

Date of entry into force of these General Terms and Conditions: 17.03.2025

General Terms and Conditions for Passengers in Hungary

These General Terms and Conditions set out the terms and conditions applying to and governing the usage of the Bolt Platform and Bolt App - technology connecting passengers with Transportation Service Providers and the drivers and helping them to move around cities more efficiently.

In order to use Bolt App You must agree to the terms and conditions that are set out below. By registering a Bolt user account or ordering the trip via call center, users acknowledge that they have read, understood and accepted these General Terms and Conditions.

1. Definitions

1.1. Bolt Hungary (also referred to as “we”, “our” or “us”) – Bolt HTX Kft, a licensed taxi dispatching company, incorporated and registered under the laws of Hungary, with the company number 25715196-2-41, registered office 1027 Budapest, Hungary, Kacska street 15-23..

1.2. Bolt HQ - Bolt Operations OÜ (Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia, Harju county 10135, Estonia) and its affiliates and cooperation partners.

1.3. Bolt Services – services that are provided to You, including provision and maintenance of Bolt App, Bolt Platform, In-App Payment, customer support, communication between the Transportation Service Provider/Driver and the Passenger, and other similar services.

1.4. Bolt App – a smartphone application for passengers to request and receive transportation services.

1.5. Bolt Platform – technology connecting passengers with transportation service providers to help them move around cities more efficiently.

1.6. Driver – the person possessing all necessary permits and using the Bolt Platform on behalf of the Transportation Service Provider for the provision of transportation services.

1.7. Passenger (also referred to as “You” or “Your”) – a person requesting transportation services by using Bolt App or via call center.

1.8. Fare – the fee a Passenger is obliged to pay the Transportation Service Provider for provision of the transportation services which shall amount to the taxi tariff as imposed and/or applicable from time to time by the applicable law and based on the official taximeter (where required by law). It is the sole responsibility of the Transportation Service Provider to charge the Passenger the correct Fare as may be imposed by applicable laws.

1.9. In-App Payment – cards, carrier billing and other payment methods used by the Passenger via Bolt App to pay for transportation services.

1.10. Tip – a gratuity offered by the Passenger at his sole discretion in addition to the Fare paid.

1.11. Transportation Service Provider – the company/sole trader, possessing all necessary permits (including, but not limited to, taxi licenses) and providing transportation services and, if applicable, other services governed by separate terms via the Bolt Platform.

2. Using the Bolt App or ordering via call centre

2.1. Bolt Hungary, being a licensed taxi dispatching company, provides a dispatching service through Bolt App or via call center that enables mediation of the requests for transportation services between Passengers and Transportation Service Providers. Transportation services are provided exclusively by Transportation Service Providers under a contract (with You) for the carriage of passengers. Transportation Service Providers and the Drivers acting on their behalf (if applicable) provide transportation services on an independent basis as economic and

professional service providers. Neither Bolt Hungary nor Bolt HQ provides transportation services or bears any responsibility for the fulfilment of the contract entered into between the Passenger (You) and the Transportation Service Provider. Disputes arising from consumer rights, legal obligations or from law applicable to the provision of transportation services will be resolved between You and Transportation Service Providers or the Drivers acting on their behalf as the case may be.

2.2. Data regarding the Transportation Service Providers and the Drivers acting on their behalf (if applicable) and their transportation service is available in the Bolt App and summaries for rides are sent to the email address listed in Passenger's profile. If the Passenger or a person using services on Passenger's behalf requires an invoice, it must be requested at the end of the respective ride directly from the Driver.

2.3. The Passenger (You) enters into a contract with the Transportation Service Provider for the provision of transportation services upon the acceptance of the request for the ride by the Transportation Service Provider. Depending on the payment options supported for a given location of the ride, You can choose whether to pay directly the Transportation Service Provider for the transportation service (in cash or via the POS terminal) or use In-App Payment. Charges will be inclusive of applicable taxes where required by law. Charges may include, without limitation, other applicable fees, tolls, and/or surcharges including booking fee or cancellation fee, municipal tolls, airport surcharges, or processing fees for split payments as per applicable laws. If You wish, You may also choose to pay a Tip to the Transportation Service Provider directly or via the use of In-App Payment. We may limit the maximum value of a Tip at our sole discretion.

2.4. The use of Bolt App requires the installation of the mobile application, the registration of a Bolt user account and the acceptance of these General Terms and Conditions. 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 us within seven (7) days so that we can anonymize Your account data. If You do not notify us about any change to Your mobile number, Your mobile operator may assign your previous mobile number to another person who may later access Your data when using Bolt App. In the event that You are aware that Your mobile number has been issued to another person, You have the right to request the deletion of Your Bolt user account.

2.5. 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 neither Bolt Hungary nor Bolt HQ is liable for any losses in connection with Your use of such a modified mobile device and that neither Bolt Hungary nor Bolt HQ has any obligation to support the use of such a device.

2.6. You may not, and may not allow any other person 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.

2.7. You must be at least 18 years old to obtain access to the Bolt App, including to accept these General Terms and Conditions. In addition, You must ensure that the persons using transportation services via the Bolt App on Your behalf are at least 18 years old. The Transportation Service Provider is entitled or required by applicable law to refuse to provide the transportation service to the Passenger or any other person using services on Passenger's behalf that is unable to prove that he or she is at least 18 years old.

2.8. To ensure the safety on the Bolt Platform, the passengers are not allowed to carry Prohibited Items while using the Bolt App, unless otherwise stated in the applicable laws. The Transportation Service Provider may refuse the provision of transportation services to the

unauthorized possessor of the Prohibited Items. The provision of Bolt Services to the Passenger or any individual for whom the Passenger has placed an order may be discontinued at any time if the order does not comply with the prohibition referred to in this section and applicable laws. Additionally, any unauthorized use of the Prohibited Items may be reported to the authorities.

The Prohibited Items include, among other things:

2.8.1. firearms and their parts, ammunition, melee weapons, and other items specially designed for attack and defense (e.g. knuckles, stilettos);

2.8.2. 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;

2.8.3. drugs and other psychotropic substances which are subject to special control in accordance with the legislation;

2.8.4. 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.

2.9. If any of the activities the Passenger pursues via the Bolt Platform or if any of the information the Passenger provides to Bolt Hungary, Bolt HQ and/or Bolt Platform is deemed to be illegal content under applicable laws or otherwise contravenes these General Terms and Conditions, appropriate actions may be taken, including the right to:

2.9.1. remove, disable access, or demote such content,

2.9.2. suspend, terminate, or restrict any monetary payment due to You,

2.9.3. suspend or terminate the Bolt Service in whole or in part, and

2.9.4. suspend or close Your Bolt user account.

3. Promotional Codes

3.1. Bolt Hungary may send You promotional codes on a per-promotion basis. No discounts on the Fares are granted. Promotional code can be applied towards payment on completion of a ride or other features or benefits related to the transportation service and/or a third party's service and is subject to any additional terms that are established on a per promotional code basis. Expiration date of promotional code will be reflected in-app once You have applied the promotional code to Your account. By using the promotional codes, as made available from time to time, You authorize Bolt Hungary to fulfill, either partially or fully, your payment obligation to the Transportation Service Provider on Your behalf. However, the total Fare due to the Transportation Service Provider as determined by applicable law and in accordance with the taximeter, remains unchanged by the usage of promotional codes, including in the case of referrals.

3.2. If Your ride amount exceeds the promotional code allocated to Your ride, the balance will be automatically deducted from Your account's payment method. Similarly, a promotional code credit only applies on a per-ride basis and cannot be carried over to the next ride and, therefore, will be forfeited. Only one promotional code may be applied per ride.

3.3. Bolt Hungary reserves the right to cancel any promotional code at any time for any reason. This includes, but is not limited to, cases where promotional codes are deemed to have been used in an unlawful or fraudulent manner, issued mistakenly, and have expired.

4. In-app Payment

4.1. Depending on the payment options supported for the given location of the ride, You can pay for the transportation services with a card, mobile carrier billing, or other payment methods (e.g. Bolt Business, etc.) as and when available through Bolt App. By providing In-App Payment service, under authorisation from the Transportation Service Providers to mediate the

conclusion of contracts between the Transportation Service Provider and the Passenger, the payments from the Passenger are accepted and forwarded to the Transportation Service Provider. Your obligation to the Transportation Service Provider will be fulfilled when the payment order is given to transfer funds to the dedicated bank account. You, as a Passenger are responsible for making the payment and ensuring that sufficient funds are available.

4.2. You may choose to pay a Tip to the Transportation Service Provider using the In-App Payment service. The Tip can be paid via the In-App Payment by means made available to You for that purpose. You will not be charged a commission for the brokerage of the Tip and the Tip will be transferred to the Transportation Service Provider in full amount, excluding any taxes, if applicable. The Tip may be withheld, 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 General Terms and Conditions.

4.3. When making payments by In-App Payment, Your payments are received and forwarded to the Transportation Service Provider. You may be asked for additional data to verify the payment method.

4.4. When making payments by In-App Payment for transportation services, neither Bolt Hungary nor Bolt HQ is 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 In-App Payment. Neither Bolt Hungary nor Bolt HQ is responsible for any such fees and disclaims any and 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 such terms and conditions before using Your payment method.

4.5. The Passenger will receive support for any issues related to functioning of In-App Payment. The resolution of disputes related to In-App Payment is also handled through our customer support. For payment assistance please contact: hungary@bolt.eu. We will endeavor to respond to inquiries submitted by email or Bolt App as promptly as possible, typically within one business day. In-App Payment related complaints and applications will be processed within two business days. Notwithstanding the processing periods specified herein, neither Bolt Hungary nor Bolt HQ shall be held liable for any delays in the actual processing of your complaint.

4.6. Upfront Fare. You may be offered to use a ride option that allows You to agree to a fixed Fare for a given instance of transportation service provided by the Transportation Service Provider (i.e. Upfront Fare), if applicable by the law. Upfront Fare is communicated to You via Bolt App before the ride is requested. Upfront Fare shall not be applied if You change the destination during the ride, the ride takes materially longer than estimated due to traffic or other factors, or when other unexpected circumstances impact the characteristics of the ride materially (e.g. a route is used where tolls apply).

4.7. Fare estimate. An estimation of the Fare is calculated and communicated via the Bolt Apps to the Passenger before the ride is requested by her/him/them. The final Fare is calculated based on the official taximeter.

4.8. Pre-authorisation. The pre-authorisation charge (the maximum amount of Fare estimate) is a temporary card verification hold to make sure the payment card you're using for your Bolt account is valid. It is not deducted from your bank account, but reserved for a short period of time and then reversed by the card-issuing bank.

4.9. By accepting these General Terms and Conditions You represent and warrant that You have carefully studied, understand and agree to be bound by Bolt Balance Terms and Conditions.

4.10. When making a payment using the Bolt Business payment method, the fee for services (including waiting time, tolls, and/or surcharges including a booking fee, municipal tolls, airport surcharges, processing fees for split payments, cancellation fees) shall be paid by the third party who has enabled the Bolt Business payment method for You. For all other applicable fees such as damages, penalties, or other fees as provided in these General Terms and Conditions, You and such a third party remain jointly and severally liable, meaning You or the third party may be charged with such fees or both partially. Such a third party shall have the same rights as You have under these General Terms and Conditions with regards to being charged the applicable fees: the invoice or receipt for services shall be issued to the third party along with any refund (as applicable), the third party can raise complaints and request information in relation to the fees charged and services used under the Bolt Business payment method.

5. Ordering and cancelling transportation services

5.1. If You order a transportation service and the Transportation Service Provider has agreed to undertake the work then the transportation service is considered to be ordered.

5.2. Once a Transportation Service Provider or a Driver acting on their behalf (if applicable) confirms that he/she will complete Your ride, You will enter into a separate agreement with the Transportation Service Provider for the provision of transportation services on such terms and conditions as You agree with the Transportation Service Provider. Neither Bolt Hungary nor Bolt HQ provides transportation services or is a party to Your agreement with the relevant Transportation Service Provider.

5.3. Cancellation of ordered transportation service occurs when the Transportation Service Provider or the Driver acting on their behalf (if applicable) has accepted Your request and You subsequently reject, cancel or refuse the transportation service. If the transportation service request is cancelled after a certain time period You will be required to pay a cancellation fee in the amount specified in the Bolt App at the time of the request..

5.4. If You cancel a transportation service request on multiple successive instances within 24-hours Your Bolt user account may be temporarily blocked for a warning. After multiple such warnings, Your Bolt user account may be suspended for a longer period (e.g. 6 months). After that period You may ask to reactivate Your Bolt user account and Your application will be reviewed by us[.

5.5. When the Transportation Service Provider or the Driver acting on their behalf (if applicable) notifies the Passenger about the arrival of the vehicle to its destination and Passenger or people for whom the transport was ordered do not arrive at the vehicle within certain time period as specified in the Bolt App, the request will be deemed cancelled. Sometimes the Transportation Service Provider or the Driver acting on their behalf (if applicable) may decide to cancel Your request, please note that neither Bolt Hungary nor Bolt HQ is responsible for such situations.

5.6. Once the Transportation Service Provider or the Driver acting on their behalf (if applicable) arrives and sends You a notification that he/she has arrived, the Bolt App may begin charging Fare on a waiting time basis according to the rates specified in the Bolt App.

5.7. If You have requested transportation services using and cause damage to the Transportation Service Provider's vehicle or its furnishing (among else, by blemishing or staining the vehicle or causing the vehicle to stink), the Transportation Service Provider will have the right to require You to pay a penalty of HUF 30.000 and require compensation for any damages exceeding the penalty. Failure to pay the penalty and/or compensate for the damage may result in claims being pursued on behalf of the Transportation Service Provider..

5.8. To ensure a safe and reliable Bolt Platform for everyone, we may take actions against You, such as suspending You from using the Bolt Platform for 6 months, under the Marketplace

Conduct Guidelines for Passengers. By using Bolt App or ordering the ride via call center You confirm that You have read the Marketplace Conduct Guidelines for Passengers and agree to comply with them.

5.9. You may be suggested a certain category of ride in the Bolt App. The main criteria for the suggestions are price of the ride, estimated time of arrival of the vehicle and Your historical category selection behaviour. You are under no obligation to order the ride from the category suggested to You.

6. License to use Bolt App

6.1. As long as You comply with these General Terms and Conditions, You are granted a royalty-free, revocable, non-exclusive, right to access and use the Bolt App in accordance with these General Terms and Conditions, the Privacy Notice and the applicable app-store terms. You shall not transfer or sub-license the right to access and use the Bolt App. In the event that Your right to use Bolt App is cancelled, the corresponding non-exclusive license will also be cancelled.

7. Liability

7.1. As the Bolt App is an information technology service (a means of communication) between Passengers and Transportation Service Providers, neither Bolt Hungary nor Bolt HQ can guarantee or take any responsibility for the quality or the absence of defects in the provision of transportation services. Since the use of Bolt App for requesting transportation services depends on the behaviour of the Transportation Service Providers or the Drivers acting on their behalf (if applicable), neither Bolt Hungary nor Bolt HQ shall be held liable or guarantee that Your requests for the transportation services will always be accepted by Transportation Service Providers.

7.2. Bolt App is used as the means for organising the provision of transportation services.

7.3. The consumer's right to a refund is not applied to Bolt App orders. Requesting a refund from the Transportation Service Provider does not withdraw You from the agreement in the course of which the provision of the transportation service was ordered.

7.4. Bolt App is provided on an "as is" and "as available" basis. Neither Bolt Hungary nor Bolt HQ represents, warrants, or guarantees that access to Bolt App will be uninterrupted or error-free. In case of any faults in the software, Bolt HQ will endeavour to correct them as soon as possible, but please keep in mind that the functioning of Bolt App may be restricted due to occasional technical errors and no guarantee is provided that Bolt App will function at all times, for example, a public emergency may result in a service interruption.

7.5. Neither Bolt Hungary nor Bolt HQ or their representatives, directors, and employees are liable for any loss or damage that You may incur as a result of using Bolt App or relying on, the ride contracted for through Bolt App, including but not limited to:

7.5.1. any direct or indirect property damage or monetary loss;

7.5.2. loss of profit;

7.5.3. loss of business, contracts, contacts, goodwill, reputation, and any loss that may arise from interruption of the business;

7.5.4. loss or inaccuracy of data; and

7.5.5. any other type of loss or damage.

7.6. The financial liability of Bolt Hungary or Bolt HQ in connection with a breach of these General Terms and Conditions will be limited to HUF 20.000. You will have the right to claim damages only if Bolt Hungary or Bolt HQ has deliberately violated these General Terms and Conditions. Neither Bolt Hungary or Bolt HQ will be liable for (i) the actions or inactions of the

Transportation Service Provider or the Driver acting on their behalf (if applicable) or(ii) damages that the Transportation Service Provider or the Driver acting on their behalf (if applicable) causes to the passengers.

7.7. You agree to fully indemnify and hold Bolt Hungary and/or Bolt HQ, their affiliate companies, representatives, employees and directors harmless from any claims or losses (including liabilities, damages, costs and expenses of any nature) that they suffer as a result of Your use of Bolt App (including the rides You obtain through Your use of Bolt App).

7.8. Your use of Bolt App can be immediately terminated if You breach these General Terms and Conditions or if we consider it necessary to protect the integrity of Bolt Hungary and/or Bolt HQ or the safety of Transportation Service Providers or Drivers acting on their behalf (if applicable).

7.9. If You wish to submit any notice or complaint, or require support services, please submit it in the Bolt App or contact: hungary@bolt.eu. We will use our best endeavours to respond to inquiries or resolve complaints within two business days. We are entitled to suspend, for a reasonable period of time and after having issued a prior warning, the processing of notices and complaints submitted by Passengers that frequently submit notices or complaints that are manifestly unfounded. While assessing the circumstances for the suspension, the following is considered:

7.9.1. the absolute numbers of items of manifestly illegal content or manifestly unfounded notices or complaints, submitted within a month;

7.9.2. the relative proportion of notices and complaints in relation to the total number of items of information provided or notices submitted within a month;

7.9.3. the gravity of the misuse of the notice action mechanisms; and

7.9.4. (if applicable) the intention of the complainant for submitting manifestly unfounded complaints.

8. Good practice using Bolt App

8.1. Any issues with defects or quality of the transportation services will be resolved in accordance with the rules and regulations of the Transportation Service Provider or, where applicable, the relevant public authority.

8.2. You may be asked to fill out a feedback form in the Bolt App. This enables us to offer suggestions to the Transportation Service Providers for improving the quality of their service.

8.3. We expect that You use Bolt App in good faith and be respectful of the Transportation Service Providers who offer their services through Bolt App, and the Drivers acting on their behalf (if applicable). In addition to any other rights we may have to take actions against You under these General Terms and Conditions and the Marketplace Conduct Guidelines for Passengers, we retain the right to close Your Bolt user account if You have violated these General Terms and Conditions or if Your activities are malicious, i.e. withholding payment for the provision of the transportation service, fraud, being disrespectful towards the Transportation Service Providers and the Drivers acting on their behalf (if applicable), etc. In these cases, Your Bolt user account may be revoked without prior notice.

8.4. Bolt Hungary will make every effort to ensure that only Transportation Service Providers and Drivers, who have integrity and are respectful of their profession and passengers, use the Bolt App. However, we are not in a position to guarantee that every Transportation Service Provider or Driver, available in Bolt App, satisfies the aforementioned criteria and the requirement applicable by the law, at all times. If You experience objectionable transportation service, please notify the Transportation Service Provider or the Driver acting on their behalf (if applicable) responsible for the service, a supervisory authority, or our customer support. (N.B.:

Please note that our call centre only dispatches rides but does not serve as customer support. You can reach our customer support directly in the Bolt App or via email).

8.5. To ensure the safety of the Bolt Platform for all users, the Passenger may be asked to verify his/her identity. If we are unable to verify the identity of the Passenger, Bolt Services may be suspended for the Passenger until the verification process is completed.

8.6. The Passenger acknowledges and agrees to assume full responsibility for any lost item. The Passenger may retrieve the lost items from Bolt Hungary's offices.

9. Data protection

By using the Bolt App, You acknowledge that Your personal data will be processed in accordance with the Privacy Notice available here.

10. Amendments to the General Terms and Conditions

If any substantial amendments are made to the General Terms and Conditions, then You will be notified by email or Bolt App notifications. If You continue using Bolt App, Bolt Services You will be deemed to accept the amendments.

11. Term and termination of using the Bolt App and Bolt Platform

11.1. These General Terms and Conditions come into effect upon your registration for a Bolt user account or by using the Bolt Services and remain valid until terminated by You or us in accordance with the provisions set forth herein. If You no longer agree to these General Terms and Conditions, any amendments made to them, or any changes or modifications to the Bolt App or Bolt Platform, you must immediately discontinue the use of Bolt Platform and uninstall the Bolt App. If you wish to delete your Bolt user account, you may do so free of charge by submitting a request in the Bolt App.

11.2. In the event that your Bolt user account is suspended or closed by us, or if you choose to close your Bolt user account, Bolt HQ reserves the right to delete your user content and any other information associated with your Bolt user account. Upon termination, you will lose any rights to access and use the Bolt Platform, including any rights to access your Bolt user content.

11.3. Termination of your Bolt user account and access to Bolt App and Bolt Platform does not relieve you of any outstanding obligations, including any payments due under these General Terms and Conditions.

12. Contact details of Bolt Hungary:

12.1. Registered address: 1027 Budapest, Hungary, Kacsá street 15-23;

12.2. Email: hungary@bolt.eu.

13. Contact details for regulating bodies:

13.1. Budapest City Government Office-Consumer Protection Inspectorate, Consumer Relations Office 1052 Budapest, Városház utca 7;

13.2. National Transport Authority 1066 Budapest, Teréz krt. 62. e-mail: office@nkh.gov.hu ; tel: +36 1 373 1400

13.3. BKK (Budapest Transport Center). Customer Service 1075 Budapest, Rumbach Sebestyén utca 19-21. e-mail: bkk@bkk.hu ; tel: +36 1 325 5255; +36 30 774 1000.

14. Final Provisions

14.1. These General Terms and Conditions do not limit or exclude any rights that Passenger may have under applicable laws. Passenger retains all statutory rights granted by law, even if

not expressly outlined in these General Terms and Conditions.

14.2. These General Terms and Conditions are governed by and construed and enforced in accordance with the laws of Hungary. If the respective dispute resulting from these General Terms and Conditions cannot be settled by the negotiations, then the dispute will be finally solved in the relevant Hungarian courts. If any provision of these General Terms and Conditions is held to be unenforceable, the parties will substitute for the affected provision an enforceable provision that approximates the intent and economic effect of the affected provision. The English version of these General Terms and Conditions shall prevail in case of any discrepancies or conflicts between translations.