

Effective from 14.03.2023

1. General

1.1 These Terms of Service constitute the agreement ("**Agreement**")

(i) between you ("**You**", "**User**" or "**Rider**") and Bolt Operations OÜ, registration number 14532901, address Vana-Lõuna 15, Tallinn 10134, Estonia, or its affiliates ("**Bolt**"), regarding Your use of Bolt's mobile application for accessing and using E-vehicles ("**App**");

and

(ii) between You and **Eco Mobility SRL**, registration number 1021600015815, address Grenoble street nr. 120, Chisinau, Codru, MD-2019, Republic of Moldova, ("**Rental Provider**") regarding Your use of any human-powered and electrically assisted vehicle made available via the App, such as e-scooters and e-bikes (together, "**E-Vehicles**"), and other related services such as customer support, charging, pick-up and similar services ("**Related Services**") made available by the Rental Provider.

Your use of E-Vehicles and Related Services are referred to collectively as "**Rental Services**".

Your use of the App and the Rental Services are referred to collectively as "**Services**".

1.2 If you need to get in touch, you may use the following communication methods:

1.2.1. Bolt's address is: Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia.

1.2.2. Rental Provider's address is: Grenoble street nr. 120, Chisinau, Codru, MD-2019, Republic of Moldova.

1.2.3. Online: You can contact the customer support team via the chat function in the App.

1.3. The following documents are binding and incorporated by reference into this Agreement:

1.3.1 the rules for operating the E-Vehicles as set out in Annex A to this Agreement ("**Riding Rules**");

1.3.2 the safety guidelines related to the use of E-Vehicles displayed in the App, and as the case may be, in the App safety toolkit ("**Safety Toolkit**");

1.3.3 the applicable fee schedule as displayed in the App ("**Fee Schedule**"), any other price information, rules displayed in the App related to Basic Pass and Pre-Paid Pass (defined in 4.1), any applicable Promo Code terms and any instructions, manuals (including, if applicable, the User Manual of the E-Vehicle), and any other guidelines displayed in the App; and

1.3.4 other business and product terms referred to in this Agreement, including service descriptions, policies and notices, including the privacy notice for Riders ("**Privacy Notice**") that is made available in the App or at: <https://bolt.eu/legal/> and shall apply respectively (mutatis mutandis) to the processing of Your personal data in connection with the use of the Services;

1.3.5. This Agreement is applicable for Your use of the Services in Moldova ("**Service Area**").

1.4 As the Services evolve, Bolt and the Rental Provider reserve the right to make changes to this Agreement at any time by posting the amended Agreement or its supplemental terms on Bolt's website or in the App and notifying You thereof through the email address provided during Your registration. Your continued use of the Services after such posting constitutes Your consent to be bound by the Agreement as amended.

1.5. You acknowledge that the Rental Provider offering its services via the App has authorised Bolt to act as its commercial agent in relation to the Rental Services agreement. Bolt has a right to negotiate and conclude the Rental Services agreement with You on behalf of the Rental Provider, including, but not limited to, collect on its behalf the fees and charges payable by You for the Rental Services. Your payment obligation arising from the Rental Services agreement is deemed to be fulfilled when the respective payment is credited to Bolt's payment account.

2. Use of the App

2.1 The Rental Services are made available through the App. The App is available in multiple languages which can be changed in your profile. The App enables persons requiring

transportation to find E-Vehicles by sharing data of their geographic location. In order to provide You with the Services, Your device's location may be tracked via the App. There may be restrictions on the provision of the Services based on the location of Your device. These restrictions are apparent via the interface of the App. The Services are not provided in all jurisdictions. As the availability of the Services may change from time to time, there is no final list of jurisdictions.

2.2 The use of the Rental Services requires installation of the App and registration of a user account ("**Account**"). During the installation of the App, Your mobile number will be linked to Your Account and added to a database.

2.3 The App may be updated from time to time in order to provide You with the best possible service. The Services available via the App are only accessible with an internet connection. There are no specific technical requirements for the internet connection, however, the quality of the Services may be affected by the internet speed. The App is available on Android and Apple devices in accordance with the latest software updates.

2.4 Although reasonable efforts are made for smooth and uninterrupted running of the App, You acknowledge that the functionality of the App may be restricted due to occasional technical errors and unlimited faultless functioning of the App at all times is not guaranteed. Bolt and the Rental Provider accept no liability for any losses incurred as a consequence of the App not functioning or not being usable in the desired manner.

2.5 Subject to Your compliance with the Agreement, Bolt grants You a limited, non-exclusive, non-sublicensable, revocable, non-transferable license to access and use the App on Your personal device solely in connection with Your use of the Rental Services.

2.6 Bolt shall provide the Services which are designed, delivered, and support compliance with industry standards and best practices, such as ISO 27001/27002, whenever feasible and not in conflict with other agreed requirements. If credit card data is processed, Payment Card Industry Data Security Standard shall also be complied with.

3. User Eligibility and Accounts

3.1 You are eligible to use the Rental Services if:

3.1.1 You have an Account;

3.1.2 Your Account is linked with a valid credit or debit card or other payment method supported by the App ("**Elected Payment Method**");

3.1.3 You are no less than 16 years old and legally authorised to ride E-Vehicles according to Local Laws related to the minimum age for the use of available E-Vehicles in your Service Area;

3.1.4 You have a valid driver license in the Service Area in which You are using the Rental Services if such license is compulsory for the use of the E-Vehicle;

3.1.5 You are physically fit, and have the necessary skills and expertise to use, ride and operate E-Vehicles, in a safe and competent manner.

3.2 When creating and using Your Account, You:

3.2.1 agree to only use Your real name, accurate personal and card information for setting up the Account, and keep such information up to date at all times;

3.2.2 agree that You may be requested to provide proof of identity in the form of a picture from Your driver license or a government identification document to obtain or maintain access to the Services;

3.2.3 are liable for the access, control and security of Your Account, and responsible for: (i) the user name and password for Your Account; and (ii) all actions carried out under Your Account, including, but not limited to, activating (unlocking), using, deactivating (finishing Your ride) and proper parking of the E-Vehicles pursuant to this Agreement and, as the case may be, in the Permitted Parking Area, or failing to do so, unless You have reported misuse of Your Account

pursuant to Section 3.2.4. Bolt may assume that anyone using Your user name and password is authorised by You to do so;

3.2.4 agree to report to Bolt immediately in accordance with Section 10.1.1 if You become aware of any unauthorised access to or use of Your Account, or other situation that may cause loss of control of Your Account;

3.2.5 agree that Your Account may be suspended or disabled to the extent required to (i) secure lawful use of App, including without limitation for fraud prevention, risk assessment, investigation and customer support purposes; (ii) ensure Your compliance with this Agreement; (iii) comply with applicable law or the order of a court, law enforcement or other administrative agency or governmental body; or (iv) as otherwise set forth in this Agreement;

3.2.6 agree to receive text (SMS), push notifications and e-mail messages in connection with the Services.

4. Use of E-Vehicles

4.1 By unlocking the E-Vehicle via the App, You agree to rent the E-Vehicle on a pay-as-you-go basis ("**Basic Pass**") or through a pre-paid package ("**Pre-Paid Pass**"), subject to the terms of this Agreement and in accordance with the Fee Schedule applicable during the rental period.

4.2 Each time You unlock the E-Vehicle and start the ride, You represent and warrant that You have read and understood:

4.2.1 all applicable traffic laws and regulations;

4.2.2 the Riding Rules in Annex A;

4.2.3 the Safety Toolkit;

4.2.4 the applicable terms and conditions for Your applicable Service Area; and

4.2.5 the eligibility conditions listed in Sections 3.1 and confirm that they are met.

4.3 By unlocking the E-Vehicle, You agree and undertake:

4.3.1 that the E-Vehicle, and any equipment attached thereto, at all times, remains the Rental Provider's property, and that You shall not dismantle, modify, repair, vandalise or deface the E-Vehicle, or any equipment attached to it, in any way;

4.3.2 to use the E-Vehicle in accordance with this Agreement, including the Riding Rules, the Safety Toolkit, any instructions, manuals and guidelines displayed in the App and the terms and conditions for Your applicable Service Area;

4.3.3 not to allow any other person to use the E-Vehicle unlocked by You;

4.3.4 to assume full responsibility for the care of the E-Vehicle during the rental period and to return the E-Vehicle in the same condition in which it was rented to a permitted parking area, according to Local Laws, the type of E-Vehicle and the parking instructions specified in the App ("Permitted Parking Area"). If the E-Vehicle is returned damaged or in a state of disrepair, then You will be charged a fee that is equal to the cost of repair pursuant to Section 5.6.2.

4.4 If the E-Vehicle runs out of charging power during a rental, You shall terminate the ride in compliance with the instructions in the App and the terms of this Agreement and park the E-Vehicle to the Permitted Parking Area.

4.5 You must report any accident, crash, damage, personal injury, stolen or lost E-Vehicle to the Rental Provider in accordance with Section 10.1.2 as soon as this incident occurs. If the incident involves personal injury, property damage, or a stolen E-Vehicle, You shall file a report with the local police department within 24 hours.

4.6 In selected Service Areas, You ("**Host**") may be permitted to unlock multiple E-Vehicles with Your Account at the same time for use by guest riders ("**Guests**") to participate in a group ride ("**Group Ride**"). The Group Ride feature will be displayed in the App subject to availability. The Host acknowledges that discounts, promotions and other credits or incentives may not be applicable. By using the Group Ride feature, the Host agrees and undertakes to:

- 4.6.1. make the Host's mobile device available for each Guest to personally read and comply with all applicable provisions of this Agreement, the Privacy Notice, the Riding Rules and the Safety Toolkit;
- 4.6.2. ensure that all Guests are at least 16 years old and meet the eligibility conditions listed at Section 3.1.4 and 3.1.5 above;
- 4.6.3. authorise that the Elected Payment Method linked to the Host's Account may be charged for all fees and charges associated with the Rental Services provided in the course of the Group Ride;
- 4.6.4. assume full responsibility and liability for any damage, loss and injury caused by culpable conduct of Guests while using the Rental Services;
- 4.6.5. assume full liability for and pay all fines, fees, penalties, and/or any other charges that result from the use of any of the E-Vehicles unlocked in the Group Ride, or as a result of Guests parking an E-Vehicle improperly (e.g., outside a Permitted Parking Area) or as a result of a Guest violating any law, rule, regulation, or ordinance while using the Rental Services.

5. Payment and Fees

5.1 You may use the Rental Services through a Basic Pass or Pre-Paid Pass basis if available. You will be charged fees for Your use of the E-Vehicle in accordance with the Fee Schedule and the type of E-Vehicle. Each use of the E-Vehicle starts when You click "Unlock" and terminates when You click "Finish your ride" (or equivalent button(s) on the App). You acknowledge that the fees and other charges may be subject to applicable taxes and other local government charges, which may be charged to You.

5.2 In certain Service Areas, You may have the option to purchase the Rental Services through a Pre-Paid Pass. Terms and pricing conditions applicable to a Pre-Paid Pass will be displayed in the App, must be read and accepted by You prior to purchase and will include a description of the Pre-Paid Pass limitations. Limitations may include a daily time limit, a number of unlocks, or daily ride limits. Pre-Paid Passes may not be used in conjunction with promotional offers, rewards or other discounts. Purchase of a Pre-Paid Pass does not guarantee the availability of the Rental Services. Pre-Paid Passes will expire on the date of expiry stated, at the time of purchase, in the applicable terms and pricing conditions.

5.3 You have a statutory right to withdraw from a Pre-Paid Pass within 14 days of the purchase date without giving any reasons. If you want to withdraw from a Pre-paid Pass, You may either (i) use the model withdrawal form provided in Annex B or (ii) make any other unequivocal statement setting out Your decision to withdraw from a Pre-Paid Pass using communication methods in accordance with Section 10.1.

5.4 If you activate the Pre-Paid Pass during the 14 days withdrawal period after purchasing the Pre-Paid Pass (which means that You expressly request that Services start to be supplied as from this date and before the expiry of the withdrawal period), then You explicitly renounce your right of withdrawal. Should You exercise your right to withdraw during the 14 days period, in accordance with the above-mentioned conditions, You will be entitled to a refund on a pro-rata basis conditional to the limitations of the Pre-Paid Pass that you have purchased and used until termination.

5.5 Bolt and/or the Rental Provider may issue promotional coupons or codes subject to any additional terms established on a per promotional code basis ("**Promo Codes**"). Bolt and/or the Rental Provider reserve the right to modify or cancel Promo Codes at any time at their sole and absolute discretion. The Promo Code(s) and Your use of the App may be suspended or canceled at any time if there are grounds to believe that the use or redemption of the Promo Code(s) was in error, fraudulent, illegal or in violation of the applicable Promo Code terms or this Agreement.

5.6 If the E-Vehicle unlocked with Your Account:

5.6.1 is parked outside the Permitted Parking Area, then You may be charged a pick-up fee of up to EUR 20. This amount is based on the costs for pick-up and associated losses;

5.6.2 appears to be damaged beyond normal wear and tear, is in a state of disrepair or has been vandalised, then You may be charged a fee that is equal to the cost of repair or replacement of the E-Vehicle and equipment;

5.6.3 is abandoned without notice, You will be responsible for all fees until the E-Vehicle is recovered, plus a search fee of up to EUR 120 and maximum ride fee specified in the App depending on the time that it takes to recover the E-Vehicle. This amount is based on the costs and associated losses;

5.6.4 is not recovered or returned (i.e. the ride is not finished and the E-Vehicle is not parked) within 48 hours, then the E-Vehicle may be considered lost or stolen, in which case You may be charged up to EUR 350 per E-Vehicle and a police report may be filed against You.

5.7 When You use the Rental Services, You must comply with all local laws, traffic rules and parking regulations. You are responsible for any fines, impound fees, penalties, and/or any other charges incurred by the Rental Provider that result from Your use of any E-Vehicle, You parking any E-Vehicle improperly (e.g. outside a Permitted Parking Area) or as a result of You violating any law, rule, regulation, or ordinance while using the Services. You agree that the Rental Provider may pay all fines, impound fees, and penalties issued to the Rental Provider directly or issued to the Rental Provider on Your behalf and that the Rental Provider is entitled to a reimbursement of these amounts plus a reasonable administrative fee which will not exceed **EUR 30**. By agreeing to these Terms, You agree that these amounts may be charged to Your Elected Payment Method.

5. 8 All amounts due and payable by You will be charged to Your Elected Payment Method. If these payment methods fail, other collection procedures may be employed. You agree to compensate all costs, including without limitation reasonable legal fees, if the amounts You owe for the usage of Rental Services are not paid when due. Your Account may be suspended or deactivated if the amounts You owe for the usage of Rental Services are not paid when due. If You have any questions related to the suspension, please contact the customer support team. Your Account will be reactivated when the amount due is paid.

5.9 You can pay for the Rental Services with Your Elected Payment Method, which requires prior activation within the App. You acknowledge and expressly authorise that Your Elected Payment Method linked to Your Account may be charged for all fees and charges incurred by You pursuant to this Agreement. Such fees and charges may be subject to applicable taxes, which may be charged to You.

5.10 If You dispute any transactions charged to Your Elected Payment Method, You must communicate it in accordance with Section 10.1 within 10 Business Days.

5.11 For credit and debit card payments, You may be charged a service fee for each payment that is added to each order of the Rental Services. The service fee is for Visa/Mastercard service fees. The amount of the service fee is displayed in the App. Your bank may make additional charges for Your use of Your credit or debit card which are not shown in the App. Please note that after You have booked an E-Vehicle, an amount on Your credit card is automatically pre-authorised to confirm the availability of the payment.

5.12 You agree to immediately report in accordance with Section 10.1. of any changes relating to Your Elected Payment Method linked to Your Account that may impair the ability to charge You pursuant to this Agreement.

6. Liability

6.1 You acknowledge and agree that Your use of the Services, E-Vehicles and related equipment, is at Your sole and individual risk, and that Bolt and the Rental Provider are not responsible for any consequences, claims, demands, causes of action, losses, liabilities, damages, injuries, fees, costs and expenses, penalties, legal fees or disbursements of any kind, whether foreseeable or unforeseeable, and whether known or unknown, that You or a third party may suffer as a result of Your use of the Services. You fully understand such risks by acknowledging that:

6.1.1 riding E-Vehicles involves many obvious and not-so-obvious risks, dangers, and hazards, which may result in injury or death to You or others, as well as damage to property, and that such risks, dangers, and hazards cannot always be predicted or avoided;

6.1.2 the E-Vehicle is a machine that may malfunction, even if properly maintained, and that such malfunction may cause injury; and

6.1.3 wearing a helmet and other protective equipment and diligent compliance with the Riding Rules and this Agreement are essential to reduce Your risk of injury and risk of causing injuries or damage to others.

6.2 If Your use of any of the Services causes any injury or damage to another person or property, then You will be liable for any and all consequences, claims, demands, causes of action, losses, liabilities, damages, injuries, fees, costs and expenses, penalties, legal fees, judgments, suits or disbursements of any kind, whether foreseeable or unforeseeable, and whether known or unknown. If Your conduct causes Bolt and/or the Rental Provider to pay third parties' claims, You are solely responsible to Bolt and/or the Rental Provider, and agree to indemnify Bolt and/or the Rental Provider, for all losses incurred by Bolt and/or the Rental Provider in paying those third party claims.

6.3 The Rental Provider reserves the right to offer a liability insurance arrangement ("**Insurance Cover**"), to insure, subject to limitations and exceptions of the Insurance Cover, liability You incur in respect of injury to a third party or accidental damage to the physical property of a third party arising from Your use of the E-Vehicle. **If for any reason You are not eligible for the Insurance Cover, then You understand and acknowledge** that You assume liability for any and all costs caused by You to a third party, including without limitation costs of ambulance transport services, hospital stays and medical treatment.

6.4 All of the Services, in particular E-Vehicles and related equipment provided through the Rental Service, are provided "AS IS" and "AS AVAILABLE". To the fullest extent permitted by law, Bolt and the Rental Provider exclude and disclaim all guarantees, conditions, warranties or terms of any kind, whether express or implied or imposed by any applicable law. Bolt and the Rental Provider do not represent, warrant or guarantee that any of the Services, E-Vehicles, or related equipment provided through the Rental Service, will be in good repair or in an error-free state, or that delays, omissions, interruptions or inaccuracies will not occur in relation to any of the Services, E-Vehicles, or related equipment provided through the Rental Service. In particular, Bolt and the Rental Provider disclaim and make no representations, warranties, endorsements, or promises, express or implied, as to:

6.4.1 whether the information (including any instructions in the App) on the Services is accurate, complete, correct, adequate, useful, timely, or reliable;

6.4.2 whether any defects or errors in the Services will be repaired or corrected;

6.4.3 whether the Services will be available at any particular time or Service Area; and

6.4.4 whether Your use of the Services is lawful in any Service Area.

6.5 All implied conditions and warranties of any type in relation to the Services are excluded to the maximum extent allowed by law. Nothing in this Agreement excludes, restricts or modifies any guarantee, warranty, term or condition, right or remedy implied or imposed by any

applicable law which cannot lawfully be excluded, restricted or modified.

6.6 If any guarantee, condition, warranty or term is implied or imposed by any applicable law and cannot be excluded ("**Non-Excludable Provision**"), and Bolt and/or the Rental Provider are not able to limit Your remedy for a breach of the Non-Excludable Provision, then Bolt's and/or the Rental Provider's liability for breach of the Non-Excludable Provision is limited exclusively (so far as the law permits) to Bolt's and/or the Rental Provider's option to:

6.6.1 in the case of goods, the replacement of the goods or the supply of equivalent goods, the repair of the goods, the payment of the cost of replacing the goods or of acquiring equivalent goods or the payment of the cost of having the goods repaired; or

6.6.2 in the case of services, the supplying of the services again, or the payment of the cost of having the services supplied again.

6.7 In no event shall Bolt's and/or the Rental Provider's aggregate liability for any and all claims arising out of this Agreement, including those based on tort or other grounds, exceed EUR 500 or the amount of the fees paid by You for the rental period during which the incident, accident or event that caused the claim/s to arise occurred, whichever is lower. Bolt and/or the Rental Provider does not however limit Your right to claim for damages or use any other legal remedies provided by applicable law upon non-compliance of the Services with this Agreement.

6.8 Neither party to this Agreement shall be responsible for damages or for delays or failures in performance resulting from circumstances beyond the reasonable control of the non-performing party, including, without limitation an element of nature or an act of God, earthquake, fire, flood, war, terrorism, civil, industrial or military disturbance, sabotage, labour strike or lock-outs, pandemic, epidemic, riot, loss or malfunctioning of utilities or communication services, major cyber-attack, court order, act of civil or military authority, or governmental, judicial or regulatory action.

6.9 To the maximum extent permitted under the applicable law, neither Bolt nor the Rental Provider, or their affiliates, representatives, directors or employees are liable for any loss or damage that You may incur under or in connection with this Agreement or as a result of using the App, including but not limited to:

6.9.1 any direct or indirect property damage or monetary loss;

6.9.2 loss of profit or anticipated savings;

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

6.9.4 loss or inaccuracy of data; or

6.9.5 any other type of loss or damage.

7. Your Content

7.1 You confirm that any text, images or other information that You provide to Bolt whilst using the Services ("**Your Content**") will meet the Rules of Acceptable Use as is set out below in Section 8.

7.2 Bolt does not claim ownership over Your Content and ownership will remain with You and any third party whose content You include in Your Content. You grant to Bolt a worldwide, non-exclusive, royalty-free and perpetual license to use, copy, reproduce, distribute, adapt, re-format, modify, publish, translate, license, sub-license and exploit Your Content anywhere and in any form for the purposes of providing the Services (including, where applicable, allowing other users to view Your Content).

7.3 You must ensure that You are able to grant the above license for any content owned by a third party that You include in Your Content.

7.4 Bolt's right to use You Content does not in any way affect Your privacy rights. Please see the Privacy Notice for information on how Your personal information is used.

7.5 You expressly agree that Bolt has the right to monitor any of Your Content and to reject, refuse or delete any of Your Content where Bolt thinks that it breaks any of the Rules of Acceptable Use.

8. Rules of Acceptable Use

8.1 In addition to the other requirements in this Agreement, this section describes specific rules that apply to Your use of the App ("Rules of Acceptable Use").

8.2 When using the App You must not:

8.2.1 circumvent, disable or otherwise interfere with any security related features of the App;

8.2.2 permit another person to use the App on Your behalf;

8.2.3 use the App if You are suspended or banned from using it;

8.2.4 advocate, promote or engage in any illegal or unlawful conduct or conduct that causes damage or injury to any person or property;

8.2.5 modify, interfere, intercept, disrupt or hack the App;

8.2.6 misuse the App by knowingly introducing viruses, Trojans, worms, logic bombs or other material which would harm the App or any user of the App;

8.2.7 collect any data from the App other than in accordance with this Agreement;

8.2.8 submit or contribute any of Your Content that contains nudity or violence or is abusive, threatening, obscene, misleading, untrue or offensive;

8.2.9 submit or contribute any of Your Content that You do not own or have the right to use or otherwise infringe the copyright, trademark or other rights of third parties;

8.2.10 use Your Content in violation of any licensing terms specified by the owner;

8.2.11 submit or contribute any information or commentary about another person without that person's permission;

8.2.12 threaten, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety or harass, upset, embarrass, alarm or annoy any other person; 8.2.13 use any automated system, including without limitation 'robots', 'spiders' or 'offline readers' to access the App in a manner that send more request messages to the App than a human can reasonably produce in the same period of time; or 8.2.14 other action which is deemed as inappropriate for use of the App. 8.3 Failure to comply with the Rules of Acceptable Use, Riding Rules or Safety Toolkit constitutes a material breach of this Agreement, and may lead to:

8.3.1 immediate temporary or permanent withdrawal of Your right to use the App and/or any other Bolt's app or service;

8.3.2 immediate temporary or permanent removal of any of Your Content;

8.3.3 warning;

8.3.4 legal action against You, including proceedings to recover all costs (including, but not limited to, reasonable administrative and legal costs) resulting from the breach; and

8.3.5 disclosure of such information to law enforcement authorities as Bolt and/or the Rental Provider reasonably feels is necessary.

9. Governing law

9.1 This Agreement shall be governed by and construed in accordance with the laws of the Republic of Estonia.

9.2 Your obligations may be governed by laws of the Service Area, for example, traffic and parking laws and regulations applicable in the Service Area ("**Local Laws**") and You agree to comply with any such Local Laws.

9.3 If You are a consumer and have your habitual residence in the EU, You additionally enjoy the protection afforded to you by mandatory provisions of the law of Your country of residence. Bolt, the Rental Provider and You submit to the non-exclusive jurisdiction of the courts of Estonia, which means that You may bring a claim to enforce your consumer protection rights in

connection with this Agreement in Estonia or in Your country of residence.

9.4 If You are a consumer and have your habitual residence in the EU, You may also have the right to submit an application at Your local consumer protection authority or via the European Commission Online Dispute Resolution platform at: <http://ec.europa.eu/odr>.

9.5 If You are a consumer in Moldova, You additionally enjoy the protection afforded to you by mandatory provisions of the law of Moldova with regard to Rental Services provided to You on the territory of Moldova by the Rental Provider. You may also have the right to submit an application at Your local consumer protection authority (State Inspectorate for the Supervision of Non-Food Products and Consumer Protection) at Vasile Alecsandri 78 street, Chisinau, Moldova or via phone +373 22 51 51 51.

10. Miscellaneous

10.1 You may use the following communication methods to provide notices, reports, claims etc in connection with this Agreement:

10.1.1 Any notices, reports, claims and other communication in connection with Your use of Bolt's mobile application, should be provided to Bolt through the App, reported through customer support channels made available in the App or Bolt's website or delivered to Bolt's address: Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia.

10.1.2 Any notices, reports, claims and other communication in connection with Your rental of E-Vehicles should be provided to the Rental Provider through the App, sent by e-mail to chisinau@bolt.eu, reported through customer support channels made available in the App or delivered to the Rental's Provider address: Grenoble street nr. 120, Chisinau, Codru, MD-2019, Republic of Moldova.

10.2 You agree that this Agreement and all incorporated agreements may be automatically assigned by Bolt and/or the Rental Provider at their sole and absolute discretion.

10.3 In the event of a conflict or contradiction between the Global Terms of Service and the terms and conditions for Your applicable Service Area, the Service Area terms and conditions shall prevail.

ANNEX A Riding Rules - E-Vehicles

1 Safety Checks

1.1 It is Your responsibility to conduct a diligent safety check prior to use of the E-Vehicle that includes, without limitation, the following:

- (a) good condition of the frame;
- (b) good condition of wheels (i.e. that the wheels are not flat or impeded by debris or mud);
- (c) safe operation of brakes;
- (d) sufficient battery power;
- (e) testing that the bell of the E-Vehicle is working;
- (f) lights and reflectors are in good working condition if You intend to ride the E-Vehicle during the hours of darkness;
- (g) E-Vehicle is free from any sign of damage, unusual or excessive wear, or other mechanical problem or maintenance need; and (h) follow the instructions, in particular, the Safety Toolkit, which are provided to You in the App at the time of booking the E-Vehicle.

1.2 Throughout the ride You shall constantly monitor that the E-Vehicle and its operation complies with the above safety requirements. If at any time during the ride You discover a breach of safety requirement(s) or notice any other potentially unsafe defect, condition or threat, You must immediately cease riding the E-Vehicle, when it is safe to do so, and notify the Rental Provider in accordance with Section 10.1.2 of the Agreement.

2 Road Safety

2.1 You shall ride and operate the E-Vehicle safely at all times. When using, riding or operating

the E-Vehicle, You shall:

- (a) comply with all applicable traffic laws and regulations;
- (b) comply with the Safety Toolkit instructions;
- (c) use the safety gear as recommended and as required pursuant to the above laws, regulations and instructions, and which are reasonably required to mitigate the risk of personal injury (Such as helmet, protective pads and proper shoes);
- (d) not ride the E-Vehicle under the influence of alcohol, drugs, medication or other substances that may impair Your ability to safely operate the E-Vehicle;
- (e) observe the speed limit and adapt the speed according to the situation taking into account Your driving experience, road conditions, state of the road and the E-Vehicle, weather conditions, density of the traffic and other traffic conditions so that You are able to stop the E-Vehicle without hitting any obstacle that is or can reasonably be expected to be on the road.
- (f) not use any mobile phone, tablet, laptop, text messaging device, music player, or other device that may distract You from safely riding the E-Vehicle;
- (g) not ride the E-Vehicle on unpaved roads, through water (beyond normal urban riding), or in any location that is prohibited, illegal or poses nuisance to others;
- (h) not use the E-Vehicle for racing, mountain riding, stunt or trick riding;
- (i) not ride the E-Vehicle on expressways and restricted roads;
- (j) not ride the E-Vehicle against the flow of traffic;
- (k) not ride the E-Vehicle on roads that are meant exclusively for pedestrians;
- (l) shall not ride beyond permitted riding perimeter specified by the App;
- (m) not ride in poor or dangerous weather or road conditions, including snow, hail, ice, sleet, freezing rain, or electrical storms, which could make it dangerous to ride the E-Vehicle;
- (n) not exceed the maximum weight limit 95 kg (210 pounds) of the E-Vehicle;
- (o) not carry additional person(s);
- (p) not carry any items (e.g. briefcases, backpacks, bags and/or other items) if these may prevent You from being safely able to operate the E-Vehicle; and
- (q) wear light coloured clothes to ensure that other road users are able to notice You easily.

3 Parking

3.1 You shall:

- (a) not park the E-Vehicle in a manner that may contravene any applicable Local Laws;
- (b) not obstruct the road, impede traffic or excessively clutter the sidewalks;
- (c) park the E-Vehicle visibly and in the standing position so that other users can also enjoy the use of the E-Vehicle;
- (d) follow the parking instructions displayed in the App and, if applicable, park the E-Vehicle in the designated Permitted Parking Area;
- (e) report any E-Vehicle not parked in a Permitted Parking Area while using the Rental Services, by notifying the Rental Provider in accordance with Section 10.1 or using the relevant feature in the App.

ANNEX B Model withdrawal form

To Bolt Operations OÜ (Vana-Lõuna 15, Tallinn 10134, Estonia info@bolt.eu):

I hereby give notice that I withdraw from my contract for the provision of the following service: purchase of Pre-Paid Pass for the use of the Services.

Ordered on: [to be completed by consumer]

Name of consumer(s): [to be completed by consumer]

Address of consumer(s): [to be completed by consumer]

Signature of consumer(s) (only if this form is notified on paper),

Date: [to be completed by consumer]