

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

Effective Date: 6th January 2025

The present general terms and conditions constitute a legally binding contract (further described below, the "**Agreement**") between Bolt Operations OÜ, a commercial 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., NIPC 514858168, with registered office at Avenida da Liberdade 224, 1250-148 Lisboa, a sole proprietorship limited liability company ("**Bolt**"), and the taxi transport service provider ("**Taxi Operator**" or "**You**") governing the use of the Bolt App, the website, the Software and the Bolt Platform (all better defined below).

The use of the Bolt Platform services by Taxi Operators is dependent upon the provisions of this Agreement and the acceptance of the Terms and Conditions described below.

DEFINITIONS

a. Bolt App	smartphone application for drivers and passengers to request and receive transportation services.
b. Bolt Accounts	Taxi Operator Account and/or Driver Account (as applicable).
c. Taxi Operator Account	access to a website containing information and documents relating to the use of the Bolt App in the context of the provision of Transportation Services. The Taxi Operator can access the Taxi Operator Account through the link https://fleets.bolt.eu/login , by entering the assigned username and password.
d. Driver Account	a Driver portal subordinated to the Taxi Operator Account with relevant information and documents about Transportation Services performed by the Driver on behalf of the Taxi Operator. The Driver can access the Driver Account via the link https://partners.bolt.eu/login or via the Bolt App by entering the assigned username and password.
e. Agreement	the contract between the Taxi Operator and Bolt for the use of the Bolt Services, consisting of: • these Terms and Conditions (including the ANNEX) and, the elements for calculating the Trip Price ("Trip Price Calculation Document"); and • other additional terms and conditions or documents which are expressly referred to herein or otherwise apply in the future between the Taxi Operator and Bolt.
f. Transportation Services Contract	a contract between the Taxi Operator and the Passenger, which will consist of pick-up, transportation and drop-off at the exact

	locations specified by the Passenger through the Bolt App - which is attached to these Terms and Conditions as an ANNEX.
g. IMT, I.P.	Instituto da Mobilidade e dos Transportes, I.P.
h. Driver	natural person duly licensed to exercise the activity of driver for taxi transport and who, at the service of the Taxi Operator, carries out Transportation Services by driving the vehicle assigned to the Transportation Services after registration and through the use of the Bolt Platform. For the avoidance of doubt, the Driver can be the same person as the Taxi Operator if it is set up as a sole proprietorship. Each Driver will have a personal Driver Account to use the Bolt App and the Bolt Platform.
i. Taxi Operator	a licensed commercial company, a cooperative company or a sole proprietorship, licensed with a permit to exercise the activity of taxi transportation in Portugal and that provides the Transportation Services.
j. In-App Payment	bank card, mobile device payment, and other payment methods used by the Passenger to pay for Transportation Services through the Bolt App.
k. Passenger or User	a person who requests Transportation Services through the use of the Bolt Platform.
l. Bolt Platform or Software	Bolt's technology comprising the Bolt App, Website and software owned by Bolt that enables the connection between Passengers and Drivers acting on behalf of the Taxi Operators.
m. Trip Price	the price the Passenger is obligated to pay the Taxi Operator for the provision of the Transportation Services.
n. Bolt Services	services that Bolt provides, including the provision and maintenance of the Bolt App, Bolt Platform, means of payment through the Bolt Platform, customer support, communication between Taxi Operators, through Drivers acting on their behalf, and Passengers, and other similar services.
o. Transportation Services	individual, paid passenger transportation activity in taxis that a Taxi Operator or a Driver acting on its behalf provides to a Passenger whose request has been accepted through the Bolt App.
p. Intermediation Fee	the fee the Taxi Operator agrees to pay to Bolt

	in order to use the Bolt Services, based on each Transportation Services provided by the Taxi Operator, as further detailed in clause 8 below.
q. Website	website located at http://www.bolt.eu .

1. TRANSPORTATION SERVICES

2.

1. Bolt provides the Bolt Platform as a digital marketplace that allows Drivers acting on behalf of Taxi Operators to receive requests from Users for Transportation Services.
2. Transportation Services are provided to Users by a Taxi Operator as an independent company from Bolt (via Drivers acting on behalf of Taxi Operators). Bolt does not provide Transportation Services to any party and is not an operator of taxi transportation services. Any workers, employees or contractors of the Taxi Operator, including Drivers, shall not be considered employees of Bolt. In carrying out an activity for its own account, it is acknowledged and agreed that the Taxi Operator shall determine, in its sole discretion: (i) if and when to use the Bolt Services; and (ii) if, when, and where to provide Transportation Services.
3. Bolt provides the Taxi Operator with access to a Taxi Operator Account (as further detailed in clause 2 below). When a Taxi Operator admits a Driver to its service, the Driver will not be able to use the Bolt Services without having completed the process of admission to the Bolt Platform as a Driver, including the creation of a Driver Account (as further detailed in clause 2 below).
4. This Agreement does not imply any exclusivity obligation for the Taxi Operator. The Taxi Operator has the right to provide passenger transportation services independently of this Agreement (by engaging with Drivers acting on its behalf in respect of this Agreement or otherwise) and to use similar software services for the purpose of providing its services within the scope of its activity for its own account.
5. The Taxi Operator undertakes to pay an Intermediation Fee related to the Transportation Services pursuant to clause 10.
6. Bolt does not guarantee the User's submission of requests and can in no way be considered to be acting on behalf of or in the name of the User. Bolt merely makes the connection between the Taxi Operators and the Users so that the Taxi Operator can provide Transportation Services to the User.
7. Each Transportation Service provided by the Taxi Operator to a User shall constitute an independent contract between those parties, and such contract shall come into force from the moment the Taxi Operator (or a Driver acting on its behalf) accepts the request for Transportation Services from and to that same User. Bolt is limited to providing the Bolt Services that facilitate the conclusion of such Transportation Services Contract under clause 4.
8. Taxi Operators shall be duly licensed for the provision of Transportation Services by the IMT, I.P. for the exercise of the activity of taxi transport, under the terms laid down in Decree-Law No. 101/2023, of October 31. Taxi Operator's Drivers shall be registered on the Bolt Platform and hold Taxi Driver's Certificate ("CMT") issued by IMT, I.P., under the terms laid down in Law No. 6/2013, of January 22.
9. The Taxi Operator acknowledges and accepts that, in accordance with the provisions of Article 3 of Decree Law No. 101/2023, of October 31, the activity of

taxi transport in Portugal can only be exercised by licensed commercial or cooperative companies, or by sole proprietorships (in the event that they wish to operate a single vehicle) and that the license is titled by an alvará. The Taxi Operator is responsible for compliance, at all times when Transportation Services are provided, with any rules relating to its access to and exercise of the activity of taxi transport.

10. It is the Taxi Operator's responsibility to ensure that all Drivers providing Transportation Services on its behalf shall be capable and be duly certified under the terms of the applicable legislation to access and exercise the profession of taxi driver, namely, hold the CMT issued by IMT, I.P., under the terms of the provisions of Law No. 6/2013, of January 23 and Ordinance No. 251-A/2015, of August 18. The Taxi Operator acknowledges and accepts that the ownership and possession of a valid CMT is mandatory for the exercise of the taxi driver profession. The Taxi Operator is responsible for ensuring that the CMT of each Driver acting on its behalf is valid at all times when Transportation Services are provided. Bolt may ask the Drivers providing Transportation Services on Your behalf to verify their identity to ensure the person using the Bolt App is the same person whose information has been provided in the creation of the Driver Account in compliance with Law No. 6/2013, of January 23. Drivers providing Transportation Services on Your behalf will not be able to provide Transportation Services until they pass the verification process. In the case of failing to pass the verification process, the Driver Account associated with the Operator Account may be suspended or terminated, depending on the circumstances.
11. The Transportation Services provided by the Taxi Operators are carried out through the use of taxis, which must be registered first on the Bolt Platform. The Taxi Operator recognizes and accepts that the vehicles assigned to the Transportation Services comply at all times with the legal and regulatory rules applicable to vehicles assigned to taxi transport, including their licensing by the respective municipalities, under the terms foreseen in article 12 of Decree-Law no. 101/2023, of October 31. The Taxi Operator also recognizes and accepts that the vehicles affected to the Transportation Services comply, at all times, with the legal and regulatory requirements for their characterization as taxis, namely those foreseen in Decree Law no. 101/2023, of October 31, including those relating to their identification, the type of vehicle, the installation of a taximeter, the conditions for displaying advertising and other characteristics with which taxis must comply under the terms of the legislation in force.
12. The Taxi Operator shall ensure compliance with existing national, regional or local rules regarding the setting of quotas under the terms provided in articles 15 and 16 of Decree Law No. 101/2023, of October 31. The Taxi Operator assumes responsibility for ensuring that it is at all times in compliance with its obligations regarding the setting of quotas, and should, if necessary, adjust the number of vehicles allocated to its activity to timely compliance with these rules.
13. It is the Taxi Operator who determines when it is providing Transportation Services, so it may accept, rightfully decline or ignore Transportation Services, without prejudice to the rules relating to the provision of services, the parking regime and the abandonment of the exercise of the activity, provided in particular in Articles 19, 24, 25 and 26 of Decree Law No. 101/2023, of October 31. The refusal of service requests equal to or greater than 30 per cent or more of services communicated

shall be presumed non-compliant with the aforementioned article. The Taxi Operator is then obliged to provide Transportation Services once the Taxi Operator or the Driver acting on its behalf has accepted to transport the User from its pick-up point to its destination point, subject to relevant unforeseen circumstances (e.g. a mechanical breakdown).

14. Only vehicles previously registered and therefore validated by Bolt for the provision of Transportation Services are allowed on the Bolt Platform. Whenever a vehicle needs to be replaced, or there is any change to the existing information, the Taxi Operator undertakes to (i) make any necessary updates through the Taxi Operator Account and (ii) not use such vehicle until the vehicle replacement is regularised in the Taxi Operator Account.

3. AGREEMENT BETWEEN TAXI OPERATOR AND BOLT AND CREATION OF BOLT ACCOUNTS

4.

1. Before downloading and using the Software, You must create a Taxi Operator Account and, by doing so, You agree to be bound by this Agreement. As part of the registration process, You must provide certain registration information. Bolt reserves the right to review such registration information and will determine, in its sole discretion, whether or not to accept the Taxi Operator's account request.
2. Upon acceptance of the Taxi Operator's account application, Bolt will provide You with a personal account accessible through a username and password chosen by You that must be used to access the Software.
3. The username and password are unique to the Taxi Operator and are not transferable without Bolt's express written permission. The username and password are the methods used by Bolt to identify users of the Software and are therefore of utmost importance. You are responsible for all information posted and used on the Software by anyone using Your username and password. You must notify any breach of security of a username and password immediately to Bolt.
4. By clicking the "Register" button located at the bottom of the account application, You represent and warrant that:
5.
 1. under the law, You are eligible to enter into a contract with Bolt to use the Bolt Services;
 2. You have carefully reviewed, fully understand and agree to be bound by this Agreement, including all obligations arising for You under the terms herein;
 3. all information provided to Bolt by You is, and will continue to be, accurate, correct and complete;
 4. You will not allow other persons to use Your account or transfer or assign it to other persons, without Bolt's express written permission;
 5. You will not use the Software for illegal or unauthorized purposes that may impair the proper functioning of the Software;
 6. You will not copy or distribute the Software, or other content from Bolt without Bolt's prior written permission;
 7. You are in full agreement with Bolt's Privacy Policy available at this website: <https://bolt.eu/pt-pt/legal/>; and
 8. You comply and will comply throughout the duration of the Agreement with the legislation and regulations in force regarding the access and exercise of the activity of taxi transport in Portugal, namely, the rules foreseen in the

Decree-Law no. 101/2023, of October 31.

6. After sending Your account request, You will receive an email with additional conditions that must be met to use the Software and which form an integral part of this Agreement.
7. Through the Taxi Operator Account, the Taxi Operator must register the Drivers acting on its behalf (which may include itself) and their vehicles, and upload the necessary information and documents in that regard. Bolt reserves the right to review such registration information and may refuse the registration of a driver who is not suitably qualified or whose conduct has previously caused (or would have caused) Bolt to restrict access to the Bolt Platform in association with a Taxi Operator Account for a serious or material breach of these Term and Conditions. If the registration is accepted, Bolt will provide the Taxi Operator with a personal Driver Account for each of the Drivers acting on its behalf and registered by the Taxi Operator (including the Taxi Operator itself, if he also registers as a Driver). Drivers acting on Your behalf will access the Bolt Platform in association with your Taxi Operator Account. Log-in details for Drivers are personal to the individual. For safety and compliance reasons, You must not allow any person to use a personal Driver Account that does not belong to them. Bolt does not prohibit the Taxi Operator from allowing any individual Driver acting on its behalf to have the Transportation Services contractually performed by a sub-contractor of that Driver, provided that all legal requirements are met and that such sub-contractor is registered on the Bolt Platform as a Driver of the Taxi Operator. In these circumstances, the Taxi Operator remains responsible for ensuring that all laws and regulations in relation to the Transportation Services are complied with.
8. The Taxi Operator is responsible to Bolt for any breach of these Terms and Conditions caused by the actions and inactions of the Drivers acting on its behalf.
9. The Taxi Operator warrants, represents and agrees that it will keep its Taxi Operator Account profile and the associated Driver Account profiles constantly updated.
10. If any of the information You or Drivers acting on your behalf provide to Bolt is deemed to be illegal content under applicable laws or otherwise contravenes these General Terms, Bolt reserves the right to:
11.
 1. remove, disable access or demote such content;
 2. suspend, terminate or restrict any monetary payment due from Bolt to You;
 3. suspend or terminate the Bolt Services in whole or in part, and/or
 4. suspend or close - in whole or partially - Your Taxi Operator Account.
12. All content uploaded to the Bolt Platform by You or any person authorised to act on Your behalf is subject to Your sole responsibility and Bolt is under no obligation to actively monitor or review such content. Nevertheless, Bolt is entitled to remove any allegedly illegal content at its own discretion and after the receipt of a notice and/or order regarding the existence of such content on the Bolt Platform. Should You disagree with Bolt's decision on removal of the content, You are solely responsible for providing additional information why the content is not illegal or incompatible with these General Terms within Bolt's internal complaint-handling procedure.

5. **GRANTING OF LICENCE**

6.
 1. Subject to the Taxi Operator's compliance with this Agreement, Bolt hereby grants to the Taxi Operator a non-transferable, non-sublicensable, non-exclusive,

revocable licence to access and use the Bolt Services in accordance with the terms of this Agreement, as well as Bolt's policy regarding the privacy of the personal data provided, and for the sole duration of the Agreement with Bolt. Notwithstanding the above, the Taxi Operator may grant to Drivers providing Transportation Services on its behalf a sub-licence to use the Bolt Services and the Driver Account for the sole purpose of providing Transportation Services. No other rights are granted, except with the prior written consent of Bolt.

2. All intellectual property rights affecting the Software, its contents and any related documentation existing anywhere in the world belong to Bolt or its licensors and may not be copied, distributed, uploaded, republished, decompiled, disassembled or transmitted in any form without Bolt's prior written consent.
3. All intellectual property rights and copyrights affecting the Software, including the software code and database are licensed - not sold - to the Taxi Operator and are owned by Bolt (or its licensors) and protected by applicable copyright and/or trade secret laws and international treaties. The Taxi Operator does not acquire any ownership rights in the Software, its contents or any related documentation. Bolt retains all rights related to the Software, its content and any related documentation, except as expressly provided in this Agreement.

7. TRANSPORTATION SERVICES

8.

1. The Taxi Operator agrees that by accepting (by itself or by Driver acting on its behalf) a request for Transportation Services made by a User, it is entering into a Transportation Services Contract with the User for the provision of Transportation Services, with respect to which Bolt is unrelated.
2. In the context of providing Transportation Services, international travel (i.e. travel to other countries) is not permitted. However, if they are undertaken in breach of this Agreement, Bolt shall not be liable for any fraud or attempted fraud and shall therefore not be responsible for any payments that are not successfully processed. If the Taxi Operator agrees to undertake an international trip, such trip shall be deemed to be undertaken outside the scope of the Bolt Services and this Agreement shall not apply to such trip.
3. To help facilitate the terms of the Transportation Services Contract conveniently, the terms of each Transportation Services Contract are set forth in the APPENDIX to this Agreement, and the Taxi Operator is responsible for reading and understanding said Transportation Services Contract. Under the Transportation Services Contract, Taxi Operator, in addition to its other obligations, undertakes:
 1. to provide (or to ensure that each Driver acting on its behalf provides) the Transportation Services in compliance with the applicable laws and regulations in force in Portugal, whether national, regional, municipal or international, through the Bolt App, including, but not limited to, holding all necessary licenses for such purpose, namely those provided for the activity of taxi transport. 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;
 2. (when a request for Transportation Services has been accepted) to provide (or to ensure that each Driver acting on its behalf provides) the Transportation
- 4.

Services in a professional manner, in accordance with the best practices in the transportation sector;

3. to always have 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;
 4. to ensure that the vehicles assigned to the Transportation Services provided by it comply with all legal requirements and standards relating to their circulation, parking and use for the purposes of transporting passengers in taxis;
 5. to ensure that the vehicles assigned to the Transportation Services are duly licensed under the terms of the applicable legislation, namely, the provisions of article 12 of Decree Law no. 101/2023, of October 31;
 6. to ensure that the provision of the Transportation Services by the Drivers complies with the provisions agreed by this Agreement regarding the Trip Price, forms of payment and agreement on the contracted fare. The Trip Price is established, as applicable, namely under a tariff by route, a tariff that results from the taximeter or tariff resulting from contracted service in accordance with Decree Law No.101/2023 of October 31 and further applicable regulation. The User acknowledges and accepts the application of the fare at the moment of accepting the Transportation Services and that the fare to be applied is agreed upon by Bolt with the Taxi Operator in his favour;
 7. to ensure that the Drivers acting on its behalf comply with all legal and regulatory requirements regarding the provision of Transportation Services; and
 8. to comply with all requirements relating to access and exercise of the activity of taxi transport, including those relating to licensing to exercise the activity, provided in particular by Decree-Law No. 101/2023 of October 31.
5. The Transportation Services Contract provides relevant provisions regarding the Taxi Operator's relationship with the User, including matters relating to additional costs, cancellation fees, insurance and other matters. By accepting a request for Transportation Services from a User, the Taxi Operator acknowledges and agrees that the provision to the User of Transportation Services by the Taxi Operator is made pursuant to the terms of the Transportation Services Contract. Bolt is not a signatory party to the Transportation Services Contract. Without prejudice to Bolt's legal obligations, the Taxi Operator assumes liability to the User for its obligations under that contract.
 6. Although Bolt is not a party to the Transportation Services Contract, the Taxi Operator also warrants, represents and agrees for Bolt's benefit that it undertakes to fully comply with subclauses 4.3.1 to 4.3.8 inclusive.
 7. Requests for trips made by Users through the Bolt Platform must be accepted and executed in accordance with all applicable laws under the sole responsibility of the Taxi Operator and, if applicable, the Driver acting on its behalf.
 8. Before providing Transportation Services, the Taxi Operator shall verify, or have its Drivers verify, that the service is actually being provided to the right Passenger or that the Passenger has expressly confirmed that it allows other passengers to travel at the Passenger's expense.
 9. The Taxi Operator must not engage with or allow any fraudulent behavior on the Bolt Platform in association with the Taxi Operator's account. Any fraudulent

behavior in association with the Taxi Operator's account caused or allowed by a Driver acting on the Taxi Operator's behalf will be considered a material breach of this Agreement by the Taxi Operator.

10. The Taxi Operator agrees that a Transportation Service may be fulfilled by any reasonable route and in compliance with any applicable traffic rules and regulations. Bolt does not set any route restrictions.
11. To ensure the safety on Bolt Platform, neither You nor the Drivers acting on Your behalf are allowed to carry prohibited items while using the Bolt App and Bolt Services, unless otherwise stated in the applicable laws. You and/or the Drivers acting on Your behalf may refuse the provision of the Transportation Services to the unauthorized possessor of the prohibited items. Bolt may at any time discontinue the provision of Bolt Services - in whole or partially - to You in case of no compliance with this section of these Terms and applicable laws, and report an unauthorized use of the prohibited items to the authorities. The prohibited items include, among other things:
 1. firearms and their parts, ammunition, melee weapons, other items specially designed for attack and defense;
 2. 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;
 3. drugs and other psychotropic substances which are subject to special control in accordance with the legislation;
 4. 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.
- 12.

9. TRIP PRICE

10.
 1. The Trip Price is charged for each Transportation Service performed upon request and mediated through the Bolt App.
 2. For the provision of Transport Services, the Taxi Operator and Bolt expressly agree to adopt the fare formation rules provided for in Decree-Law no. 101/2023, of October 31 and its regulations, namely the Price Convention in Force and, therefore,) apply, as applicable and when available on the Bolt App, namely the following rates:
 3.
 1. By taximeter, depending on the distance traveled and waiting times;
 2. By route, depending on the prices defined for the respective routes, taking into account the prices established by the transport authorities; and/or
 3. By contract, in which case the respective specific variables for calculating the Trip Price are applied.
 4. 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.

5. When the contract tariff, provided for in point c) of Decree-Law no. 101/2023, of October 31, applies, the Taxi Operator and Bolt agree that the Trip Price will be calculated based on variable factors, including (but not limited to) the distance of the trip as determined by the GPS system, the duration of the trip, the fluctuation of the local market, as well as any applicable fees. The key variables used to determine the Trip Price in a given area are pre-agreed between the parties and detailed in a separate document, the Trip Price Calculation Document, which is an integral part of this Agreement.
6. Demand is a determining factor in the calculation of the Trip Price, when the contract tariff, provided for in point c) of Decree-Law no. 101/2023, of October 31, applies. The price described above may be multiplied by 0.1 to 2 according to the Software algorithm that determines demand at the time of travel. However, the Trip Price will never be less than the corresponding combination of the key variables set forth in the Trip Price Calculation Document.
7. 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.

11. PAYMENT OF THE TRIP PRICE

12.

1. 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 cannot request a separate amount for the Trip Price from the User.
2. The Taxi Operator hereby authorises Bolt as its commercial agent to receive the Trip Price or other fees paid by the Passengers via In-app Payment and to forward relevant funds to the Taxi Operator. Any payment obligation made by the Passenger via the In-app Payment shall be considered fulfilled as of the time that the payment has been made.
3. Bolt is released from the obligation of 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.
4. 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 Trip Price is detected. Bolt may also adjust the Trip 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 this Agreement 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.
5. If the Taxi Operator or the Driver acting on its behalf detects that there has been an error in the calculation of the Trip Price and wishes to make corrections, a request must be submitted in the "fare review" section of the Bolt App. In the event that no request to revise the Trip Price has been submitted, Bolt shall have no obligation to

recalculate the Trip Price and make any reimbursement and the Trip Price shall be deemed to have been accepted by the Taxi Operator and the Driver acting on its behalf.

6. Bolt will not be held responsible for any attempts of fraud, committed by Users in the context of trips made, whose displacement is over 100 Km, or whose final Trip Price for the User is over € 60.00 (sixty euros). Thus, Bolt declares that, for this type of trip, it is not responsible in case the payment charge on the User's card cannot be made.

13. CANCELLATION AND DAMAGE FEES

14.

1. The Passenger may cancel a request for Transportation Services that a Driver acting on the Taxi Operator's behalf has already accepted via the Bolt App. In the event that a Passenger cancels a request for Transportation Services already accepted after a certain period of time determined by the Bolt App, the Taxi Operator is entitled to a cancellation fee.
2. In case a Passenger does not show up at the requested pickup location after a certain time (as mentioned in the Bolt App), the Driver acting on the Taxi Operator's behalf may also cancel a request, in which case the Passenger would have to pay a cancellation fee equivalent to the minimum fare of the relevant ride category.
3. If, during a Transportation Service, a Passenger or his co-passenger negligently damages the vehicle or its contents (including by staining, blemishing the seats or in any way causing the vehicle to smell inappropriately), the Taxi Operator or a Driver acting on its behalf shall be entitled to require the Passenger to pay a cleaning fee and request compensation for damages exceeding the amount of the cleaning fee. The Taxi Operator must inform Bolt of the damages and Bolt will assist the Taxi Operator to recover from the Passenger the relevant cleaning fee and/or costs on behalf of the Taxi Operator, 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 a Passenger.
4. The cleaning fee referred to in clause 7.3. shall not exceed €120.00 (one hundred and twenty euros) and is subject to the presentation of evidence by the Táxi Operator and/or Driver, as well as review by Bolt. The Táxi Operator and/or Driver recognise that the cleaning fee is subject to these requirements. For more details, see here.

15. BOLT INTERMEDIATION FEES

16.

1. In return for using the Bolt Services, the Taxi Operator agrees to pay Bolt an Intermediation Fee based on each transaction in which the Taxi Operator provides Transportation Services as a result of using the Bolt Services.
2. The Intermediation Fee is calculated as a percentage of the Trip Price of each Transportation Service that has been provided to a Passenger. The percentage used to calculate the Intermediation Fee is communicated to the Taxi Operator by email, via the Bolt App and/or the Bolt Account.
3. The Taxi Operator acknowledges that the Intermediation Fee may change from time to time, but may not exceed 25% of the Trip Price ("Highest Rate of Intermediation Fees"). Bolt undertakes to provide the Taxi Operator with advance notice of any changes. Continued use of the Software by the Taxi Operator after any change to the Intermediation Fee constitutes consent by the Taxi Operator to such changes.

4. The Intermediation Fee may be deducted from the Trip Price paid by the Passenger for each Transportation Service and collected by Bolt. Thus, for each Transportation Service performed, Bolt will pay to the Taxi Operator the Trip Price paid by the Passenger minus the Intermediation Fee (as detailed in clause 9.1 below).
5. Bolt is not entitled to any Intermediation Fees in respect of passenger transportation services provided by the Taxi Operator independently or through another transportation software operator or through the provision of transportation services for its own account.
6. Please note that the Intermediation Fees chargeable may change from time to time, considering the principles of dynamic commission pricing that take into account (i) the balance of the supply and demand for the Transportation Service, (ii) characteristics of the ride ordered; and (iii) conditions of any applicable campaigns. The Intermediation Fees shall not go above the Highest Rate of Intermediation Fees. You undertake to pay Bolt the Intermediation Fees, as well as other fees due to Bolt, for the month in question no later than the 5th day of the following month.
7. In the event of delay or default in payment by the Taxi Operator under this Agreement, Bolt reserves the right (but shall not be obliged) to charge interest on the overdue amount from the due date to (but excluding) the date of actual payment at the rate of 10.5 % per annum. Such interest shall accrue daily, calculated quarterly and payable on demand.

17. PAYMENT METHODS

18.

1. Bolt undertakes to transfer the sums received through In-App Payments that have been credited to Bolt's bank account each week, to the Taxi Operator's bank account no later than the 4th day of the following week. You agree that the Intermediation Fee will be deducted from the Trip Price. If you request a revision of a Trip Price in accordance with the terms of clause 6.5, Bolt shall only transfer the relevant sums after it has processed Your request for revision and, if applicable, carried out the revision. If the Taxi Operator has agreed separately, other amounts may be deducted from the Trip Price or added to the Trip Price (e.g. a bonus) before payment is made to the Taxi Operator.
2. In the event that the Taxi Operator disputes the amount of Bolt payments, Bolt reserves the right to withhold the disputed amounts until the dispute is resolved.
3. If the amount of the outstanding Intermediation Fee exceeds the amounts received through In-App Payments for a given week, the Taxi Operator undertakes to pay the outstanding amount to Bolt within 7 days of receipt of the request and agrees that such amounts will be deducted from any future payments from Bolt to the Taxi Operator.

19. BILLING MANDATE

20.

1. By these terms and conditions, Bolt is expressly authorised to arrange for the issuance of the invoices to the Passengers for the Transportation Services in the name and on behalf of the Taxi Operators, upon completion of each Transportation Service and within a reasonable period of time.
2. In order for Bolt to arrange for the issuance of invoices correctly, the Taxi Operators shall ensure that Bolt has up-to-date required information, such as its VAT status, NIF, name and address. In the event of any change about those details, the Taxi Operators undertake to communicate these to Bolt within 48 hours. In the absence

of such communication, the changes may not be taken into account for the establishment of the invoices.

3. Invoices for each trip will be made available to the Taxi Operator and will also be sent to the User, in order to record the contract between the User and the Taxi Operator regarding the Transportation Service. The Taxi Operators have a period of 72 hours from the time the invoice is made available to make any comments on the information mentioned or to contest its content.
4. The issuance of invoices issued under this billing mandate in no way releases the Taxi Operators from their invoicing obligations and their VAT consequences or any legal, tax and regulatory obligations in force in Portugal. The Taxi Operator remains solely legally liable for the VAT invoiced under the Transportation Services provided.
5. Any invoices from the Taxi Operators to Bolt shall be issued to Bolt Operations OÜ.

21. PAYMENT REPORTS

The Taxi Operator is entitled to review reports of In-App Payments in the Taxi Operator Account. The reports will show the amounts of In-App Payments collected the previous week in relation to the Taxi Operator's Transportation Services, as well as the amounts of the Intermediation Fee retained by Bolt. The reports will be made available to the Taxi Operator on a weekly basis.

1. USER REVIEWS

2.

1. As part of the Bolt Services, Users may provide feedback in the form of ratings about the journeys and the Drivers acting on Your behalf who completed the Transportation Services. These ratings may be made available to You and potential Users as part of the Bolt App. The Taxi Operator should contact Bolt if You have any issues with such User ratings.
2. To help the Taxi Operator in maintaining good User ratings, Bolt is committed to providing assistance with the Bolt Services, as well as providing guidance on steps the Taxi Operator may wish to consider to maintain good User feedback. Thus, it is up to the Taxi Operator to determine how it provides the Transportation Services.
3. The possibility of rating Users is expressly forbidden.

3. MONITORING

Some metrics may be monitored by Bolt in order to ensure that the Taxi Operators are complying with their obligations under this Agreement and to preserve the integrity and maintain the operation of the Bolt Platform. Bolt makes all relevant information available to the Taxi Operators (including on Your Taxi Operator Account) to enable You to evaluate the performance of your fleet of vehicles. You and/or Drivers acting on Your behalf may be notified, for information purposes, of some metrics associated with Your account and their evolution.

1. LITIGATION BETWEEN TAXI OPERATOR AND USER

2.

1. Since Bolt is not a party to the Transportation Services Contract concluded between the User and the Taxi Operator, any disputes between the User and the Taxi Operator shall be settled directly between these same parties.
2. 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.

3. MARKET INFORMATION AND MARKETING CAMPAIGNS

4.

1. Bolt may send to the Taxi Operator, via the Bolt App, Taxi Operator Account, SMS, email or any other means, market information in order to allow Taxi Operators to assess when passenger demand is highest. Such market overviews are merely information and not constitute any obligations for You. As the information is based on previous statistics, Bolt makes no guarantee that the actual market situation will correspond to the estimates provided in the market overview made available to the Taxi Operator.
2. Bolt may run offers or promotional campaigns from time to time. Further details of any promotional campaigns, and how Taxi Operators and/or Drivers acting on Your behalf will be eligible to participate in these, will be made available to You through the Bolt App or communicated otherwise.
3. Bolt may also develop campaigns in favour of Passengers in order to market the Bolt App. If the Trip Price is reduced as a result of such campaign, Bolt agrees to pay the Taxi Operator a compensation equivalent to the monetary value of the benefit attributed to the Passenger. Bolt reserves the right to charge the amount of the marketing compensation to the Intermediation Fee owed by the Taxi Operator to Bolt.

5. **RESPONSIBILITY**

6.

1. The Bolt Services, the Software, the Bolt App and the Bolt Accounts, their content and functionality, are provided on an "as is" and "as available" basis, and to the fullest extent permitted by law, Bolt disclaims all warranties, express or implied, regarding the Bolt Services, the Software, the Bolt App and the Bolt Accounts, their content and functionality. Bolt and its partners do not represent, warrant or guarantee that access to the Bolt App and Bolt Accounts will be uninterrupted or error-free. Since the use of the Bolt App to request Transportation Services depends on the behaviour of Users, Bolt does not guarantee that the Taxi Operator's use of the Bolt App will result in requests for Transportation Services. Bolt is not responsible for any loss or damage suffered by the Taxi Operator or Drivers acting on its behalf arising therefrom. The Taxi Operator acknowledges and agrees that the Software and the Bolt App may be used by the Taxi Operator or Drivers acting on its behalf to schedule Transportation Services, but that Bolt has no liability or responsibility to the Taxi Operator or Drivers acting on its behalf with respect to any Transportation Services except as expressly set forth in this Agreement.
2. To the extent permitted by applicable law, Bolt assumes no liability for any loss or damage that the Taxi Operator may incur in connection with the Agreement or as a result of the use of the Bolt App and/or the Bolt Accounts and/or the Bolt Services, which include, but are not limited to:
3.
 1. any direct or indirect material damage or monetary loss;
 2. loss of anticipated profits or benefits;
 3. loss of business, contracts, contacts, prestige, reputation and any loss that may arise due to business interruption;
 4. loss or inaccuracy of data; and
 5. any other indirect or consequential loss or damage.
4. Bolt will endeavour to remove unwanted Users from the Bolt App. However, Bolt

accepts no responsibility for the actions or inactions of Users or their companions using the Bolt App and shall not be liable for any loss or damage suffered by the Taxi Operator as a result of the actions or inactions of Users or their companions.

5. Notwithstanding any liability owed to a third party imposed by law, the Taxi Operator will indemnify Bolt in respect of any losses incurred by Bolt in relation to (i) Your violation of any applicable laws or regulations in connection with the provision of the Transportation Services, or (ii) Your breach of the Taxi Operator's obligations under the Transportation Services Agreement, including in both cases if such violation arises from a Driver acting on the Taxi Operator's behalf.
6. Notwithstanding any liability owed to a third party imposed by law, the Taxi Operator will indemnify Bolt in respect of any losses incurred by Bolt in relation to (i) violation of any applicable laws or regulations in connection with the provision of the Transportation Services, including if such violation arises from a Driver acting on the Taxi Operator's behalf, or (ii) any breach of the Taxi Operator's obligations under the Transportation Services Agreement.
7. The Taxi Operator assumes responsibility and liability for the performance of this Agreement and for the provision of the Transportation Services. The Taxi Operator agrees to indemnify Bolt, its affiliates, officers and employees against any claims, liabilities, losses, damages, claims for profit, penalties, fines, costs and expenses of any nature whatsoever in connection with or arising out of the use of the Software, the Bolt App and/or the Bolt Accounts and/or the Bolt Services and the provision of the Passenger Transportation Services, including (a) for breach of the Agreement, even if by right of recourse, or the documents incorporated by reference; (b) for the violation of any law or third party rights, including, without limitation, Users, other drivers and pedestrians, as a result of Taxi Operator's or a Driver acting on Your behalf's interaction with such third parties; (c) for any allegation that any material that Taxi Operator sends to Bolt or transmits through the Software infringes or violates the rights, including intellectual property rights, of any third party; (d) for infringement of Taxi Operator's proprietary rights, and for any damages resulting from the use of a taxi vehicle used in the provision of Transportation Services; and/or (e) other activities related to the provision of Transportation Services.
8. The Taxi Operator undertakes to comply with all tax obligations relating to the performance of its obligations under this Agreement and/or the provision of Transportation Services through the Software. The Taxi Operator assumes full responsibility and agrees to indemnify Bolt and/or its affiliates for all tax expenses, duties, taxes, claims and penalties incurred by them arising from the Taxi Operator's failure to comply with its obligations (including, but not limited to, failure to pay income tax, social security contributions, national insurance or any payroll tax) and any other liability, deduction, contribution, assessment or claim arising out of or made in connection with the performance of the Transportation Services and/or the use of the Software by the Taxi Operator. The Taxi Operator further agrees to indemnify Bolt for all reasonable costs, expenses and any penalty, fine or interest incurred or payable by Bolt in connection with or as a result of such liability, deduction, contribution, assessment or claim.
9. The Taxi Operator assumes full responsibility and shall indemnify Bolt for and in relation to any liability arising out of any employment related claim or any claim based on employee status (including reasonable costs and expenses) brought by the Taxi Operator against Bolt arising out of or in connection with the provision of

the Transportation Services and/or the Taxi Operator's use of the Software.

10. Bolt has the right to share with the relevant tax authorities any information required by Council Directive (EU) 2021/514 of 22 March 2021 amending Directive 2011/16/EU on administrative cooperation in the field of taxation, including but not limited to any consideration paid or credited to the Taxi Operator in connection with activities carried out through the Bolt Platform. If you fail to provide the information required by the aforementioned Directive, Bolt has the right to (i) cancel Your account, (ii) prevent You from re-registering on the Bolt Platform and (ii) withhold payment of the amount of the Trip Price, until you provide the requested information.
11. The Taxi Operator shall ensure compliance of any Drivers providing Transportation Services on its behalf, with all relevant laws and regulations as well as with the Agreement for operating and using the chosen means of transport (e.g. licenses, insurances, etc), including all applicable consumer laws.

7. HANDLING OF PERSONAL DATA

8.

1. Bolt and the Taxi Operator remain separate data controllers regarding any personal data processed under the Agreement. Bolt and the Taxi Operator shall thereby:
2.
 1. adhere to all the applicable data protection laws, e.g. the General Data Protection Regulation 2016/679 (GDPR), including application of proper technical and organisational data protection measures. Bolt processes personal data as described in Bolt's Privacy Policies. All available at <https://bolt.eu/pt-pt/legal/> as applicable in the relevant territory, and as may be amended from time to time;
 2. inform each other immediately about any data processing incidents or breaches related to performing the Agreement; and
 3. reasonably assist each other in responding to the requests of data subjects and authorised public authorities.

9. DURATION AND TERMINATION

10.

1. The Agreement becomes effective from the moment the Taxi Operator creates a Taxi Operator Account.
2. The Taxi Operator may terminate the Agreement at any time by giving Bolt at least thirty (30) days written notice (for instance by e-mail at the following address: portugal@bolt.eu).
3. Bolt may terminate the Agreement with a Taxi Operator, at any time and for any reason that it deems fit, by giving the Taxi Operator at least thirty (30) days' notice in a durable medium (such as the e-mail address provided when You opened Your Taxi Operator Account) and with a statement of the reasons for this decision. The Taxi Operator will have the opportunity to clarify the facts and circumstances through Bolt internal complaints process.
4. The Taxi Operator is responsible for the access to the Bolt Platform of Drivers who do not comply with the legal requirements. Bolt reserves the right to terminate the Agreement and suspend Your Taxi Operator Account and/or suspend any access in whole or in part in association with Your Bolt Account, without any prior notice, in the event of (i) a material or repeated breach by the Taxi Operator of any of its obligations under the Agreement and/or of any applicable laws or regulations or (ii)

denigration aimed at Bolt or damage to the image, reputation or business of Bolt, as assessed by Bolt. If the Taxi Operator has violated the terms of the Agreement and/or any applicable laws or regulations, Bolt may, in its sole discretion, prohibit such Taxi Operator from registering a new account, or take other actions necessary to prevent such person from providing Transportation Services through the Software.

5. Without prejudice to other legal grounds for contract termination, the following breaches by the Taxi Operator shall for instance be considered imperative reasons for immediate termination: (i) unauthorized lending of a Bolt Account or other fraudulent behavior, (ii) failure to hold the documents and qualifications required to provide the Transportation Services in accordance with Portuguese laws, (iii) cases of violence or criminal offence committed by the Taxi Operator or a Driver acting on its behalf against a Passenger during a Transportation Services or against Bolt's employee.
6. Bolt may also terminate the Agreement immediately, after sending to the Taxi Operator a notice setting out the reasons for the termination, in the following cases:
7.
 1. Bolt is subject to a legal or regulatory obligation to terminate the provision of all of its intermediation services in a manner that does not allow it to comply with the thirty (30) day notice period; or
 2. Bolt exercises a right of termination for a mandatory reason under national law in accordance with the law of the European Union.
8. Bolt also reserves the right to immediately suspend any access in whole or in part in association with Your Taxi Operator Account during the period of investigation, if Bolt suspects a breach of the Agreement by the Taxi Operator, safety reasons, damage to Bolt's brand reputation or business, or fraudulent activity. Any such suspension will be of reasonable duration and will be removed once the investigation disproves such suspicions. Bolt shall make use of the right described above in good faith. The Taxi Operator will be informed of the reasons for this decision in a durable medium and will be given the opportunity to clarify the facts and circumstances of the suspected breach.
9. Upon termination of this Agreement for any reason, all rights granted to the Taxi Operator under this Agreement shall immediately cease, and the Taxi Operator shall cease all activities authorized by this Agreement. Sections 4.2, 4.3, 8, 9 and 14 of these General Conditions shall prevail even in the event of termination of the Agreement.
10. As Bolt is the provider of the Bolt Platform and is subject to the EU Platform to Business Regulations (2019/1150) as well as to the Digital Service Act (2022/2065), You are entitled by law to object to any termination of this Agreement, or any suspension of your access to the Bolt Platform Services. Bolt facilitates this right by providing an internal complaints handling system available on <https://bolt.eu/en/legal/>. You can find further information on Bolt's internal complaints handling system, including how you can make a complaint, here: the Internal Complaint-Handling System Rules.
11. 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 the Passengers, Taxi Operators and by Drivers acting on behalf of Taxi Operators, that frequently submit notices or

complaints which are manifestly unfounded. While assessing the circumstances for the suspension, Bolt considers the following:

12.
 1. the absolute numbers of items of manifestly illegal content or manifestly unfounded notices or complaints, submitted within a month; and
 2. the relative proportion of notices and complaints in relation to the total number of items of information provided or notices submitted within a month; and
 3. the gravity of the misuse of the notice action mechanisms; and
 4. (if applicable) the intention of the complainant for submitting manifestly unfounded complaints.
13. In the interest of maintaining a consistent and secure user experience on the Bolt Platform, if the Taxi Operator or any person authorised to act on its behalf is suspended or terminated from the Bolt App for Transportation Services, Bolt reserves the right to suspend or terminate the Taxi Operator or any person authorised to act on its behalf also from the Bolt App for delivery services.

11. CHANGES

12.
 1. Bolt reserves the right to make changes to any of the documents that form part of the Agreement, as per the following points of this clause.
 2. Bolt undertakes to notify the Taxi Operator at least fifteen (15) days in advance of changes made to these Terms and Conditions, including changes related to the Trip Price, unless:
 3.
 1. Bolt is subject to a legal or regulatory obligation that requires it to amend the Terms and Conditions in a manner that prevents it from complying with the notice period;
 2. The purpose of the change is to address an unforeseen and imminent danger related to the defence of the Bolt Services, Bolt App, Bolt users or providers against fraud, malicious software (malware), unsolicited commercial communications (spam), data breaches or other cybersecurity risks; or
 3. The Taxi Operator has consented to waive the notice.

13. APPLICABLE LAW AND JURISDICTION

14.
 1. This Agreement shall be governed by and construed in accordance with the laws of Portugal.
 2. Any dispute that may arise in relation to this Agreement, whether concerning its existence, validity, interpretation, performance, breach, termination or otherwise, shall be settled through negotiations. If the respective dispute arising out of this Agreement is not capable of being settled through negotiations, the dispute shall then be settled in the Portuguese courts.

15. CONTACT INFORMATION

16.
 1. The Taxi Operator undertakes to notify Bolt immediately of any changes to the Taxi Operator's contact information and the Taxi Operator undertakes to keep the contact information accurate and up-to-date.
 2. Bolt's contact information is available on its website.

17. FINAL PROVISIONS

18.

1. The Taxi Operator agrees that in certain cities or countries Bolt may assign any of its obligations under the Agreement, to an entity under Bolt's direct or indirect control ("Subsidiary").
2. If any provision of the Agreement is found to be unenforceable, the parties will replace the affected provision with an enforceable provision that is close to the intent and economic effect of the affected provision. The failure or delay of either party to comply with any condition of the Agreement shall not be deemed a waiver of such condition.
3. The Taxi Operator may not assign the Agreement or any of its rights or obligations thereunder unless otherwise provided in the Agreement.
4. Any notice required to be given under this Agreement shall be deemed sufficiently given if: (i) delivered personally, (ii) sent by courier service with proof of delivery, (iii) sent by registered mail, (iv) sent by email with return receipt, or (v) sent through the Taxi Operator Account. Any notice required to be given under this Agreement shall be deemed to have been received: (i) if delivered personally, on delivery to the other party ; (ii) if delivered by courier, on the date indicated by the courier as being the date on which the envelope was delivered to the addressee; (iii) if sent by registered mail, on the 10th day after delivery of the document to the addressee.(iv) if made available through Bolt Accounts or (v) if sent by email, on the day the other party receives the email confirming that it has received the relevant email or on the 2nd day after the email is sent, provided that the sender has not received an error notice (which notifies that the email has not been delivered to the other party) and has sent the email again on the following day and has not received a similar error notice.

ANNEX

Transportation Services Contract

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 taxi Transportation Services ("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 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 101/2023, of October 31;
- to ensure that the provision of Transportation 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 further applicable regulations. The User acknowledges and accepts the application of the fare at the moment of accepting the Transportation 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.