

General Terms: Service Providers

Effective from: 00:00 on 23 February 2026

These Terms are split into three parts:

- Part 1 - General Platform Terms:

Full list of topics covered:

1. General Platform Glossary
2. Our relationship with you
3. How we can make changes to these Terms or the Bolt Platform
4. How to apply to use the Service Provider App
5. Your profile
6. Your content and intellectual property
7. Acceptable Use Policy
8. Our liability
9. When our relationship starts, how use of the Bolt Platform may be disabled and how our relationship can come to an end
10. Other important terms
11. Personal data

- Part 2 - Private Hire Terms:

Full list of topics covered:

12. Private Hire Glossary
13. Journeys: roles
14. Driver applications and commitments
15. How Drivers receive offers to fulfil Journeys
16. How Drivers can elect to fulfil or reject a Journey
17. Driver Score
18. Fares and Journey Fees
19. How payment will be made to you

- 20. Minimum Service Standards: Journeys
- 21. Bolt UK's obligations
- 22. Our liability
- 23. Support for the Driver App

- Part 3 - Taxi Terms:

Full list of topics covered:

- 24. Taxi Glossary
- 25. Journeys: roles
- 26. Driver applications and commitments
- 27. How you will receive offers to provide Journeys
- 28. How you can confirm or reject a Journey offer
- 29. Driver Score
- 30. Journeys, Fares and Booking Fees
- 31. How payment will be made to you
- 32. Minimum Service Standards: Journeys
- 33. Bolt UK's obligations
- 34. Our liability
- 35. Support for the Driver App

Part 1: General Platform Terms

1. General Platform Glossary

Throughout these Terms, some words and phrases are capitalised. This means that they have the defined meanings set out below:

- 1.1. "Acceptable Use Policy" means those terms which Service Providers must comply with when using the Bolt Platform in accordance with Section 7.
- 1.2. "Bolt Parties" means Bolt UK, its group companies, licensors and any entity that is directly or indirectly under the control of Bolt UK or its employees and a "Bolt Party" means any of these.

- 1.3. "Bolt Platform" means the platform provided by Bolt UK on which Service Providers can provide Services to Customers and/or to Bolt UK, depending what the Services are.
- 1.4. "Bolt UK" (also "we", "our" or "us") means Bolt Services UK Limited (a limited company incorporated and registered in the United Kingdom with company number 11063356, having its registered office at Leather Market, Unit J, Taper Studios, 175 Long Lane, London, SE1 4GT).
- 1.5. "Child Safety Policy" means Bolt UK's policy for the safeguarding of children available [here](#).
- 1.6. "Customers" means those members of the public who request Services through the Bolt Platform.
- 1.7. "Fraud Policy" means Bolt UK's policy for the prevention of fraud available [here](#).
- 1.8. "General Platform Terms" means terms and conditions set out in Part 1 of these Terms.
- 1.9. "Minimum Service Standards" means those service level standards required to be met by Service Providers as set out in Section 20 and Section 32 of these Terms.
- 1.10. "Modern Slavery Notice" means Bolt UK's modern slavery policy available [here](#).
- 1.11. "Policies" means any policies provided in these Terms including the Acceptable Use Policy (as outlined in Section 7), Child Safety Policy, Fraud Policy, Modern Slavery Notice and Privacy Notice (each being a "Policy").
- 1.12. "Price Review" means a feature in the Service Provider App allowing you to request Bolt to review Journey Fee or Service Payment, as the case may be, due to you.
- 1.13. "Privacy Notice" means the privacy policy available [here](#).

- 1.14. "Private Hire Terms" means terms and conditions set out in Part 2 of these Terms.
- 1.15. "Prohibited Items" means items listed in Section 20 and 32 of these Terms that are not allowed to be in the vehicle during Journeys unless stated otherwise in applicable laws.
- 1.16. "Service Provider" means Bolt Platform users who access the Bolt Platform to provide Services as described in these Terms.
- 1.17. "Service Provider App" means any Bolt UK application enabling Service Providers to access and provide the relevant Services on the Bolt Platform.
- 1.18. "Services" means those services offered via the Bolt Platform.
- 1.19. "Taxi Terms" means terms and conditions set out in Part 3 of these Terms.
- 1.20. "Terms" means the entirety of these terms and conditions entitled 'General Terms: Service Providers' together with any addendums forming an integral part of these Terms.
- 1.21. "User App" means any Bolt UK application enabling Customers to request and receive Services on the Bolt Platform.
- 1.22. "User Content" means any text, images, or other information that you provide to Bolt UK while using the Bolt Platform.
- 1.23. "VAT" means value added tax.
- 1.24. "Website" means Bolt.eu.
- 1.25. "you" means the party entering into these Terms with us.

2. Our relationship with you

2.1. These Terms apply between you and Bolt UK when:

- 2.1.1. you are an individual or entity that has registered on Bolt Platform to provide transportation services to Customers on behalf of Bolt UK as an independent contractor or independent business as set out in the Private Hire Terms; or
- 2.1.2. you are a driver that has registered on Bolt Platform to provide taxi services to Customers directly and on your own behalf as set out in the Taxi Terms.

2.2. These Terms take effect when you submit your application to register on Bolt Platform and will apply until you or Bolt UK terminate them in accordance with these Terms.

2.3. Bolt UK agrees to provide access to the Bolt Platform to you free of charge, for use in accordance with these Terms.

3. How we can make changes to these Terms or the Bolt Platform

3.1. Bolt UK may make changes to these Terms or to the Bolt Platform, but we will let you know by email with a summary of the changes at least 15 days before these changes are made (except in those circumstances set out in Section 3.2 below). We may provide longer notice where: (a) entire features of the Bolt Platform that are relevant to you are removed or added (for example, relating to the core Bolt Platform functionality); or (b) where you may need to adapt your services because of the change. If you are not happy with the changes, you can terminate your relationship with us before the changes are introduced.

3.2. We may make changes to the Terms and/or Bolt Platform immediately in limited circumstances where: (a) we need to make immediate changes to comply with laws or regulation; or (b) these changes are needed to deal with any unforeseen and imminent danger to the Bolt Platform, Consumers or Bolt Platform users, which could include, for example, having to deal with or defend the Bolt Platform, Consumers or Bolt Platform users from fraud, malware, spam, data breaches or

other cybersecurity risks. Changes can also be made immediately if you consent to these.

- 3.3. Bolt UK may offer you access to additional beta features on the Bolt Platform for a limited period from time to time. Additional terms and conditions will apply. You can access them [here](#). You can unenroll from being offered these additional beta features at any time.

4. How to apply to use the Service Provider App

- 4.1. Before downloading the Service Provider App you must apply to register on Bolt Platform. As part of the registration process, you will need to supply Bolt UK with information about yourself as well as other information and documents requested by Bolt UK as part of the onboarding process.
- 4.2. You will be asked to confirm your email address (which may also be your username) and a password when registering. These details are personal to you and must not be made available to anybody else. The username and password are the methods used by Bolt UK to identify users of the Bolt Platform and so are very important.
- 4.3. By submitting your account application, you confirm that:
 - 4.3.1. you can legally enter into an agreement with Bolt UK to use the Bolt Platform;
 - 4.3.2. you have carefully studied, fully understand and agree to be bound by these Terms, including all the obligations imposed on you by these Terms;
 - 4.3.3. all the information presented to Bolt UK by you is, and will continue to be, accurate and complete;
 - 4.3.4. you will not use (or allow the use of) the Bolt Platform for unauthorised or illegal purposes or impair (or seek to impair) the proper operation of the Bolt Platform; and

- 4.3.5. you will not copy or distribute the Bolt Platform or other content from the Bolt Parties without prior written permission from Bolt UK.

5. Your Profile

- 5.1. Once you have satisfied any applicable Service specific preconditions Bolt UK will provide you with details on how to access the Bolt Platform.,
- 5.2. As long as you comply with these Terms, Bolt UK agrees to allow you to access and use the Bolt Platform in accordance with these Terms, the Policies and any applicable in-app terms and any other specific terms expressly referred to in these Terms or communicated to you by Bolt UK (which all form part of these Terms).
- 5.3. In order to use the Bolt Platform, you must access your personal account in the Service Provider App using your username and password and update your account information. You must keep your account profile up to date at all times.

6. Your content and intellectual property

- 6.1. You confirm that any User Content associated with your account will meet the requirements of the Acceptable Use Policy (which is explained in Section 7 below).
- 6.2. Bolt UK does not claim ownership in your User Content and ownership will remain with you (or the relevant third party owner). You grant us or shall procure the grant to us of all the rights we need on a worldwide and continuing basis (and without charge) to use, copy, distribute, change, publish, translate, license, sub-license, and exploit the User Content anywhere in the world and in any form for the purposes of providing the Bolt Platform.
- 6.3. You should not include any content owned by a third party in your User Content, unless you have permission to grant the same rights to Bolt UK as set out in Section 6.2 above.

- 6.4. Bolt UK can monitor User Content and reject, refuse or delete any User Content where Bolt UK considers that it breaches the Acceptable Use Policy, however Bolt UK is not responsible for any such content in any way.
- 6.5. You are responsible for all information in connection with your account on the Bolt Platform at all times. If you suspect that a user name or password associated with your account has been copied or stolen, you must notify Bolt UK immediately.
- 6.6. All intellectual property rights in the Bolt Platform, its content and any related documentation existing anywhere in the world belong to Bolt UK or its licensors and must not be copied, distributed, uploaded or republished in any way without Bolt UK's prior written consent.

7. Acceptable Use Policy

- 7.1. This Section describes the Acceptable Use Policy and applies to any Service Provider.
- 7.2. You must not and you must ensure that all other Service Providers using the Bolt Platform in association with your account must not:
 - 7.2.1. tamper with any security related features;
 - 7.2.2. use the Bolt Platform if Bolt UK has temporarily restricted access or stopped Service Providers from using it;
 - 7.2.3. modify, interfere with, disrupt or hack the Bolt Platform, including introducing any software viruses or use the Bolt Platform to commit any fraud against Customers, the Bolt Parties or any third-parties (like credit card issuer, holder, etc.);
 - 7.2.4. collect any data from the Bolt Platform other than in accordance with these Terms;

- 7.2.5. submit or contribute any User Content that contains nudity or violence or is abusive, threatening, obscene, misleading, untrue or offensive;
- 7.2.6. submit or contribute any User Content that Service Providers do not own or have the right to use or otherwise infringe the copyright, trademark or other rights of third parties;
- 7.2.7. submit or contribute any information or commentary about another person without that person's permission;
- 7.2.8. cause or allow a breach of any Policy;
- 7.2.9. threaten, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety or be likely to harass, embarrass, or alarm any Customers or other persons;
- 7.2.10. extract, or try to extract, any data from the Bolt Platform for your own purposes;
- 7.2.11. 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.
- 7.3. Rooting, jailbreaking or modifying the mobile device at a hardware or operating system level in any manner which is against the manufacturer's instructions makes the device susceptible to mobile threats. You acknowledge that we are not liable for any losses in connection with the use of such a modified mobile device, and that we have no obligation to support the use of such a device.
- 7.4. Not complying with the Acceptable Use Policy is a serious breach of these Terms and will entitle Bolt UK to take any of the following actions (with or without notice, subject always to Section 9):
 - 7.4.1. immediate, temporary or permanent withdrawal of your right to use the Bolt Platform;

- 7.4.2. immediate, temporary or permanent removal of any User Content;
- 7.4.3. issuing a notification to you;
- 7.4.4. legal action against you, including proceedings for reimbursement of all costs (including, but not limited to, reasonable administrative and legal costs) resulting from the breach;
- 7.4.5. withholding or permanently denying any payments payable to you as a result of prohibited behaviour that does not comply with the Fraud Policy. In these circumstances, your right to appeal such a decision is set out in the Fraud Policy; or
- 7.4.6. disclosure of such information to any law enforcement and regulatory authorities as Bolt UK reasonably feels is necessary, or as is otherwise required by law or regulation.
- 7.5. The actions described in Section 7.4 are not limited, and Bolt UK may take any other action it reasonably considers appropriate.

8. Our liability

- 8.1. The Bolt Platform, its content and functionality, are provided to Service Providers on an “as is” and “as available” basis, and, to the extent permitted by law, each Bolt Party makes no promises, whether express or implied, with respect to the Bolt Platform, its content or functionality.
- 8.2. The Bolt Parties do not make any promise that access to the Bolt Platform will be uninterrupted or error free. To the extent permitted by law, none of the Bolt Parties are liable for the proper functioning of the Bolt Platform or any loss or damage that may occur as a result of use of the Bolt Platform.
- 8.3. Except as set out in Section 8.4 of these Terms and to the extent permitted by law, none of the Bolt Parties are liable for any loss or damage incurred under or in

connection with these Terms or as a result of using the Bolt Platform, including but not limited to any:

- 8.3.1. direct or indirect:
 - 8.3.1.1. property damage or monetary loss;
 - 8.3.1.2. loss of profit, business or revenue;
 - 8.3.1.3. loss of contracts, contacts, goodwill, reputation, anticipated savings and any loss that may arise from interruption or use of the Bolt Platform;
 - 8.3.1.4. loss, damage to or inaccuracy of data; and
- 8.3.2. any other type of indirect or consequential loss or damage (for example, losses which could not have been reasonably foreseen at the beginning of our relationship).
- 8.4. The Bolt Parties shall not have any liability in relation to the Services other than as is expressly set out in these Terms. All limitations and exclusions of liability set out in these Terms will apply to the fullest extent permitted by law. However, nothing set out in these Terms shall limit or exclude Bolt UK's liability in relation to:
 - 8.4.1. death or personal injury arising as a result of Bolt UK's negligence;
 - 8.4.2. fraud on the part of Bolt UK; or
 - 8.4.3. any other liability that cannot be excluded or limited by law.
- 8.5. Bolt UK will try to prevent unwelcomed Customers from using the Bolt Platform through the Customer ratings system and other means. However, except as set out in these Terms, the Bolt Parties are not liable for the actions or non-actions of Customers or anybody associated with them using the Bolt Platform and/or

when any Services are provided. The Bolt Parties shall not be liable for any loss or damage that may occur as a result of actions or non-actions of the Customers or anybody associated with them at any time. This Section 8.5 does not affect any additional rights Service Providers may have in connection with loss or damage caused by Customers or anyone associated with them.

- 8.6. You are fully responsible and liable for any breach by you of these Terms or the law whether caused or allowed by you or, where applicable, another Service Provider associated with your account, except where caused by Bolt UK's negligence, fraud, failure of the Bolt Platform or where compliance with these Terms would result in a breach of applicable law or regulation. If any Bolt Party or any authority notifies you of a breach of these Terms or any law by you, you must immediately stop breaching activity and remedy such breach.
- 8.7. You agree to fully reimburse the Bolt Parties for any claims or losses that they suffer as a result of use of the Bolt Platform and provision of Services in association with your account, including those claims or losses which result from:
 - 8.7.1. your breach of these Terms or the specific documents and Policies mentioned in these Terms, whether caused or allowed by you or, where applicable, another Service Provider associated with your account;
 - 8.7.2. violation of any law or the rights of a third party, including, without limitation, Customers, whether caused or allowed by you or, where applicable, another Service Provider associated with your account;
 - 8.7.3. any allegation that any materials submitted to Bolt UK or transmitted through the Bolt Platform in association with your account infringe or otherwise violate the rights (including intellectual property rights) of any third party;
 - 8.7.4. any ownership, use or operation of a motor vehicle or passenger vehicle; and/or
 - 8.7.5. any other activities in connection with the provision of Services or use of the Bolt Platform in association with your account, except where caused by Bolt UK's

negligence, fraud, failure of the Bolt Platform or where compliance with these Terms would result in a breach of applicable law or regulation.

9. When our relationship starts, how use of the Bolt Platform may be disabled and how our relationship can come to an end
 - 9.1. These Terms take effect when you submit your application to register on Bolt Platform and will apply until you or Bolt UK terminate them in accordance with these Terms.
 - 9.2. You may terminate your relationship with Bolt UK at any time by giving Bolt UK notice in writing. Upon termination, the right to access and use the Bolt Platform will automatically end and you must immediately stop using the Bolt Platform.
 - 9.3. Bolt UK is entitled to temporarily suspend or restrict use of, or access to, all or any part of the Bolt Platform:
 - 9.3.1. if Bolt UK considers that this might be required in order to ensure the normal ongoing business operation of the Bolt Platform or any part of the Service;
 - 9.3.2. to deal with technical problems or make technical changes and upgrades;
 - 9.3.3. to update the Bolt Platform to reflect changes in relevant laws and regulatory requirements;
 - 9.3.4. where the Bolt Platform is used by or in association with your account in such a way that the Acceptable Use Policy has not been followed, the applicable Minimum Service Standards have not been met, or where any unlawful or criminal act has been committed; or
 - 9.3.5. where Bolt UK is conducting an investigation into use of the Bolt Platform by you or in association with your account pursuant to its legal or regulatory requirements and/or obligations.

- 9.4. Bolt UK will try to contact you in advance to inform you that it will be temporarily restricting or disabling access to the Bolt Platform by or in association with your account, unless there is an urgent problem, an emergency, or some other appropriate reason such as:
 - 9.4.1. a health and safety concern;
 - 9.4.2. a serious or repeated breach of the Terms including the Acceptable Use Policy and applicable Minimum Platform Service Standards; or
 - 9.4.3. we are unable or are advised not to do so for regulatory or legal reasons.
- 9.5. While access is restricted or suspended, where available, Service Providers will be able to access historic details relating to the Services which they have provided through the Service Provider App.
- 9.6. Bolt UK can terminate its relationship with you in its entirety, or in respect of a specific Service and remove your access or any access in association with your account to all or any part of the Bolt Platform (including preventing you from registering a new account) by giving you at least 30 days' notice together with Bolt UK's reasons for doing so. Such reasons may include (without limitation):
 - 9.6.1. Bolt UK considers that this might be required in order to ensure the normal ongoing business operation of the Bolt Platform or any part of the Service;
 - 9.6.2. you are in of breach of these Terms;
 - 9.6.3. in certain circumstances, if you or, where relevant, any Service Provider accessing the Bolt Platform in association with your account is in breach of any applicable laws or regulations (except where Section 9.7 applies);
 - 9.6.4. Bolt UK considers this necessary to protect its reputation and/or the Bolt Platform; or

9.6.5. changes to the Bolt Platform have meant that you are no longer in a position to provide Services on the Bolt Platform.

9.7. Where Bolt UK gives you notice in accordance with Section 9.6, you will be provided with a statement of reasons for the termination save where we are unable or are advised not to do so for regulatory or legal reasons. In any case, you will have an opportunity to register a complaint with Bolt UK as set out in Section 10.1. If following review, the termination is considered to be wrongful, access to the Bolt Platform can be restored, which Bolt UK will confirm in writing.

9.8. Bolt UK can terminate its relationship with you in its entirety or in respect of a specific Service immediately by communicating this to you in writing if:

9.8.1. a new law, regulation or obligation comes into force (or similar circumstances beyond our control) which means we have to terminate our provision of all or part of the Bolt Platform immediately or on less than 30 days' notice; and/or

9.8.2. we exercise any right we have under applicable law to terminate the relationship; and/or

9.8.3. there is a repeated, serious and/or material breach of these Terms (whether caused or allowed by you or, where applicable, another Service Provider associated with your account) including, without limitation, any breach of law and/or regulation.

9.9. On termination of these Terms in respect of the entire Bolt Platform relationship with you, you and other Service Providers accessing the Bolt Platform in association with your account will no longer have the right to access the Bolt Platform. On termination of these Terms so far as they apply to a specific Service, you and other Service Providers accessing the Bolt Platform in association with your account will no longer have the right to access any part(s) of the Bolt Platform relating to that Service. Sections 6.6, 8, 10, 11, 22, and 34 of these Terms will continue to apply, even if all or part of our relationship has been terminated.

10. Other important terms

- 10.1. If you have any questions or complaints about the Bolt Platform, please contact us and provide us with as full a description of the issue as you can. We will endeavour to respond to your complaint within 45 days. Our full complaints procedure can be found [here](#). If we are not able to resolve your complaint informally, the issue may be referred for mediation in accordance with this procedure.
- 10.2. Any dispute or claim arising out of or in connection with these Terms between us or its subject matter or formation (including non-contractual disputes or claims) will be governed by and construed and enforced in accordance with the laws of England and Wales and the courts of England and Wales will have non-exclusive jurisdiction to settle any such dispute or claim.
- 10.3. You agree that Bolt UK can transfer (e.g. by way of assignment or novation) any of its rights and/or obligations arising under these Terms to any Bolt Party.
- 10.4. Any notice required to be given to you by Bolt UK will be delivered to the email address associated with your account, sent by registered mail to the address associated with your account, or sent via the Service Provider App. Any notice required to be given by you to Bolt UK should be delivered using the Service Provider App, registered mail to Bolt UK's registered office or by email to the relevant email address on the Website.
- 10.5. If any provision of these Terms is held to be unenforceable, the parties shall substitute the affected provision with an enforceable provision that approximates the intent and economic effect of the affected provision. The failure or delay by either party to enforce any term of the Terms shall not be deemed a waiver of such term.
- 10.6. These Terms are between you and Bolt UK. No other person will have any rights to enforce any of its terms. None of us will need to get the agreement of any other party in order to end the relationship or make any changes to these Terms.

11. Personal data

- 11.1. How we can use your personal data

11.1.1. In this Section 11, “UK GDPR” means the UK General Data Protection Regulation as defined by Section 3(1) of the Data Protection Act 2018, and references to “personal data”, “process”, “processor”, “processing” and “controller” shall have the same meaning as defined in the UK GDPR.

11.1.2. By using the Bolt Platform, you acknowledge that your personal data, and the personal data of any other Service Provider associated with your account, will be processed in accordance with the Privacy Notice available [here](#) which sets out details on how Bolt UK collects, stores, discloses and processes your personal data.

11.1.3. Unless we expressly permit you to do so otherwise, Service Providers shall only collect, record, store, grant access, use or cross-use the personal data provided by Customers or made accessible by the Bolt Platform for the purposes of fulfilling Services in accordance with these Terms, always in accordance with applicable data protection laws and regulations.

11.1.4. Unless a communication is initiated at a Customer’s direct request, or we expressly permit you to do so otherwise, Service Providers shall only contact Customers for the purpose of fulfilling Services in accordance with these Terms, always in accordance with applicable data protection laws and regulations. Bolt UK can monitor Service Provider and Customer communications and intercept these, in accordance with the Privacy Notice.

11.2. You as processor of Customer personal data

11.2.1. In relation to any personal data of Customers that you process, Bolt UK is the data controller of such personal data and you are the data processor, and any other Service Provider associated with your account is your sub-processor. As such, you agree that you as processor, and that you will ensure any other Service Provider associated with your account as your sub-processor, will:

11.2.1.1. process the personal data only on documented instructions from Bolt UK, including with regard to transfers of personal data to a third country or an international organisation, unless required to do so by law to which you are subject; in such a case, you shall inform Bolt UK of that legal requirement

before processing, unless that law prohibits such information on important grounds of public interest;

11.2.1.2. ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;

11.2.1.3. take all measures required pursuant to Article 32 of the UK GDPR;

11.2.1.4. taking into account the nature of the processing, assist Bolt UK by appropriate technical and organisational measures, insofar as this is possible, with the fulfilment of Bolt UK's obligation to respond to requests for exercising the data subject's rights laid down in Chapter III of the UK GDPR;

11.2.1.5. assist Bolt UK in ensuring compliance with the obligations pursuant to Articles 32 to 36 of the UK GDPR taking into account the nature of processing and the information available to the processor;

11.2.1.6. at the choice of Bolt UK, delete or return all the personal data to Bolt UK after the end of the provision of services relating to processing, and delete existing copies unless United Kingdom law requires storage of the personal data; and

11.2.1.7. make available to Bolt UK all information necessary to demonstrate compliance with the obligations laid down in Article 28 of the UK GDPR and allow for and contribute to audits, including inspections, conducted by Bolt UK or another auditor mandated by Bolt UK.

11.3. You as controller of personal data relating to any other Service Provider associated with your account

11.3.1. In relation to any personal data you may process relating to any other Service Provider associated with your account you are an independent data controller and you warrant that you comply with any and all privacy obligations under the UK GDPR and related legislation including without limitation explaining to any such Service Provider how and why you process their personal data. Please also

note Bolt UK is an independent controller of some personal data relating to such a Service Provider but will comply with its own obligations accordingly, without reference to you.

Part 2: Private Hire Terms

This Part 2 sets out additional terms that will apply to you when you are a Service Provider accessing the Bolt Platform to provide transportation services to passengers on behalf of Bolt UK. To provide this Service, you must agree to these Private Hire Terms.

Some of the Private Hire Terms will only apply during certain activities, for example when Drivers are online on the Driver App or when fulfilling Journeys and this will be set out at the top of the relevant Section. All other Private Hire Terms will apply at all times.

Unless otherwise defined in Section 12 below, capitalised terms shall have the meanings ascribed to them in Section 1 (General Platform Glossary) of these Terms. If there is any inconsistency between the General Platform Terms and the Private Hire Terms, the Private Hire Terms will prevail.

12. Private Hire Glossary

Throughout these Private Hire Terms some additional words and phrases are capitalised and have the defined meanings set out below:

- 12.1. "Bolt Boost" means the scheme for additional supplemental payments made available by Bolt to Service Providers that are individuals. Please see [our overview web page](#) for further details or contact our support team. Please note that additional terms and conditions for Bolt Boost apply as are available on [our website](#).
- 12.2. "Cancellation Fee" means the fee which Bolt UK will pay to a Service Provider if a Passenger cancels a Journey after the Driver has agreed to fulfil it.

- 12.3. "Driver" means a properly licensed driver who is authorised to transport a Passenger for a Journey on our behalf in accordance with these Private Hire Terms, which includes you (if you are an individual) and other properly licensed drivers who are associated with your account (where applicable).
- 12.4. "Driver App" means the Service Provider App for Journey services.
- 12.5. "Driver Score" means the score allocated to Drivers based on their level of service and interactions with the Bolt Platform as displayed by the Driver App.
- 12.6. "Dynamic Pricing" means the pricing for the Journey Fee identified by the Bolt Platform for the fulfilment of Journeys on our behalf.
- 12.7. "Early Cashout" means the expedited processing of sums due to you in accordance with Section 19 below.
- 12.8. "Fare" means a fare collected by Bolt UK from Passengers in respect of Journeys.
- 12.9. "Journey" means the private hire transportation service provided to Passengers pursuant to these Private Hire Terms.
- 12.10. "Journey Fee" means the fee paid by Bolt UK to you for the fulfilment of a Journey indicated on the Driver App.
- 12.11. "Minimum Expected Journey Fee" means the pricing for the Journey Fee set by you for the fulfilment of Journeys on our behalf.
- 12.12. "Operator Licences" means Bolt UK's operator licences for private hire services including:
- 12.12.1. Bolt UK's PHV Operators Licence number 010088, issued by Transport for London, in accordance with the Private Hire Vehicles (London) Act 1998; and

12.12.2. other operator licences issued by local authorities in accordance with the Local Government (Miscellaneous Provisions) Act 1976 or the Civic Government (Scotland) Act 1982, as applicable.

12.13. "Passenger" means a Customer requesting a Journey through the Bolt Platform.

13. Journeys: roles

13.1. Bolt UK accepts Journey booking requests from and provides private hire transportation services to Passengers. Bolt UK offers and accepts bookings for Journeys under its relevant Operator Licences where applicable. Nothing contained in these Private Hire Terms will be construed as, or have the effect of, any Driver offering or accepting bookings from Passengers pursuant to these Private Hire Terms other than on behalf of Bolt UK.

13.2. You shall act as our contractor to fulfil Journeys on our behalf at your absolute discretion. All Journeys associated with your account are to be fulfilled in accordance with these Terms.

13.3. A Driver is free to:

13.3.1. elect to fulfil or reject any offers to fulfil Journeys through the Driver App;

13.3.2. elect to fulfil or reject any offers to fulfil Journeys through the Driver App to persons under the age of 18 in accordance with the Child Safety Policy; and

13.3.3. provide passenger transport services independently from these Private Hire Terms, including using other software services whether competitive with Bolt UK or otherwise, in their absolute and sole discretion.

13.4. Bolt UK recognises that Drivers may use other software services, and any other lawful means, to provide services of any sort, including those relating to transportation, other than to Bolt UK, at all relevant times.

- 13.5. You are responsible for providing all equipment and cover any costs necessary to fulfil the Journeys associated with your account at your own expense. This includes relevant licences, the vehicle, fuel, electricity charging costs, tolls, appropriate insurance cover, internet enabled mobile devices and any depreciation of the vehicle.
- 13.6. If you are an individual, your engagement by Bolt UK as a Driver will be as a self-employed and independent contractor. You are solely responsible for any tax obligations (for example, income tax or national insurance contributions) that you incur as a result of fulfilling Journeys in association with your account.
- 13.7. To the maximum extent permitted by law, you shall reimburse the Bolt Parties for all tax liabilities, claims and penalties that they may incur as a result of your failure to comply with your tax obligations. If you have any concerns, please seek professional tax and accounting advice.

14. Driver applications and commitments

- 14.1. In respect of all applications to Bolt UK to register you (where you are an individual) or another individual as a Driver in association with your account, you confirm that you or the relevant individual (as applicable):
 - 14.1.1. has and will continue to have at all times all the necessary permits, licences, insurances, road tax and authorisations to fulfil the Journeys under these Private Hire Terms, including a valid right to work in the United Kingdom and holding a valid National Insurance Number;
 - 14.1.2. will fully comply with all conditions and requirements stipulated by any licence permitting the individual to fulfil Journeys; and
 - 14.1.3. will, at all times while fulfilling Journeys, have valid hire and reward insurance, liability insurance (if applicable) and any other insurance that is required by law for providing passenger transportation services.

- 14.2. The right of any individual to use the Bolt Platform as a Driver is personal to that individual. You must not allow any person to use a personal Driver account that does not belong to them.
- 14.3. Bolt UK recognises your freedom to engage other individuals licensed to provide private hire services to fulfil Journeys by associating them with your account as a Driver in accordance with these Private Hire Terms. However, this may not include any individual licensed to provide private hire services who has previously had their account terminated by Bolt UK for a repeated, serious or material breach of contract, or who has engaged in conduct which would have provided grounds for such termination had they been a direct party to these Terms. For further information on how to associate other individuals licensed to provide private hire services with your account please contact uk-association@bolt.eu.
- 14.4. When associating any other individuals licensed to provide private hire services with your account, you continue to bear full responsibility for ensuring that your obligations under these Terms are met. All acts and omissions of any individuals licensed to provide private hire services associated with your account will be treated as though those acts and/or omissions were your own. You must ensure that any individual licensed to provide private hire services associated with your account does not put you in breach of these Terms. You are wholly responsible for the remuneration of any such individuals licensed to provide private hire services associated with your account and the invoicing arrangements as set out in these Terms between you and Bolt UK will continue to apply.
- 14.5. You understand and agree that Bolt UK may provide information regarding Drivers, Journeys and accounts to law enforcement, tax authorities and regulatory agencies as Bolt UK deems it appropriate to do so in cooperation with investigations or otherwise, including as may be required by any Operator Licences.
- 14.6. After submitting the application to register on the Bolt Platform, you will be notified, for example, by email, with additional conditions that must be met in order for you and for any Driver in association with your account to use the Bolt Platform. These conditions shall include owning a GPS-supported mobile device, having the right to use a motor vehicle and satisfying such other checks as may be required for regulatory reasons.

- 14.7. Bolt UK will review applications and grant individuals access to the Driver App in the capacity of a Driver if they meet the necessary criteria including, but not limited to, any regulatory requirements to ensure proper operation of the Bolt Platform for Drivers and Passengers. For the avoidance of doubt, Bolt UK will have no right to reject any application made to associate an individual licensed to provide private hire services with your account where such individual meets the requirements contained in this Section 14 and any applicable regulatory and qualification requirements.
- 14.8. Bolt UK will use the Driver App to:
 - 14.8.1. communicate with Drivers in relation to possible Journeys they may or may not wish to agree to fulfil;
 - 14.8.2. remind Drivers of various road rules;
 - 14.8.3. send Drivers messages; and
 - 14.8.4. assist Drivers to restrict pick-up areas as per licence terms.
- 14.9. The Driver App is the only way in which Drivers:
 - 14.9.1. can elect to fulfil a Journey and record and process the Journeys performed through the Bolt Platform; and
 - 14.9.2. may contact a Passenger who is the receiver of the relevant Journey.
- 14.10. Bolt UK does not oblige Drivers to fulfil any Journeys nor use the Driver App to go online and receive offers to fulfil Journeys.
- 14.11. In order to ensure Driver and Passenger safety, Bolt UK may at its sole discretion limit a Driver's access to the Driver App where the Driver has been providing Journeys for long periods.

15. How Drivers receive offers to fulfil Journeys

This Section will only apply to a Driver online on the Driver App.

- 15.1. Bolt UK may offer or accept Journey bookings from Passengers. Once Bolt UK has accepted a request for a Journey booking from a Passenger, Bolt UK will then seek to offer fulfilment of this Journey on Bolt UK's behalf to Drivers online on the Driver App. Any offer of a Journey will not be exclusive to any Driver and the Journey may also be offered to other Drivers.
- 15.2. Bolt UK does not guarantee that any use of the Bolt Platform will result in Drivers associated with your account receiving offers to fulfil Journeys.
- 15.3. Bolt UK will seek to first offer the ability to fulfil the Journey to the Driver with the shortest estimated pick-up time, also taking into account Journey Fees for the most cost-effective Journeys and the category of vehicle selected by the Passenger. If the relevant Driver does not elect to fulfil the Journey within a set timeframe or declines the Journey for whatever reason, the Journey will then be offered to an alternative Driver based on the same criteria and the same provisions will then apply to such alternative Driver.
- 15.4. It will be up to Bolt UK to terminate an accepted booking for a Journey with a Passenger if it cannot successfully match a Driver to the relevant Journey.

16. How Drivers can elect to fulfil or reject a Journey

This Section will only apply to a Driver online on the Driver App.

- 16.1. When a Driver receives an offer from Bolt UK to fulfil a Journey in the Driver App, the Driver may elect to fulfil the Journey or decline the offer.
- 16.2. Information relevant to the fulfilment of the Journey will be provided to the Driver in the Driver App. Before starting a Journey, the Driver must verify that they are fulfilling the Journey to the Passenger shown in the Driver App or that the

Passenger has expressly confirmed that they allow the relevant individuals to be transported in accordance with their request for the Journey.

16.3. As part of the Bolt Platform, Passengers may provide feedback on Drivers and the Journeys in the form of ratings. These ratings may be made available to prospective Passengers as part of the User App. You should contact Bolt UK if you have any issues with such ratings. Bolt UK shall provide you with assistance on the Bolt Platform including steps to consider taking to help you maintain good Passenger feedback and ratings.

16.4. Drivers may fulfil a Journey by any reasonable route, and Bolt UK does not set any route restrictions. Please also refer to the Minimum Service Standards in respect of Journeys in Section 20.

17. Driver Score

17.1. Where the Driver Score feature is available, this Section 17 will apply.

17.2. A Driver Score may drop where the Driver does not comply with the Minimum Service Standards set out in Section 20. You can learn more about the Driver Score via the Driver App.

17.3. Driver Scores may be monitored by Bolt UK in order to ensure that you are complying with your obligations under these Terms and to preserve the integrity and maintain the operation of the Bolt Platform and Driver App for Passengers and other Drivers. You may be notified if a Driver Score associated with your account drops below a set threshold.

18. Fares and Journey Fees

18.1. Bolt UK will at all times be responsible for setting Fares which are agreed and are paid to Bolt UK by Passengers. You also agree that Bolt UK will collect on your behalf any tips that a Passenger unilaterally makes via the Bolt Platform for Journeys in association with your account.

- 18.2. Bolt UK will pay you a Journey Fee for each Journey completed in association with your account. All payments for Journeys take place via the Bolt Platform.
- 18.3. Sections 18.4 to 18.7 will only apply when a Driver is online on the Driver App and the relevant feature is available.
- 18.4. Bolt UK may offer you the ability to select your preferred means of calculating the Journey Fee as follows:
 - 18.4.1. Dynamic Pricing: identified by the Bolt Platform, taking into account the estimated journey time and distance, and any temporal, dynamic pricing variations; or
 - 18.4.2. Minimum Expected Journey Fee (where this feature is available): calculated based on relevant available rate elements, such as a per mile rate, which are variable by you.
- 18.5. When the Minimum Expected Journey Fee feature is unavailable, Dynamic Pricing will be used to determine the Journey Fee.
- 18.6. When the Minimum Expected Journey Fee feature is available, you may switch between applying a Minimum Expected Journey Fee or Dynamic Pricing at any time through the Drivers App, which shall apply to the next Journey booking request received.
- 18.7. Drivers may also be offered Journeys priced above set Minimum Expected Journey Fee. Further details are available on the Driver App.
- 18.8. Both with the Dynamic Pricing as well as with the Minimum Expected Journey Fee option, you acknowledge that certain additional charges may be calculated and applied by Bolt UK and paid to you as part of the Journey Fee – including any Cancellation Fee, minimum fare value, start fare, waiting time fare, toll and congestion zone charges or other similar charges. If a Passenger has materially soiled the vehicle used to fulfil a Journey, the corresponding Journey Fee may be increased by Bolt UK to compensate you for cleaning expenses up to £40. To

receive the aforementioned compensation for cleaning expenses you must submit a request and all relevant details and evidence to Bolt UK using the Price Review feature in the Driver App as soon as it is safe to do so. You should take photographs of any soiling to evidence that the cleaning charge is appropriate.

- 18.9. For a Journey fulfilled - you will be paid a Journey Fee, an estimate of which will be always indicated to the relevant Driver prior to electing to fulfil a Journey. Payment of a Journey Fee will always be subject to Section 18.10 below. The Journey Fee indicated will be gross of any applicable taxes or similar charges. It will also be gross of additional charges set out at Section 18.8 above. You hereby acknowledge that the Fare and Journey Fee for that same Journey will not match.
- 18.10. The Journey Fee for a Journey is calculated based on the applicable calculation method selected at the relevant time when the fulfilment of Journey is offered to the Driver. The calculation of the Journey Fee may be affected by various circumstances for example:
 - 18.10.1. if the Passenger changes the destination during the Journey or cancels the Journey midway;
 - 18.10.2. the Journey is materially longer in duration or distance than estimated due to traffic or other factors;
 - 18.10.3. there has been a failure to comply with the Fraud Policy;
 - 18.10.4. you make an error, we make an error or an incorrect payment has been made;
 - 18.10.5. there is a technical or other fault with the Driver App;
 - 18.10.6. you request us to make a change and we agree to do this; or
 - 18.10.7. other unexpected circumstances materially impact the characteristics of the Journey (e.g. you suffer a breakdown or a route is used where tolls apply).

- 18.11. In cases described in Section 18.10 an updated Fare will be applied at the end of the Journey or later if appropriate. In any of the circumstances listed in Section 18.10 Bolt UK may contact you to ask for your input. You must provide this input in good faith and within the timescales requested so that Bolt UK can understand and assess the full circumstances involved.
- 18.12. A Passenger may cancel a Journey after a Driver has elected to fulfil a Journey. You are entitled to a Cancellation Fee in the event that a Passenger cancels a confirmed Journey after a certain time period determined by the Bolt Platform. The Cancellation Fee will be included in the calculation of the Journey Fee and paid in accordance with the terms set out at Section 19 below. You can find out more information on Cancellation Fees [here](#).
- 18.13. Bolt UK may run offers or promotional campaigns from time to time. Further details of any promotional campaigns, and how Drivers will be eligible to participate in these, will be made available to you through the Driver App or communicated otherwise.
- 18.14. Where applicable, if you are an individual registered directly with Bolt to fulfil services on behalf of Bolt (and not on behalf of any other intermediary individual or entity) you may be eligible for supplemental payments under Bolt Boost. Please see our [overview web page](#) for further details or contact our support team. Please note that additional terms and conditions for Bolt Boost apply as are available on [our website](#).

19. How payment will be made to you

- 19.1. Once you have successfully fulfilled a Journey in association with your account on the Driver App, Bolt UK shall pay you the corresponding Journey Fee and transfer to you any applicable tip for the Journey provided at the Passenger's discretion via the Bolt Platform (provided, in the case of any tip, that such tip has been properly credited to Bolt UK's or its authorised payment agent's bank account). We shall do so at least on a weekly basis for all Journeys you or any Drivers associated with your account fulfil in the preceding week on our behalf.
- 19.2. Bolt UK will then create a monthly receipt from you to Bolt UK on your behalf.

- 19.3. You agree to notify Bolt UK immediately if you are or become VAT registered in the United Kingdom in which case the following shall apply:
- 19.3.1. Bolt UK will create a monthly self-billed invoice from you to Bolt UK on your behalf in accordance with Regulation 13(3A) VAT Regulations 1995.
- 19.3.2. This self-billing arrangement will commence from the date you accept these Private Hire Terms until these Private Hire Terms are superseded. Bolt UK will ask you annually to confirm that you continue to agree to the use of self-billing and to agree to the terms set out in this Section 19.3.
- 19.3.3. In terms of the self-billing arrangement, we may outsource the issuance of the self-billed invoices to a third party.
- 19.3.4. You also agree to accept self-billed invoices, credit notes and/or debit notes issued by Bolt UK and that you will not issue invoices, credit notes and/or debit notes in respect of the Services covered by these Private Hire Terms.
- 19.3.5. You further agree to notify us immediately if you: (a) change your VAT registration number; (b) cease to be VAT registered; or (c) sell your business or part of your business.
- 19.4. If you have made a mistake in identifying a Passenger, and the Fare is charged to a person who has not been provided or has not approved the Journey, you shall not be entitled to receive a Journey Fee for the relevant Journey.
- 19.5. Bolt UK or its authorised payment agents, as the case may be, process all payments in relation to the Driver App, including invoicing, reporting on payments and paying you.
- 19.6. Bolt UK is not entitled to anything you earn by providing any transportation services independently or via another software provider.
- 19.7. We shall pay you the Journey Fee on the following basis:

- 19.7.1. Bolt UK shall transfer to your bank account your Journey Fees in respect of Journeys you or any Drivers associated with your account fulfil in the preceding week.
- 19.7.2. Such transfer shall be made by the 4th day of the following week, but in no case later than within two weeks, except in the specific cases set out below.
- 19.7.3. Where the amount owing to you is less than £15, Bolt UK will pay you when the amount owing to you next exceeds £15, except where: (a) the relationship is terminated in accordance with Section 9; or (b) the amount has been owed to you for more than 60 days. In each of these cases Bolt UK will pay you whatever amount is owed.
- 19.7.4. If you request a review of the Journey Fee, then the payment deadlines referred to above shall not apply and Bolt UK may transfer the Journey Fee due after it has concluded the review.
- 19.8. Journey Fees may be paid at a shorter frequency, subject to the satisfaction of conditions which may be notified to you, which can include the payment of any applicable transfer fees.
- 19.9. Where the Early Cashout feature is available, you may be eligible to request an Early Cashout via the Driver App to expedite the timings set out in Sections 19.7.1 and 19.7.2 above. Each Early Cashout will be subject to a reduction in the Journey Fees due to you (which will be shown to you in advance in the Driver App). When making a request for an Early Cashout you will be agreeing to this reduction.
- 19.10. You will be eligible for an Early Cashout no more than once per day where this feature is available and you will only be able to make an Early Cashout request if:
 - 19.10.1. at least 25 Journeys have been successfully completed in association with your account;
 - 19.10.2. your account is active and has not been suspended for any reason;

- 19.10.3. there is no pending transfer of sums to you facilitated by or on behalf of Bolt UK that is already being processed;
- 19.10.4. we have not detected irregular activity associated with your account (which includes any behaviour prohibited by the Fraud Policy); and
- 19.10.5. you are compliant with these Terms.
- 19.11. Bolt UK is entitled to suspend availability of the Early Cashout feature for any reason and at any time, for example, if it spots any irregular activity on your account which includes any behaviour prohibited by the Fraud Policy.
- 19.12. When facilitating any Early Cashout, Bolt UK is agreeing to modify the timings outlined in Sections 19.7.1 and 19.7.2 above in respect of sums already due to you. This does not constitute a loan or any type of financial accommodation. When a request for an Early Cashout is accepted by Bolt UK, any Journey Fees due to you pursuant to the timings outlined in Sections 19.7.1 and 19.7.2 will therefore be reduced accordingly.
- 19.13. In the event that you dispute the amount of the Journey Fee, you are able to request a review of the Journey Fee via Price Review and raise a complaint in accordance with Section 10.1 if you are not satisfied with the decision of Bolt UK. You authorise Bolt UK to withhold the disputed amounts until the dispute has been resolved.
- 19.14. Where we reasonably suspect that you have not complied with the Fraud Policy, we are under no obligation to make or facilitate any payments to you for such time as this is investigated and we may suspend the making of such payments accordingly. You are not entitled to any Journey Fees or any other payments and/or fees that are the result of any behaviour that is prohibited by the Fraud Policy and accordingly we reserve the right to terminate your entitlement to any such payments and/or fees where we determine that you have failed to comply with the Fraud Policy. We will confirm to you in writing when this is the case save where we are unable or are advised not to do so for regulatory or legal reasons. For more information please see the Fraud Policy available [here](#).

- 19.15. Your Journey Fee reports will be made available to you in the Driver App on a weekly basis. The reports will show Journey Fee(s) payable by us to you in relation to Journeys fulfilled in association with your account.

20. Minimum Service Standards: Journeys

This Section will only apply if and when Drivers are fulfilling Journeys.

- 20.1. To create a successful digital platform for Drivers and Passengers, to ensure that Drivers comply with applicable regulatory requirements and to prevent any potentially dangerous or harmful interactions with the Bolt Platform, there are Minimum Service Standards which Drivers must meet and which are set out in this Section 20.
- 20.2. You must ensure that you and any Drivers associated with your account:
- 20.2.1. following an election to fulfil a Journey, without unreasonable delay take the Passenger from their collection point to their point of destination in a reasonably direct and efficient manner subject to appropriate unforeseen circumstances such as mechanical breakdown or roadblocks;
 - 20.2.2. comply with all laws and regulations applicable to Journeys (for example, complying with traffic rules);
 - 20.2.3. are at all times medically fit to operate a motor vehicle, including being free from the influence of alcohol and drugs;
 - 20.2.4. do not engage in reckless behaviour while driving or drive unsafely, including by operating a vehicle that is unsafe or illegal to drive or allowing a third party to operate the vehicle;
 - 20.2.5. do not carry Prohibited Items or permit Prohibited Items in the private hire vehicle;

- 20.2.6. have and maintain valid hire and reward insurance, liability insurance (if applicable) and any other insurance that is required in the territory where Journeys take place;
 - 20.2.7. do not use or encourage violence, sexism, racism or discrimination in any form;
 - 20.2.8. co-operate with Bolt UK and provide any further documents or information requested in order for Bolt UK to conduct relevant checks, for example, to facilitate routine identity checks; and
 - 20.2.9. only use personal data provided by the Passenger in accordance with Section 11 of the General Platform Terms.
- 20.3. To ensure the safety on the Bolt Platform, neither you nor any Drivers associated with your account are allowed to carry Prohibited Items while using the Driver App and providing Services unless otherwise stated in applicable laws. The Driver may refuse the provision of the Services to the unauthorised possessor of the Prohibited Items. Bolt UK is entitled to temporarily suspend or restrict use of, or access to, all or any part of the Bolt Platform to the Driver and, as the case may be, to the Drivers associated with your account, that do not comply with this section of these Terms and applicable laws, and report an unauthorised use of the Prohibited Items to the authorities. The Prohibited Items include, among other things:
- 20.3.1. firearms and their parts, ammunition, melee weapons, other items specially designed for attack and defence;
 - 20.3.2. flammable, combustible, explosive and radioactive or other ionising substances, munitions, gas, infectious, poisonous or corrosive materials which by their nature may pose danger to the environment;
 - 20.3.3. drugs and other psychotropic substances which are subject to special control in accordance with the legislation;

20.3.4. any other items that are not allowed to be carried or transported by law and items that cannot be carried or transported without additional licences, permits and approvals.

20.4. You must promptly notify Bolt UK if there has been any material change in circumstances that relate to your or any other individual's ability, fitness or legal entitlement to fulfil Journeys in association with your account or your ability to comply with these Private Hire Terms. This may include any revocation of a driving licence, refusal of insurance, changes to a Driver's eligibility for any relevant licence, criminal investigations, charges, convictions or similar matters.

20.5. Actions which are not consistent with the Minimum Service Standards can include, but are not limited to:

20.5.1. failure by a Driver to proceed to the Passenger's pickup location in accordance with these Private Hire Terms once the Driver has elected to fulfil a Journey;

20.5.2. actions giving rise to concerns of safety, health or conduct from Passengers;

20.5.3. repeated and consistent cancellation of Journeys by a Driver prior to arriving at the pickup location but after they have elected to fulfil a Journey;

20.5.4. cancellation of a Journey by a Driver after they have elected to fulfil a Journey without attempting to contact the Passenger.

20.6. We expect that you will report to Bolt UK any event out of the ordinary relating to use of the Bolt Platform in connection with your account which occurs during any Journey. As part of Bolt UK's complaints procedure, as referenced in Section 10.1, Bolt UK shall keep a record of all Journey bookings, complaints and lost property for the purposes and uses as elaborated in the Privacy Notice.

21. Bolt UK's obligations

21.1. To ensure the smooth and continued operation of the Bolt Platform Bolt UK will, at all times, regulate the Bolt Platform including dispatch services in order to:

- 21.1.1. accept bookings from Passengers and manage the Journey offer process as set out in these Private Hire Terms;
- 21.1.2. monitor Driver and vehicle profiles;
- 21.1.3. monitor the location, status and Journey details of all vehicles using the Bolt Platform at any given time;
- 21.1.4. monitor Drivers' compliance with these Terms, including monitoring the Driver Scores (where available);
- 21.1.5. provide support services in respect of dispatching;
- 21.1.6. report on the status of Journeys;
- 21.1.7. restrict access to Services of certain Passengers if their accounts are in arrears; and
- 21.1.8. address complaints and lost property issues including liaising with local law enforcement.
- 21.2. Bolt UK takes steps to manage any unacceptable behaviour by Passengers (for example, Passengers with poor ratings can be blocked from accessing the Bolt Platform).

22. Our liability

- 22.1. Except as set out in Section 8 of these Terms, Bolt UK's liability under these Terms is limited to the previous month's Journey Fees paid to you immediately prior to the event giving rise to such claim.

23. Support for the Driver App

- 23.1. Bolt UK may provide support services to Drivers in relation to use of the Driver App on business days during regular business hours. The support services consist of in-app messaging and telephone support. Bolt UK has the right to stop providing the support services at any time by giving Drivers reasonable notice.

Part 3: Taxi Terms

This Part 3 sets out additional terms that will apply to you when you are a driver accessing the Bolt Platform to provide taxi services (i.e. fares are calculated by your vehicle's taximeter) to passengers on your own behalf. To provide this Service, you must agree to these Taxi Terms.

Some of the Taxi Terms will only apply during certain activities, for example when online on the Driver App or when fulfilling Journeys and this will be set out at the top of the relevant Section. All other Taxi Terms will apply at all times.

Unless otherwise defined in Section 24 below, capitalised terms shall have the meanings ascribed to them in Section 1 (General Platform Glossary) of these Terms. If there is any inconsistency between the General Platform Terms and the Taxi Terms, the Taxi Terms will prevail.

24. Taxi Glossary

Throughout these Taxi Terms some additional words and phrases are capitalised and have the defined meanings set out below:

- 24.1. "Booking Fee" means a booking fee that is chargeable to a Passenger by you where permitted in accordance with the licensing and fare restrictions and rules that apply to you as a Driver. More information on Booking Fees is available [here](#).
- 24.2. "Cancellation Fee" means the fee which can be payable to Drivers if a Passenger cancels a Journey once confirmed by you and validated by us.
- 24.3. "Commission" means the fee due to and retained by Bolt UK in accordance with Section 31 below.

- 24.4. "Driver" means a driver licensed to provide taxi services who is authorised to transport a Passenger for a Journey in accordance with these Taxi Terms.
- 24.5. "Driver App" means the Service Provider App for Journey services.
- 24.6. "Driver Score" means the score allocated to Drivers based on their level of service and interactions with the Bolt Platform as displayed by the Driver App.
- 24.7. "Early Cashout" means the expedited processing of sums due to you in accordance with Section 31 below.
- 24.8. "Fare" means a fare collected by Bolt UK from Passengers on a Driver's behalf for Journeys provided by the Driver.
- 24.9. "Journey" means the hire of the Driver's vehicle by a Passenger for the purpose of transportation of one or more persons as arranged via the Bolt Platform pursuant to these Taxi Terms.
- 24.10. "Passenger" means a Customer requesting a Journey through the Bolt Platform.
- 24.11. "Service Payment" means the Fare less the Commission.
- 24.12. "Settlement Services" means invoicing, collecting payment from Passengers, reporting on payments, refunding Passengers (where appropriate) and remitting payment to Drivers as carried out by Bolt UK.

25. Journeys: roles

- 25.1. Bolt UK facilitates the matching of Drivers and Passengers by accepting Journey booking requests from Passengers. Bolt UK does not provide Journeys.
- 25.2. Journeys are solely provided by you, at your absolute discretion, to the Passenger under a separate contract for Journeys between you and the Passenger. Once

you accept the offer of the Journey through the Driver App, a contract will be formed between you and the Passenger for the Journey.

25.3. You are free to:

25.3.1. accept or reject any offers for Journeys through the Driver App; and

25.3.2. provide passenger transportation services independently from these Taxi Terms, including using other software services whether competitive with Bolt UK or otherwise, in your absolute and sole discretion.

25.4. Bolt UK recognises that Drivers may use other software services, and any other lawful means, to provide services of any sort, including those relating to transportation, at all relevant times.

25.5. Your ability to accept requests for Journeys will be determined by the licensing conditions that apply to you as a taxi driver. It is your responsibility to ensure that you only accept Journeys that are permitted by the licensing conditions, local regulations and rules that apply to you. You are also responsible for ensuring that your vehicle's taximeter is functioning properly and you must not provide any Journeys via the Bolt Platform if your vehicle's taximeter is defective.

25.6. You are responsible for providing all equipment and cover any costs necessary to provide the Journeys associated with your account at your own expense. This includes relevant licences, the vehicle, fuel, electricity charging costs, tolls, appropriate insurance cover, internet enabled mobile devices and any depreciation of the vehicle.

25.7. As a self-employed and independent contractor you are solely responsible for any tax obligations (for example, income tax or national insurance contributions) that you incur as a result of fulfilling Journeys in association with your account. To the maximum extent permitted by law, you shall reimburse the Bolt Parties for all tax liabilities, claims and penalties that they may incur as a result of your failure to comply with your tax obligations. If you have any concerns, please seek professional tax and accounting advice.

- 25.8. You hereby authorise us to act as your commercial agent in relation to any contracts for Journeys that you make with Passengers. Specifically:
 - 25.8.1. you hereby grant us the right to negotiate and conclude any contracts for Journeys that you make with Passengers including, but not limited to, to collect on your behalf the Fare and/or other fees payable to you via the Bolt Platform under such contracts and to forward relevant funds to you in line with these Taxi Terms; and
 - 25.8.2. you acknowledge that the payment obligation of Passengers arising from any contracts for Journeys that you make with Passengers are deemed to be fulfilled when the respective payment is credited to our payment account.
- 26. Driver applications and commitments
 - 26.1. In respect of all applications to Bolt UK to register you as a Driver with an account, you confirm that you:
 - 26.1.1. have and will continue to have at all times all the necessary permits, licences, insurances, road tax and authorisations to provide the Journeys under these Taxi Terms, including a valid right to work in the United Kingdom and holding a valid National Insurance Number;
 - 26.1.2. will fully comply with all conditions and requirements stipulated by any licence permitting you to provide Journeys; and
 - 26.1.3. will, at all times while providing Journeys, have valid hire and reward insurance, liability insurance (if applicable) and any other insurance that is required by law for providing passenger transportation services.
 - 26.2. The right of any individual to use the Bolt Platform as a Driver is personal to that individual. You must not allow any person to use a Driver account that does not belong to them.

- 26.3. You understand and agree that Bolt UK may provide information regarding you, your Driver account and trip history to law enforcement, tax authorities and regulatory agencies as Bolt UK deems it appropriate to do so in cooperation with investigations or otherwise.
- 26.4. After submitting the application to register on the Bolt Platform, you will be notified, for example, by email, with additional conditions that must be met in order for you to use the Bolt Platform. These conditions shall include owning a GPS-supported mobile device, having the right to use a motor vehicle and satisfying such other checks as may be required for regulatory reasons.
- 26.5. Bolt UK will review your application and may grant you access to the Driver App in the capacity of a Driver if you meet the necessary criteria including, but not limited to, any regulatory requirements to ensure proper operation of the Bolt Platform for Drivers and Passengers.
- 26.6. Bolt UK will use the Driver App to:
- 26.6.1. communicate with you in relation to possible Journeys you may or may not wish to agree to provide to Passengers;
 - 26.6.2. remind you of various road rules;
 - 26.6.3. send you messages; and
 - 26.6.4. assist you to restrict pick-up areas as per licence terms.
- 26.7. The Driver App is the only way in which you:
- 26.7.1. can elect to provide a Journey to a Passenger and record and process the Journeys provided through the Bolt Platform; and
 - 26.7.2. may contact a Passenger who is the receiver of the relevant Journey you have elected to provide.

- 26.8. Bolt UK does not oblige Drivers to:
 - 26.8.1. provide any Journeys; nor
 - 26.8.2. use the Driver App to go online and receive offers to provide Journeys.
- 26.9. In order to ensure Driver and Passenger safety, Bolt UK may at its sole discretion limit a Driver's access to the Driver App where the Driver has been providing Journeys for long periods.

27. How you will receive offers to provide Journeys

This Section will only apply when you are online on the Driver App.

- 27.1. When a request for a Journey is made by a Passenger via the Bolt Platform, Bolt UK will then seek to offer this Journey to Drivers online on the Driver App. Any offer of a Journey will not be exclusive to you and the Journey may also be offered to other Drivers.
- 27.2. You acknowledge that your use of the Bolt Platform may not result in you receiving offers to provide Journeys.
- 27.3. Bolt UK will seek to first offer the Journey to the Driver closest to the selected pick-up point. If the relevant Driver does not confirm the Journey offer within a set timeframe or declines the Journey offer for whatever reason, the Journey will then be re-offered to the next Driver based on the same criteria and the same provisions will then apply to such Driver.

28. How you can confirm or reject a Journey offer

This Section will only apply when you are online on the Driver App.

- 28.1. You are not obliged to confirm any offers for Journeys or use the Driver App to go online and receive any such offers at any time. Once you have confirmed an offer

for a Journey through the Driver App, a contract for providing the Journey will be formed between you and the Passenger and you will need to provide this Journey to the Passenger to fulfil your obligations under this contract.

- 28.2. Information relevant to the Journey will be provided to you in the Driver App. Before starting a Journey, you must verify that you are providing the Journey to the Passenger shown in the Driver App or that the Passenger has expressly confirmed that they allow the relevant individuals to be transported in accordance with their request for the Journey.
- 28.3. As part of the Bolt Platform, Passengers may provide feedback on you and your provision of the Journeys in the form of ratings. These ratings are made available to prospective Passengers as part of the User App. You should contact Bolt UK if you have any issues with the ratings which apply to you. Bolt UK shall provide you with assistance on the Bolt Platform including steps to consider taking to help you maintain good Passenger feedback and ratings.
- 28.4. You may provide a Journey by any reasonable route, and Bolt UK does not set any route restrictions. Please also refer to the Minimum Service Standards in respect of Journeys in Section 32.

29. Driver Score

- 29.1. Where the Driver Score feature is available, this Section 29 will apply.
- 29.2. A Driver Score may drop where the Driver does not comply with the Minimum Service Standards set out in Section 32. You can learn more about the Driver Score via the Driver App.
- 29.3. Driver Scores may be monitored by Bolt UK in order to ensure that you are complying with your obligations under these Terms and to preserve the integrity and maintain the operation of the Bolt Platform and Driver App for Passengers and other Drivers. You may be notified if a Driver Score associated with your account drops below a set threshold.

30. Journeys, Fares and Booking Fees

- 30.1. You agree that Bolt UK will collect a Fare (and where applicable a Booking Fee) on your behalf through the Bolt Platform for each completed Journey that you provide to a Passenger through the Bolt Platform. You also agree that Bolt UK will collect on your behalf any tips that a Passenger unilaterally makes via the Bolt Platform for Journeys in association with your account.
- 30.2. All payments for Journeys take place via the Bolt Platform.
- 30.3. Sections 30.4 to 30.9 will only apply when a Driver is online on the Driver App and the relevant feature is available.
- 30.4. Pricing for a Journey (including any applicable Booking Fee) will be estimated on the Driver App based on publicly available taximeter rates taking into account the estimated journey time and distance.
- 30.5. The Fare you charge for each Journey must be in accordance with the taximeter rates and licensing conditions that apply to you. You may only commence the running of your vehicle's taximeter for a Journey once the relevant Passenger has entered the vehicle. You must enter the sum of the final metered fare for each Journey as shown on the taximeter into the Driver App immediately on completion of each Journey.
- 30.6. You must not add any Booking Fees to the taximeter for any Journeys you agree to fulfil via the Bolt Platform. Where it is lawful to do so, Bolt UK will charge Booking Fees on your behalf in accordance with section 30.8 below.
- 30.7. When you are entitled to charge the Passenger a Booking Fee in addition to the Fare for the Journey, Bolt UK will automatically charge this to the Passenger upon completion of a Journey. More information on Booking Fees is available [here](#).
- 30.8. If a Passenger has materially soiled the vehicle used to fulfil a Journey, the corresponding Fare may be increased to compensate you for cleaning expenses (up to maximum amount permitted by your licensing conditions) - you must

report such circumstances to Bolt UK using Price Review feature in the Driver App as soon as it is safe to do so and Bolt UK will then arrange to charge the passenger on your behalf. You should take photographs of any soiling to evidence that the cleaning charge is appropriate.

- 30.9. The estimated Fare provided on the Driver App may differ from the actual Fare you charge due to various circumstances for example:
 - 30.9.1. if the Passenger changes the destination during the Journey or cancels the Journey midway;
 - 30.9.2. there is a technical or other fault with the Driver App.
- 30.10. A Passenger may cancel a Journey after a Driver has confirmed an offer via the Bolt Platform. You are entitled to a Cancellation Fee paid by a Passenger in the event that a Passenger cancels a confirmed request for a Journey after a certain time period determined by the Bolt Platform and you have already started to make your way towards the pick-up point. The Cancellation Fee will be paid in accordance with the terms set out at Section 31 below. You can find out more information on Cancellation Fees [here](#).
- 30.11. Bolt UK may run offers or promotional campaigns from time to time. Further details of any promotional campaigns, and how Drivers will be eligible to participate in these, will be made available to you through the Driver App or communicated otherwise.

31. How payment will be made to you

- 31.1. Once you have successfully completed a Journey on the Driver App you shall be entitled to receive the Service Payment subject to terms and conditions set out in these Terms. Bolt UK shall, on your behalf, conclude the transaction, invoice the Passenger directly and charge the Passenger's nominated credit or debit card or other accepted means of payment for the amount of the Fare and any applicable Booking Fee, together with any tip for the Journey provided at the Passenger's discretion.

- 31.2. Bolt UK will then create a receipt on your behalf setting out the route, the Fare, the Booking Fee, time and other relevant information relating to that particular Journey. The receipt for each Journey will be accessible to you on the Driver App. The receipt will also be forwarded to the Passenger.
- 31.3. If you have made a mistake in identifying the Passenger, and the Fare is charged to a person who has not been provided with or has not approved the Journey, Bolt UK shall reimburse the Passenger for the Fare paid. In such a case, you will not have fulfilled your contract with the Passenger and you shall not be entitled to receive a Service Payment for the relevant Journey.
- 31.4. Bolt UK (or its authorised payment agents) processes all payments in relation to the Driver App, including invoicing, collecting payments from Passengers, reporting on payments and paying you.
- 31.5. You acknowledge that all Settlement Services in relation to the Driver App will be performed by Bolt UK.
- 31.6. In exchange for the Settlement Services, you agree that Bolt UK will retain a Commission from any Fare collected in accordance with this Section 31, in respect of each Journey you provide to a Passenger as a result of using the Bolt Platform.
- 31.7. You can verify the amount of the applicable Commission on the Bolt Platform.
- 31.8. The Commission amount may change from time to time in accordance with the process set out in Section 3, considering the principles of dynamic commission pricing that take into account: (i) the balance of the supply and demand for Journeys and (ii) conditions of any applicable campaigns.
- 31.9. Bolt UK is not entitled to any fares or commission you earn by providing any transportation services independently or via another software provider.
- 31.10. Once Bolt UK receives the Passenger's payment, the Passenger's obligation to pay you is discharged, and:

- 31.10.1. Bolt UK shall transfer to your bank account the Service Payment which consists of the amounts collected on your behalf as Fares (together with any Cancellation Fees and applicable tips collected by Bolt UK for Journeys in association with your account) which have been credited to Bolt UK's or its authorised payment agent's bank account in each week, less the applicable Commission.
- 31.10.2. Such transfer shall be made by the 4th day of the following week, but in no case later than within two weeks, except in the specific cases set below.
- 31.10.3. Where the amount owing to you is less than £15, Bolt UK will pay you when the amount owing to you next exceeds £15, except where: (a) the relationship is terminated in accordance with Section 9; or (b) the amount has been owed to you for more than 60 days. In each of these cases Bolt UK will pay you whatever amount is owed.
- 31.10.4. If you request a review of the Service Payments, then the payment deadlines referred to above shall not apply and Bolt UK may transfer the Service Payments due after it has concluded the review.
- 31.11. Where the Early Cashout feature is available, you may be eligible to request an Early Cashout via the Driver App to expedite the timings set out in Sections 31.10.1 and 31.10.2 above. Each Early Cashout will be subject to a reduction in the Service Payments due to you (which will be shown to you in advance in the Driver App). When making a request for an Early Cashout you will be agreeing to this reduction.
- 31.12. You will be eligible for an Early Cashout no more than once per day where this feature is available and you will only be able to make an Early Cashout request if:
 - 31.12.1. at least 25 Journeys have been successfully completed in association with your account;
 - 31.12.2. your account is active and has not been suspended for any reason;

- 31.12.3. there is no pending transfer of sums to you facilitated by or on behalf of Bolt UK that is already being processed;
- 31.12.4. we have not detected irregular activity associated with your account (which includes any behaviour prohibited by the Fraud Policy); and
- 31.12.5. you are compliant with these Terms.
- 31.13. Bolt UK is entitled to suspend availability of the Early Cashout feature for any reason and at any time, for example, if it spots any irregular activity on your account which includes any behaviour prohibited by the Fraud Policy.
- 31.14. When facilitating any Early Cashout, Bolt UK is agreeing to modify the timings outlined in Sections 31.10.1 and 31.10.2 above in respect of sums already due to you. This does not constitute a loan or any type of financial accommodation. When a request for an Early Cashout is accepted by Bolt UK, any Service Payments due to you pursuant to the timings outlined in Sections 31.10.1 and 31.10.2 will therefore be reduced accordingly.
- 31.15. In the event that you dispute the amount of the Service Payments, you are able to request a review of the Service Payments via Price Review and raise a complaint in accordance with Section 10.1 if you are not satisfied with the decision of Bolt UK. You authorise Bolt UK to withhold the disputed amounts until the dispute has been resolved.
- 31.16. Where we reasonably suspect that you have not complied with the Fraud Policy, we are under no obligation to make or facilitate any payments to you for such time as this is investigated and we may suspend the making of such payments accordingly. You are not entitled to any Service Payments or any other payments and/or fees that are the result of any behaviour that is prohibited by the Fraud Policy and accordingly we reserve the right to terminate your entitlement to any such payments and/or fees where we determine that you have failed to comply with the Fraud Policy. We will confirm to you in writing when this is the case save where we are unable or are advised not to do so for regulatory or legal reasons. For more information please see the Fraud Policy available [here](#).

- 31.17. You acknowledge that Bolt UK and, for the avoidance of doubt, the Bolt Parties, shall not be obliged to pay you the Service Payments due from a Fare in the event of non-payment for whatever reason or if the Passenger's payment failed because the Passenger's debit or credit card or mobile payment is reversed, cancelled or is unsuccessful for any reason not attributable to Bolt UK. If this occurs, Bolt UK will help you in requesting the Fare due from the Passenger in respect of the Journey.
- 31.18. You agree that Bolt UK or another Bolt Party may deduct from any Service Payment or other monies payable to you at any time any sums which you may owe Bolt UK or which are recoverable by Bolt UK. Where a Service Payment has already been made the adjustment may be implemented by deductions from any other payment owed to you under these Terms. Alternatively, Bolt UK may require direct payment from you.
- 31.19. Your Service Payment reports will be made available to you in the Driver App on a weekly basis. The reports will show the Fares collected in relation to your Journeys as well as the Commission retained by Bolt UK and any other relevant fees such as Cancellation Fees.

32. Minimum Service Standards: Journeys

This Section will only apply if and when Drivers are providing Journeys.

- 32.1. To create a successful digital platform for Drivers and Passengers, to ensure that Drivers comply with applicable regulatory requirements and to prevent any potentially dangerous or harmful interactions with the Bolt Platform, there are Minimum Service Standards which Drivers must meet and which are set out in this Section 32.
- 32.2. You must:
- 32.2.1. once you have accepted a Journey offer, without unreasonable delay take the Passenger from their collection point to their point of destination in a reasonably direct and efficient manner as you deem fit in your discretion

subject to appropriate unforeseen circumstances such as mechanical breakdown or roadblocks;

32.2.2. comply with all laws and regulations applicable to Journeys (for example, complying with traffic rules);

32.2.3. at all times be medically fit to operate a motor vehicle, including being free from the influence of alcohol or drugs;

32.2.4. not engage in reckless behaviour while driving or drive unsafely, including by operating a vehicle that is unsafe or illegal to drive or allowing a third party to operate the vehicle;

32.2.5. do not carry Prohibited Items or permit Prohibited Items in the vehicle used for provision of Journeys;

32.2.6. have and maintain valid hire and reward insurance, liability insurance (if applicable) and any other insurance that is required in the territory where for Journeys take place;

32.2.7. not use or encourage violence, sexism, racism or discrimination in any form;

32.2.8. co-operate with Bolt UK and provide any further documents or information requested in order for Bolt UK to conduct relevant checks, for example, to facilitate routine identity checks; and

32.2.9. only use personal data provided by the Passenger in accordance with Section 11 of the General Platform Terms.

32.3. To ensure the safety on the Bolt Platform, the Driver is not allowed to carry Prohibited Items while using the Driver App and providing Services unless otherwise stated in applicable laws. The Driver may refuse the provision of the Services to the unauthorised possessor of the Prohibited Items. Bolt UK is entitled to temporarily suspend or restrict use of, or access to, all or any part of the Bolt Platform to the Driver that does not comply with this section of these

Terms and applicable laws, and report an unauthorised use of the Prohibited Items to the authorities. The Prohibited Items include, among other things:

- 32.3.1. firearms and their parts, ammunition, melee weapons, other items specially designed for attack and defence;
- 32.3.2. flammable, combustible, explosive and radioactive or other ionising substances, munitions, gas, infectious, poisonous or corrosive materials which by their nature may pose danger to the environment;
- 32.3.3. drugs and other psychotropic substances which are subject to special control in accordance with the legislation;
- 32.3.4. any other items that are not allowed to be carried or transported by law and items that cannot be carried or transported without additional licences, permits and approvals.
- 32.4. You must promptly notify Bolt UK if there has been any material change in circumstances that relate to your ability, fitness or legal entitlement to provide Journeys or your ability to comply with these Taxi Terms. This may include any revocation of a driving licence, refusal of insurance, changes to your eligibility for any relevant licence, any criminal investigations, charges, convictions or similar matters.
- 32.5. Actions which are not consistent with the Minimum Service Standards can include, but are not limited to:
 - 32.5.1. failure to proceed to the Passenger's pickup location once the Journey offer has been confirmed by you;
 - 32.5.2. actions giving rise to concerns of safety, health or conduct from your Passengers;
 - 32.5.3. repeated and consistent cancellation of Journeys prior to arriving at the pickup location after accepting the Journey offer; and

32.5.4. cancellation of a Journey after reaching the pickup location without attempting to contact the Passenger.

32.6. We expect that you will report to Bolt UK any event out of the ordinary relating to use of the Bolt Platform in connection with your account which occurs during any Journey. Bolt UK shall keep a record of all Journey bookings, complaints and lost property for the purposes and uses as elaborated in the Privacy Notice.

33. Bolt UK's obligations

33.1. To ensure the smooth and continued operation of the Bolt Platform Bolt UK will, at all times, regulate the Bolt Platform including dispatch services in order to:

33.1.1. accept bookings from Passengers and manage the Journey offer process as set out in these Taxi Terms;

33.1.2. monitor Driver and vehicle profiles;

33.1.3. monitor the location, status and Journey details of all vehicles using the Bolt Platform at any given time;

33.1.4. monitor Drivers' compliance with these Terms, including monitoring the Driver Scores (where available);

33.1.5. provide support services in respect of dispatching;

33.1.6. report on the status of Journeys;

33.1.7. restrict access to Services of certain Passengers if their accounts are in arrears; and

33.1.8. address complaints and lost property issues including liaising with local law enforcement.

33.2. Bolt UK takes steps to manage any unacceptable behaviour of Passengers (for example, Passengers with poor ratings can be blocked from accessing the Bolt Platform).

34. Our liability

34.1. Except as set out in Section 8 of these Terms, Bolt UK's liability under these Terms is limited to the previous month's Service Payments paid to you immediately prior to the event giving rise to such claim.

35. Support for the Driver App

35.1. Bolt UK may provide support services to Drivers in relation to use of the Driver App on business days during regular business hours. The support services consist of in-app messaging and telephone support. Bolt UK has the right to stop providing the support services at any time by giving Drivers reasonable notice.