BOLT FOOD CAMPAIGN “MISSION: ORDER FOOD”

TERMS AND CONDITIONS

These Terms and Conditions ("**Terms**") govern participation in the **“MISSION: ORDER FOOD”** promotional competition (the "**Promotion**").

The Promotion is organised by **Bolt Operations OÜ**, a company incorporated in Estonia under registry code 14532901, with registered office at Vana-Lõuna tn 15, 10134 Tallinn, Estonia ("**Bolt**" or the "**Organiser**").

By entering the Promotion, participants agree to be bound by these Terms.

1. Promotion Period

The Promotion opens at 00:00 on 02 November 2026 and closes at 23:59 on 29 November 2026 (the "Promotion Period").

Only qualifying orders placed during the Promotion Period and valid entries submitted before the closing time will be eligible.

The winners will be determined following the end of the Promotion Period in accordance with Section 8.

2. Eligibility

The Promotion is open only to individuals who:

a) are 18 years of age or older at the time of entry;

b) place the qualifying orders through the Bolt Food app in Malta during the Promotion Period;

c) have a valid Bolt account and are eligible to use Bolt Food;

d) satisfy the qualifying-order and entry requirements described in these Terms; and

e) provide accurate and complete information when submitting their entry.

Persons under 18 years of age may not participate. Parental or guardian consent does not make a person under 18 eligible to participate.

Employees of Bolt, persons directly involved in organising or administering the Promotion, employees/personnel of the participating partners who are directly involved in the Promotion, and any other persons directly involved in determining the winners are not eligible to participate.

Bolt may require a potential winner to provide reasonable evidence of age, identity and eligibility before awarding a prize.

3. Participating Partners and Qualifying Items

During the Promotion Period, the following participating restaurant partners will each offer a designated campaign food item or bundle through Bolt Food:

- Chubbz – Game On burger, fries and 6 onion rings;
- Domino's – Pepperoni Pizza, standard 30 cm;
- Dr Juice – Wrap Meal Deal;
- CFC – Chicken Extreme Meal.

Each qualifying item is a genuine food item or bundle priced within the €10–15 range.

Each qualifying order will include one part of a four-part promotional QR code.

The QR-code element:

- has no separate monetary value;
- cannot be purchased separately; and
- is provided solely in connection with the relevant qualifying food order.

No separate fee is charged to participate in the Promotion.

4. How to Enter

To enter the Promotion, an eligible participant must, during the Promotion Period:

a) place four separate qualifying Bolt Food orders, consisting of one qualifying order from each of the four participating partners;

b) obtain the four QR-code pieces supplied with those orders;

c) combine the four pieces to access the Promotion entry form;

d) complete and submit the Promotion entry form before the end of the Promotion Period;

e) submit the four valid Bolt Food order IDs corresponding to the four qualifying orders; and

f) provide a chosen nickname; and

g) submit an answer to the following competition question:

“How many pizzas were ordered through Bolt Food in Malta in July and August 2026?”

Participants must submit the four qualifying order IDs through the entry form. Each submitted order ID must correspond to a qualifying order from a different participating partner.

Each complete set of four qualifying orders entitles the participant to submit one competition entry.

Participants may submit additional competition entries for each additional complete set of four qualifying orders. Each competition entry must contain a separate answer to the competition question.

Each Bolt Food order ID may be used once only and may not be used to support more than one competition entry.

Nicknames containing vulgar, explicit, offensive or otherwise inappropriate content will not be accepted. If such content is detected after submission, the relevant nickname may be rejected and the participant may be required to provide an alternative nickname.

Only entries that satisfy all eligibility, qualifying-order and competition-answer requirements set out in these Terms will be considered for the award of prizes.

5. Valid Qualifying Orders

For an order to qualify:

a) it must be placed through Bolt Food during the Promotion Period;

b) it must contain the designated qualifying item from the relevant participating partner;

c) it must be successfully delivered and paid for; and

d) its order ID must not previously have been used for another entry.

Orders that are cancelled, fully refunded, fraudulent, subject to a chargeback, or otherwise not successfully completed will not qualify.

Bolt may verify submitted order IDs against its records before admitting an entry to the winner-selection process or awarding a prize.

6. Entry Verification and Abuse

Bolt may reject an entry where it reasonably determines that:

- the eligibility requirements have not been met;
- one or more submitted order IDs are invalid or have already been used;
- the competition answer does not comply with the requirements specified in these Terms or the entry form;
- an entry contains false, incomplete or misleading information;
- an entry has been generated through fraud, manipulation or abuse of the Promotion; or
- participation otherwise breaches these Terms.

Bolt may also verify that the email address and/or mobile number provided correspond to the Bolt account used for the qualifying orders.

Any decision to invalidate an entry will be based on objective application of these Terms and applicable law.

7. Prizes

The following prizes will be awarded:

First Prize: A travel package for two persons to Miami, including return flights and accommodation arranged through ROCS, with an indicative total value of €4,220, subject to availability and final confirmation. Final travel conditions, dates and booking arrangements are subject to the prize conditions set out below.

Second Prize: One PlayStation 5, with a retail value of €599.99.

Third Prize: Bolt Food credit with a total value of €250.

Prizes are personal to the winner and not transferable and not exchangeable for cash, unless otherwise expressly agreed or required by law.

First Prize – travel-specific conditions

The First Prize consists of return flights to Miami for two persons and accommodation, subject to the final booking and travel conditions provided by ROCS.

Unless expressly included in the final prize package, ground transportation, travel insurance, meals, personal expenses, visa/ESTA costs and other travel-related costs are not included.

The winner and accompanying passenger are responsible for ensuring that they hold all passports, visas, travel authorisations and other documents necessary for travel.

The prize must be used within the validity period applicable to the travel package, currently expected to be two years from acceptance of the prize, subject to confirmation in the final ROCS conditions.

8. Winner Determination

Following the close of the Promotion, Bolt will verify the submitted entries and the corresponding Bolt Food order IDs against the eligibility and qualifying-order requirements set out in these Terms.

Only valid entries will proceed to the winner-selection process.

The winners will be determined exclusively by reference to the accuracy of the answers submitted to the competition question in Section 4.

Each valid competition entry will be assessed independently by comparing the participant's submitted answer with the correct answer held and verified by Bolt.

The entry whose answer is closest to the correct answer will be ranked first and will be awarded the First Prize.

The entry whose answer is second closest to the correct answer will be ranked second and will be awarded the Second Prize.

The entry whose answer is third closest to the correct answer will be ranked third and will be awarded the Third Prize.

For the purposes of ranking, proximity to the correct answer will be determined by the absolute numerical difference between the participant's answer and the correct answer, irrespective of whether the participant's answer is higher or lower than the correct answer.

Where two or more entries are equally close to the correct answer, the entry submitted first, based on the timestamp recorded by the Promotion entry form, will rank higher.

A participant may submit more than one valid competition entry in accordance with Section 4. However, each participant may be awarded a maximum of one prize.

If more than one entry submitted by the same participant would otherwise rank within the winning positions, only that participant's highest-ranked entry will be eligible for a prize. Any other entry submitted by that participant will be disregarded for the purpose of awarding the remaining prizes, which will pass to the next highest-ranked eligible entries submitted by other participants.

No random selection, lottery, draw or other element of chance will be used to determine the winners.

Bolt will retain an appropriate internal record of the correct answer, the basis on which it was verified, the valid entries, submitted answers, timestamps, application of the ranking methodology and final ranking.

9. Winner Verification and Notification

Potential winners will be contacted privately using the email address submitted through the entry form.

Bolt may also use the submitted mobile number where reasonably necessary to contact a potential winner in connection with prize administration.

A potential winner must respond to the winner notification and accept the relevant prize within the period specified in Section 10 and provide any information reasonably required to verify their identity, age, qualifying orders and eligibility.

A potential winner will not be entitled to a prize if they:

- do not respond within the specified period;
- cannot be contacted after reasonable attempts;
- do not satisfy the eligibility requirements;
- cannot validate the qualifying orders associated with their entry; or
- are otherwise disqualified under these Terms.

If a potential winner is not entitled to the relevant prize for any of the reasons above, that prize will be offered to the next highest-ranked eligible entry submitted by a participant who has not already been awarded a prize.

10. Prize Claim

A selected winner must accept and claim the relevant prize within one month from notification of their selection as a winner.

If a selected winner does not claim the prize within that period, cannot be contacted, fails to provide the information reasonably required to verify eligibility, or otherwise fails to comply with

these Terms, the winner will lose entitlement to the prize and the prize may be offered to the next highest-ranked eligible entry submitted by a participant who has not already been awarded a prize, in accordance with Section 9.

Any applicable collection, validity or use period for a prize will apply as follows:

- The Miami travel package must be used within the validity period specified in the final travel conditions, currently expected to be two years from acceptance;
- The PlayStation 5 must be collected within one month from notification of the winner; and
- The Bolt Food credit will remain valid for six months from the date it is added to the winner's Bolt account.

The practical arrangements for delivery, booking, redemption or use of each prize will be communicated privately to the relevant winner.

11. Announcement of Winners

Winners will always be notified privately.

A participant is not required to consent to public identification or publicity as a condition of entering the Promotion or receiving a prize.

Where a winner has separately and voluntarily consented to publicity through the entry form, Bolt may publish the winner's nickname to announce the result of the Promotion on the official Bolt Instagram and Facebook. Publication will remain within the scope of the consent given.

Where publicity consent has not been provided, Bolt will not publish a separate winner announcement about that participant.

A participant may withdraw their publicity consent at any time by emailing the campaign contact listed in Section 17. Withdrawal will not affect their participation in the Promotion, entitlement to a prize or the lawfulness of processing carried out before withdrawal. If consent is withdrawn before publication, Bolt will not publish the participant's nickname. If consent is withdrawn after publication, Bolt will stop further publicity based on that consent and remove the relevant publicity content from the accounts it controls.

12. Personal Data

Bolt Operations OÜ is the controller of personal data processed by Bolt in connection with the Promotion.

Bolt will process the information provided through the entry form, including participants' full name, Bolt Food account email address, mobile number, nickname, qualifying order IDs,

competition answer, confirmation that they are aged 18 or over, and publicity consent choices. Bolt will also process information from its order records needed to check qualifying entries, records relating to the assessment and ranking of competition entries, and information reasonably required to verify potential winners' eligibility and arrange their prizes.

Bolt will process this information on the following legal bases:

- **Performance of a contract:** processing necessary to administer participation under these Terms, check qualifying entries, assess and rank competition answers, notify winners and award prizes.
- **Legitimate interests:** processing necessary for Bolt's interests in administering the Promotion fairly and consistently, preventing and investigating abuse of the Promotion, documenting the application of the winner-selection criteria, and establishing, exercising or defending legal claims.
- **Legal obligations:** processing required to comply with applicable legal and regulatory obligations.
- **Consent:** optional winner publicity, as described in Section 11.

Information needed to establish a valid entry or verify a potential winner's eligibility must be provided for the entry to be accepted or the prize to be awarded. Publicity consent is optional and does not affect participation or entitlement to a prize.

Access to entrant information will be limited to authorised Bolt personnel and service providers who need it to administer the Promotion.

For the Miami travel prize, Bolt will share the winner's full name, email address and phone number with ROCS to arrange the prize. The winner will provide any required passport and companion details directly to ROCS. Only information needed for the relevant purpose will be shared.

Personal data will be retained for as long as necessary to administer the Promotion, verify entries and winners, award prizes and meet applicable accounting, legal, regulatory and claims-related requirements.

Evidence of publicity consent and withdrawal will be retained while the relevant publicity remains available and afterwards only where needed for those compliance or claims purposes.

These provisions supplement the Bolt Food Eater Privacy Notice, which provides further information about data recipients, international transfers, privacy rights, including the right to object to processing based on legitimate interests, and how to contact Bolt about data protection. These Terms and the Privacy Notice will be accessible from the Promotion entry form.

13. Changes, Suspension or Cancellation

Bolt may suspend, amend or cancel the Promotion where this is reasonably necessary due to circumstances outside its reasonable control, fraud or attempted manipulation, technical failure, legal or regulatory requirements, or other circumstances that materially affect the fair or lawful operation of the Promotion.

Any material change will be made subject to applicable law.

Bolt will take reasonable steps to minimise prejudice to participants resulting from any such change.

14. Prize Availability

The prizes are subject to availability and to the specific conditions applicable to each prize.

If a prize, or a material element of a prize, becomes unavailable for reasons outside Bolt's reasonable control, Bolt may, subject to applicable law, provide a prize of equivalent or greater value.

15. Liability

Nothing in these Terms excludes or limits any liability which cannot lawfully be excluded or limited.

Subject to the foregoing, Bolt is not responsible for loss resulting from circumstances outside its reasonable control or from a winner's failure to comply with the conditions applicable to a prize.

Participation in the Promotion does not affect any mandatory rights available to participants under applicable consumer law.

16. Governing Law

These Terms and the Promotion are governed by the laws of Malta.

17. Organiser and Contact

Organiser: Bolt Operations OÜ

Registry code: 14532901

Registered address: Vana-Lõuna tn 15, 10134 Tallinn, Estonia

Campaign contact: clement.lecomte@bolt.eu

Questions relating to the Promotion, including prize administration and withdrawal of optional winner-publicity consent, may be submitted through: clement.lecomte@bolt.eu. The route for withdrawing publicity consent is specified in Section 11, and information about exercising privacy rights is provided in the Bolt Food Eater Privacy Notice referenced in Section 12.