bonded, the Passenger may choose the european platform of alternative dispute resolution in line, available at <https://webgate.ec.europa.eu/odr> or the entity of alternative consumer dispute resolution competent to that effect.

1. Changes to the Service

18.1 Bolt is constantly updating and improving the Service to seek ways to provide new and innovative services and features. Improvements and updates are also made to reflect changing technologies, preferences, behaviours and the way people use the internet and our Service.

18.2 This may require us to update, redefine, suspend the provision and/or support of a particular part of the Service, or feature related to the Service. These changes to the Service may affect the Passenger's previous activities in relation to the Service, features You use and Your User Content ("Service Features"). Any changes to the Service may involve deletion or resetting of Your Service Features.

18.3 The Passenger agrees that a key feature of Bolt's Service is that it is susceptible to change over time, this is an important basis on which Bolt ensures that the Passenger has access to the Service. Following the implementation of changes to the Service, Your continued use of the Service implies acceptance of the changes to the Service. The Passenger is free to stop using the Service at any time.

1. Amendments to the Terms of Service

19.1 These Terms of Service may be amended from time to time, but the most current version will always be available at <https://bolt.eu/legal/>.

19.2 Generally, changes will be justified by the implementation of new features in the Service, changes to legislation or where Bolt needs to clarify its position on something.

19.3 Bolt will normally try to give Users notice before the new conditions come into effect. However, sometimes changes have to be made immediately, in which case they will be implemented without warning. If You continue using the Application, You will be deemed to accept the changes.

1. Documents which apply to Bolt's relationship with Passengers

20.1 It is Bolt's intention to rely on these Terms of Service when drafting the terms of the contract with Passengers for the provision of the Service. If any part of these Terms of Service cannot be enforced, the remaining Terms of Service will remain in force.

20.2 If the Passenger fails to comply with these Terms of Service and Bolt does not act immediately, this does not mean that it waives any rights and it may take action in the future.

1. Autonomy of Clauses

If any provision of these Terms of Service is held to be illegal or unenforceable, that shall not affect the applicability and full force and effect of the remaining provisions.

1. Legislation and jurisdiction

All disputes and the interpretation of these Terms of Service shall be construed under Portuguese law. The Portuguese courts will have non-exclusive jurisdiction over any disputes arising out of or in connection with the use of the Service.

1. Contact and comments

23.1 If You need to contact Bolt regarding these Terms of Service or any other document referred to in these Terms of Service, You can contact Bolt at its customer service (available at <http://help.bolt.eu>) or send an email to portugal@bolt.eu.

23.2 Bolt appreciates hearing from its Users and is always interested to hear ideas on how it can improve the Service. This enables us to offer suggestions to TVDE Operators for improving the quality of their service. By providing Your comments, You agree that You are giving up any rights to Your comments so that Bolt can use them and allow others to use them without any restriction and without any remuneration.

ANNEX A

Transportation Services Contract - applicable to Transport Services provided by a Taxi Operator

These terms and conditions constitute a legally binding contract (the "Transportation Services Contract") between persons ("Passenger" or "User") requesting transportation in vehicles ("Transportation Services") and the providers of Transportation Services ("Taxi Operators") through the Bolt App.

The Bolt Platform allows Users to request, compare, select from and/or book Services Vehicle Transportation ("Ride Requests") directly from and with a variety of participating Taxi Operators. Bolt provides a platform to facilitate Ride Requests directly between Users and Taxi Operators. All terms not defined in this Transportation Services Contract have the meanings set forth in the General Terms and Conditions agreed upon between Bolt and the Taxi Operators to which this Transportation Services Contract is attached.

USERS AND TAXI OPERATORS HEREBY ACKNOWLEDGE THAT BOLT DOES NOT PROVIDE TRANSPORTATION SERVICES OR ACT AS A TAXI OPERATOR OF VEHICLE TRANSPORTATION.

The Transportation Services are provided by operators licensed by the Institute of Mobility and Transport (IMT, I.P.), in accordance with the Decree Law No. 101/2023, of October 31.

Where Transportation Services are provided by a Taxi Operator, the User enters into a contract with the Taxi Operator pursuant to this Transportation Services Contract.

The Taxi Operator obligates itself:

- to ensure that the Driver acting on its behalf transports the User from its pick-up point to its destination point, subject to relevant unforeseen circumstances (e.g. mechanical breakdown). It is the Taxi Operator who determines when he is providing Transportation Services, and therefore may accept, decline or ignore Transportation Services, without prejudice to the rules regarding the mandatory provision of services, the parking regime and the abandonment of the exercise of the activity, provided namely in articles 19, 24, 25 and 26 of Decree Law No. 101/2023, of October 31;
- to provide (or to ensure that each Driver acting on its behalf provides) the Transportation Services through the Bolt App in compliance with the applicable laws and regulations in force in Portugal, whether national, regional, municipal or international, including, but not limited to, holding all the necessary licences for such purpose, namely those provided for the activity of taxi transportation. The Taxi Operator acknowledges that it is responsible for any violation of any laws and regulations, whether national, regional, municipal, or international, that may arise from the provision of the Transportation Services;
- to ensure that the Drivers acting on its behalf are enrolled in the Bolt App in order to provide the Transportation Services through the Bolt App;
- to provide (or to ensure that each Driver acting on its behalf provides) the Transportation Services in a professional manner, in accordance with best practices in the sector of the transportation;

- to always have and ensure that its Drivers on duty have, when applicable, valid automobile insurance, liability insurance (if applicable), and any other insurance that is required in the applicable jurisdiction for the provision of taxi passenger transportation services;
- to ensure that the vehicles assigned to the Transportation Services provided by it are registered in the Bolt App and that they comply with all legal requirements and standards relating to their circulation, parking, and use for taxi passenger transportation purposes;
- to ensure that the vehicles assigned to the Transportation Services are duly licensed under the terms of the applicable legislation, namely the provisions in article 12 of Decree Law No. 101/2023, of October 31;
- to ensure that the provision of Transport Services by the Drivers acting on its behalf complies with the provisions agreed upon by the Agreement entered into between Bolt and the Taxi Operator regarding the Trip Price, forms of payment and agreement on the contracted tariff. The Trip Price is established as applicable, namely as tariff by route, tariff that results from the taximeter or tariff resulting from contracted service in accordance with Decree Law No. 101/2023, of October 31 and applicable regulations. The User acknowledges and accepts the application of the fare at the moment of accepting the Transport Services and that the fare is agreed upon by Bolt with the Taxi Operator in his favour; and
- to comply with all the requirements relative to the access and exercise of the taxi transport activity, including those relative to licensing for the exercise of the activity, foreseen namely in the Decree Law no. 101/2023, of October 31.
- Not to carry prohibited items nor allow the Drivers acting on Your behalf to carry prohibited items while using the Bolt App and Bolt Services, unless otherwise stated in the applicable laws. The Taxi Operator and/or the Drivers acting on its behalf may refuse the provision of the Transportation Services to the unauthorized possessor of the prohibited items. The prohibited items include, among other things: (i) firearms and their parts, ammunition, melee weapons, other items specially designed for attack and defense; (ii) flammable, combustible, explosive and radioactive or other ionizing substances, munitions, gas, infectious, poisonous or corrosive materials which by their nature may pose danger to the environment; (iii) drugs and other psychotropic substances which are subject to special control in accordance with the legislation; (iv) any other items that are not allowed to be carried or transported by law and items that cannot be carried or transported without additional licenses, permits and approvals.
- The Taxi Operator and the User agree that any changes or cancellations of a trip shall be made in accordance with the terms set out on the Bolt Platform and that the terms set out on the Bolt Platform shall prevail with respect to any no-show by the User and any refunds that may be due to the User.

The User agrees that:

- The Trip Price is charged for each Transportation Service performed upon request of the User and mediated through the Bolt App;
- It is adopted for the provision of Transport Services the fare formation rules provided for in Decree-Law no. 101/2023, of October 31 and its regulations, namely the Price Convention in force. Therefore, it is applicable and when available on the Bolt App, namely the following rates: (i) by taximeter, depending on the distance traveled and waiting times; (ii) by route, depending on the prices defined for the respective routes, taking into account the prices established by the transport authorities; and/or (iii) by contract, in which case the respective specific variables for calculating the Trip Price are

applied.

- In the taximeter fare category, when the User requests a Transportation Service, Bolt only provides the User and the Driver at the Taxi Operator's service, via the Bolt App, with an estimated price range for the Trip Price, which takes into account the applicable legislation. This estimated price range is provided for indicative purposes only and is not binding on either the Taxi Operator or Bolt. Once the Transportation Service has been completed, the final Trip Price will be the one indicated on the taximeter, which is indicated by the Driver on the Bolt App, on behalf of the Taxi Operator, and then communicated to the User. The Bolt Intermediation Fee will be calculated on the basis of the final Trip Price.
- When the contract tariff (tariff C) is applicable, the Taxi Operator and the User hereby agree that the price of the Trip calculated the terms of the contract fare agreed between Bolt and the Taxi Operator is applicable to the Transportation Services. The User acknowledges and accepts the application of the contract fare agreed between Bolt and the Taxi Operator at the time of accepting the Transportation Services;
- In the context of contract tariff, the Trip Price will be calculated based on variable factors, including (but not limited to) the trip distance as determined by the GPS system, the trip duration, the local market fluctuation, as well as any applicable fees;
- Demand is a determining factor in the calculation of the Trip Price, when contract tariff is applicable. The price described above can be multiplied by 0.1 to 2 according to the Software algorithm that determines the demand at the time of the trip;
- This Trip Price (calculated as described above) may change if the Passenger changes destinations during the trip, if the trip is substantially longer than originally estimated (due to traffic or other external factors), or when other unexpected circumstances not attributable to Bolt change the characteristics of the trip (for example, the road contains tolls). The Trip Price may also be recalculated if the User requests a change in the route initially indicated;
- The User may only pay the Trip Price for the Transportation Service via In-App Payment. If no technical or other error is displayed during payment, the Taxi Operator may not request a separate amount for the Trip Price from the User;
- Bolt is relieved of the obligation for any payments to the Taxi Operator owed by the User if the In-App Payment fails if the User's credit card or mobile device payment is cancelled, or is unsuccessful, for reasons not attributable to Bolt;
- Bolt reserves the right to adjust the Trip Price in cases where an irregularity or violation is detected (such as not indicating the journey as completed on the Bolt App after the Transportation Service has been fully completed) or if a technical error affecting the final price is detected. Bolt may also adjust the price if there are reasonable and legitimate grounds to believe that fraud has been committed or if a complaint by a Passenger indicates a breach of the Taxi Operator's obligations under the Agreement between Bolt and the Taxi Operator or a breach of legal and regulatory provisions applicable to the provision of the Transportation Services. Bolt will only exercise this right in a reasonable and justified manner; and
- Bolt will not be held responsible for any attempts of fraud committed by Users in the context of trips made, whose distance is over 100 km, or whose final price for the User is over € 60.00 (sixty euros). Thus, Bolt declares that, for this type of trip, it is not responsible if the payment charge on the User's card cannot be made.

The User and the Taxi Operator agree that any disputes between them shall be settled directly between them.

User complaints relating to the technological service provided by Bolt App, including payments, must be submitted in the Bolt Electronic Complaints Book available in the App, while complaints relating to the transportation service provided by the Taxi Operator and/or the Driver acting on Your behalf must be submitted in the Taxi Operator's Electronic Complaints Book, which is mandatory according to the applicable law.

This Transportation Services Contract shall be governed and construed in accordance with the laws of Portugal.

ANNEX B

Transportation Services Contract - applicable to Transport Services provided by a TVDE Operator

These terms and conditions constitute a legally binding contract (the "Transportation Services Agreement") between persons ("Passenger" or "User"), who request transportation in TVDE vehicles ("Transportation Services") and the providers of the Transportation Services ("TVDE Operators") through the Bolt App.

The Bolt Platform allows Users to request, compare, select from and/or book Transportation Services in vehicle ("Ride Requests") directly from and with a variety of participating TVDE Operators. Bolt provides a platform to facilitate Ride Requests directly between Users and TVDE Operators.

All terms not defined in this Transportation Services Agreement have the meanings set forth in the General Terms and Conditions agreed upon between Bolt and the TVDE Operators to which this Transportation Services Agreement is attached.

USERS AND TVDE OPERATORS HEREBY ACKNOWLEDGE THAT BOLT DOES NOT PROVIDE TRANSPORTATION SERVICES OR ACT AS A TVDE OPERATOR; HOWEVER, BOLT IS JOINTLY AND SEVERALLY LIABLE FOR THE FULFILMENT OF OBLIGATIONS ARISING FROM THE TRANSPORTATION SERVICES AGREEMENT, WITHOUT PREJUDICE TO THE RIGHT OF RECOURSE AGAINST THE TVDE OPERATOR.

Transportation Services are provided by operators licensed by the Institute of Mobility and Transport (IMT, I.P.) in the mainland in accordance with Law 45/2018, of 10 August, by the Regional Directorate of Economy and Land Transport (DRETT) when operating in the Autonomous Region of Madeira in accordance with the Regional Legislative Decree 14/2020/M, of October 2 or by the Regional Subdirectorate for Land Transport (SRTT) when operating in the Azores in accordance with Regional Legislative Decree no. 10/2022/A, of May 24.

Where Transportation Services are provided by a TVDE Operator, the User enters into a contract with the TVDE Operator pursuant to this Transportation Services Agreement.

The TVDE Operator obligates itself:

- to ensure that the Driver at its service transports the User from its pick-up point to its destination point, subject to relevant unforeseen circumstances (e.g. a mechanical breakdown). It is the TVDE Operator who determines when it is providing Transportation Services, so it may accept, decline or ignore Transportation Services, without prejudice to the rules regarding the refusal of service, provided for in Law no. 45/2018, of 10 August;
- to ensure that each Driver at its service provides the Transportation Services through the Bolt App in compliance with the applicable laws and regulations in force in Portugal, whether national, regional, municipal or international, including, but not limited to, holding all the necessary licences for such purpose, namely those provided for the activity of TVDE driver. The TVDE Operator acknowledges that it is responsible for any violation of any laws and regulations, whether national, regional, municipal, or international, that may arise from the provision of the Transportation Services;
- to ensure that the Drivers at its service are enrolled in the Bolt App in order to provide the

Transportation Services through the Bolt App;

- to ensure that each Driver at its service provides the Transportation Services in a professional manner, in accordance with best practices in the transportation sector;
- to always have, and ensure that the drivers on duty have, when applicable, the proper valid automobile insurance, third party liability insurance and personal accident insurance, which include the passengers transported and respective losses, in an amount not less than the minimum legally required for the activity of rental transport in passenger cars and any other insurance that is required in the applicable jurisdiction for the provision of passenger transportation services and specifically for transport in TVDE;
- to ensure that the vehicles assigned to the Transportation Services provided by it are registered in the Bolt App and that they comply with all legal requirements and standards relating to their circulation, parking and use for the purpose of transporting passengers in TVDE;
- to ensure that the provision of the Transportation Services by the Drivers complies with the provisions agreed upon by the Agreement between Bolt and the TVDE Operator and all applicable law regarding the Trip Price, payment methods and invoicing; and
- to comply with all the requirements related to the access and exercise of the activity of transport on TVDE, including those related to the licensing to exercise the activity, provided namely in Law no. 45/2018, of 10 August.
- Not to carry prohibited items nor allow the Drivers acting on Your behalf to carry Prohibited Items while using the Bolt App and Bolt Services, unless otherwise stated in the applicable laws. The TVDE Operator and/or the Drivers acting on its behalf may refuse the provision of the Transportation Services to the unauthorized possessor of the prohibited items. The Prohibited Items include, among other things: (i) firearms and their parts, ammunition, melee weapons, other items specially designed for attack and defense; (ii) flammable, combustible, explosive and radioactive or other ionizing substances, munitions, gas, infectious, poisonous or corrosive materials which by their nature may pose danger to the environment; (iii) drugs and other psychotropic substances which are subject to special control in accordance with the legislation; (iv) any other items that are not allowed to be carried or transported by law and items that cannot be carried or transported without additional licenses, permits and approvals.
- The TVDE Operator and the User agree that any change or cancellation of a Trip Request must be made in accordance with the terms set out on the Bolt Platform and that the terms set out on the Bolt Platform shall prevail with respect to any failure of the User to attend and any refunds that may be due to the User.

The User agrees that:

- The Trip Price is charged for each Transportation Service performed at the request of the User and mediated through the Bolt App;
- For the provision of the Transportation Services, the Trip Price will be calculated based on variable factors, including (but not limited to) the trip distance as determined by the GPS system, the trip duration, local market fluctuation, as well as any applicable fees. You acknowledge that it is possible that the Trip Price may be lower or higher than the estimate initially displayed on the Bolt App. As an alternative, the Bolt App may also propose a fixed predetermined price, which the User may choose, as an alternative to the price calculated according to the trip distance and duration;
- Demand is a determining factor in the calculation of the Trip Price. The price described above can be multiplied by 0.1 to 2 according to the Software algorithm that determines the demand at the time of travel;

- This Trip Price (calculated as described above) may change if the Passenger changes destinations during the trip, if the trip is substantially longer than initially estimated (due to traffic or other external factors), or when other unexpected circumstances not attributable to Bolt change the characteristics of the trip (for example, the road contains tolls)
- The Trip Price may also be recalculated if the User requests a change in the route initially indicated, or on the trips made in the “Driver by the hour” category, when the maximum permitted hours are exceeded or the Trip exceeds 60 (sixty) kilometres;
- In the case of the “Driver by the Hour” category, it will be available for a minimum of one hour and a maximum of two hours, and the trip must be completed within a maximum of two hours. The Price of the Trip will be at least the hourly rate for the first hour, even if the trip time does not reach 60 minutes. After the first hour, the price of the trip will be per minute. Notwithstanding the above, in case the Trip exceeds 60 kilometres, regardless of the duration, an additional tariff will be charged for each kilometre exceeded. The rates applicable to the “Driver by the Hour” category are available in the App when the Passenger requests the service.
- In accordance with the terms of Law no. 45/2018, of 10 August, the User may only pay the Trip Price for the Transportation Service via In-App Payment. If during payment no technical or other error is displayed, the TVDE Operator cannot claim a separate amount for the Trip Price from the User;
- Bolt is relieved of the obligation of any payments to the TVDE Operator owed by the User if the In-App Payment fails if the User's credit card or mobile device payment is cancelled, or is unsuccessful, for reasons not attributable to Bolt;
- Bolt reserves the right to adjust the Trip Price in cases where an irregularity or violation is detected (such as not indicating the journey as completed on the Bolt App after the Transportation Service has been fully completed) or if a technical error affecting the final price is detected. Bolt may also adjust the price if there are reasonable and legitimate grounds to believe that fraud has been committed or if a complaint by a Passenger indicates a breach of the TVDE Operator's obligations under the Contract between Bolt and the TVDE Operator or a breach of legal and regulatory provisions applicable to the provision of the Transportation Services. Bolt will only exercise this right in a reasonable and justified manner; and
- Bolt will not be held responsible for any attempts of fraud committed by Users in the context of trips made, (i) whose distance is over 100 km, (ii) whose final price for the User is over € 60.00 (sixty euros) or (iii) in the “Driver by the hour” category, whose final price, for the User, is over € 70.00 (seventy euros). Thus, Bolt declares that, for this type of trip, it is not responsible if the payment charge on the User's card cannot be made.

The User and the TVDE Operator agree that any disputes between them shall be settled directly between them.

The Transportation Services Agreement shall be governed by and construed in accordance with the laws of Portugal.