General Terms and Conditions for Drivers
Last updated: 3 June 2025
You may download an offline version of these terms for your record and future reference here. These General Terms and Conditions for Drivers (also referred to as "**Terms**") set forth the main terms and conditions applying to and governing the usage of the Bolt Services. In order to provide Transportation Services via the Bolt Platform you must agree to the terms and conditions that are set forth below.

1. DEFINITIONS

The definitions in this clause 1 apply in these Terms:
1.1. **Agreement** - this agreement between the Driver and Bolt Ireland regarding the use of Bolt Services which consists of:
1.1.1. these Terms;
1.1.2. special terms displayed in the Bolt App, e.g. regarding price info or service descriptions;
1.1.3. any guidelines that apply to the Bolt Services, if applicable; and
1.1.4. other terms and policies referred to in this Agreement as may be amended from time to time.
1.2. **Bolt App** - a smartphone application for the Drivers and Passengers to request and receive Transportation Services.
1.3. **Bolt Driver Account** - an account on a website containing information and documents regarding usage of the Bolt Service in the course of provision of Transportation Services, including accounting documentation. The Driver may access the Bolt Driver Account at https://partners.bolt.eu by entering their username and password.
1.4. **Bolt Fee** - the fee that the Driver is obliged to pay to Bolt Ireland for using the Bolt Services.
1.5. **Bolt In-app Payment** - cards, carrier billing and other payment methods used by the Passenger via the Bolt App to pay for the Transportation Services.
1.6. **Bolt Ireland** (also referred to as “we”, “our” or “us”) - Bolt ITX Limited, a limited liability company registered under the laws of Ireland with company number 671417, EU VAT no. 3694239QH, registered address: Unit 2A, Ground Floor, Merchant's Court, Merchant's Quay, Dublin 8 Offices, Ireland.
1.7. **Bolt Platform** - technology operated by Bolt Ireland for the purpose of connecting Passengers and Drivers for Transportation Services .
1.8. **Bolt Services** - services that Bolt Ireland provides, including the provision and maintenance of the Bolt App, Bolt Platform, Bolt In-App Payment, customer support, communication between the Driver and Passenger, and other similar services.
1.9. **Cancellation Fee** - the fee to be paid to the Driver if the Passenger cancels the Transportation Service after the Driver has agreed to fulfil it.
1.10. **Driver** (also referred to as ‘”you“) - a natural person being a licensed SPSV driver authorised to provide Transportation Services via the Bolt Platform. Each Driver will get a personal Bolt Driver Account to use the Bolt App and Bolt Platform.
1.11. **Early Cashout** - the expedited processing of sums due to you in accordance with clause 6 below.
1.12. **Fare** - a fee the Passenger is obliged to pay the Driver for provision of the Transportation Services. Where the Driver is a licensed taxi, a fee the Passenger is obliged to pay shall amount to the taxi tariff as imposed and/or applicable from time to time by the applicable law and based on the official taximeter. Where the Driver is a hackney or limousine driver the pre-agreed fare.
1.13. **Fraud Policy** - means Bolt Ireland’s policy for the prevention of fraud available here.
1.14. **Passenger** - a person requesting the Transportation Services by using the Bolt App.
1.15. **Prohibited Items** - items listed in clause 4.20 of these Terms that the Driver and

Passenger are not allowed to carry and exploit while using or providing the Transportation Service, unless stated otherwise by any applicable law.
1.16. **SPSV** - small public service vehicles which include taxis, hackneys and limousines.
1.17. **Terms** - these General Terms and Conditions for Drivers.
1.18. **Tip** - a gratuity offered by the Passenger at their sole discretion in addition to the Fare paid.
1.19. **Transportation Service** - the transportation service provided by the Driver to the Passenger whose request the Driver has accepted through the Bolt App. All transportation services dispatched under this Agreement must be in accordance with SPSV licensed laws, tariffs and tariff rules relating to transportation by taxi, as applicable from time to time.

2. ENTRY INTO THE AGREEMENT

2.1. Prior to using the Bolt Services, you must sign up by providing the requested information in the signup application on the Bolt Ireland website and uploading the necessary documentation as required by us and agree to the Agreement. You may sign up either as a legal or a natural person. Upon successful completion of the signup application, we will provide you or the Driver providing Transportation Services on your behalf with a personal Bolt Driver Account accessible via a username and password. These details are personal to you and you must not make them available to anybody else as the username and password are important credentials used by Bolt Ireland to identify users of the Bolt Platform. By clicking the “Sign up" button located at the end of the signup application, you represent and warrant that:
2.1.1. you are entitled to enter into an agreement with us to use the Bolt Platform for providing Transportation Services and you have obtained all necessary approvals to do so, where applicable;
2.1.2. you have carefully studied, fully understand and agree to be bound by the Agreement, including all obligations that arise from these Terms;
2.1.3. all the information you have presented to us is accurate, correct, and complete;
2.1.4. you will keep the Bolt Driver Account accurate and profile information updated at all times;
2.1.5. you will not authorise other persons to use the Bolt Driver Account nor transfer or assign it to any other person;
2.1.6. you will not use or allow the use of the Bolt Services for unauthorised or unlawful purposes and impair the proper operation of the Bolt Services; and
2.1.7. at all times, you fully comply with all laws and regulations applicable in a city/state where you are providing Transportation Services, including, but not limited to, laws regulating passenger transportation services.
2.2. You are obliged to provide your bank account details in the course of filling in the payment details upon registration. We are transferring Bolt In-app Payment fees to the bank account that you have provided. We are not liable for any incorrect money transactions in case you have provided the wrong bank account details or if you have not updated Bolt Ireland on the changes in your bank account number.
2.3. After submitting the signup application, you will receive an email with additional conditions that must be met in order to use the Bolt Services. These conditions may include providing criminal records, valid driving licence, evidence of the satisfactory technical state of your vehicle, completion of a training course, confirmation that you own a GPS-supporting mobile device and other conditions as described in the aforementioned e-mail. You have an ongoing obligation to cooperate with Bolt Ireland and provide any further documents or information requested in order for Bolt Ireland to conduct relevant checks, for example: to facilitate routine identity checks. The failure to comply with the provided requirements and conditions may result in termination of the Agreement and your right to use the Bolt Services.

2.4. You agree that in specific cities or countries we may assign any of our obligations arising from the Terms or Agreement to our group companies and partners. This includes, assigning the rights and obligations regarding reviewing documents related to signup applications, training, collection of Bolt Fees, forwarding you the fees due, mediating Bolt In-app Payment, licensing the Bolt App, etc. Details of the Bolt group companies and partners can be accessed here http://bolt.eu/cities.

3. RIGHT TO USE BOLT APP AND BOLT DRIVER ACCOUNT

3.1. Subject to your compliance with the Agreement, Bolt Ireland hereby grants you a non-exclusive, revocable licence to use the Bolt App and Bolt Driver Account solely in connection with your use of the Bolt Services. The licence does not grant you the right to sublicense or transfer any rights to third parties.

3.2. In the course of using the Bolt App and/or Bolt Driver Account you may not:

3.2.1. decompile, reverse engineer, or otherwise attempt to obtain the source code of the Bolt App, the Bolt Driver Account or any other software owned by or licensed to Bolt Ireland;

3.2.2. modify the Bolt App or the Bolt Driver Account in any manner or form or use modified versions of the Bolt App or Bolt Driver Account;

3.2.3. transmit files that contain viruses, corrupted files, or any other programs that may damage or adversely affect the operations on the Bolt Platform;

3.2.4. attempt to gain unauthorised access to the Bolt App, Bolt Driver Account or any other Bolt Services.

3.3. The licence referred to under clause 3.1 of these Terms is revoked automatically and simultaneously with the termination of the Agreement. After termination of the Agreement you must immediately stop using the Bolt App and Bolt Driver Account. We are entitled to block and delete the Bolt Driver Account without a prior notice in case of termination of the Agreement.

3.4. Additionally, we may give you tags, labels, stickers, or other signs that refer to the Bolt brand or otherwise indicate you are using the Bolt Platform. Bolt Ireland grants you a non-exclusive, non-sublicensable, non-transferable licence to use such signs and only for the purpose of indicating you are providing Transportation Services via the Bolt Platform. After termination of the Agreement, you must immediately remove and discard any signs that refer to the Bolt brand.

3.5. All copyrights and trademarks, including source code, databases, logos and visual designs either owned by or licensed to Bolt Ireland are protected by copyright, trademark, trade secret laws and/or international treaty provisions. By using the Bolt Platform or any other Bolt Services you do not acquire any rights of ownership to any intellectual property.

3.6. 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.

3.7. You may not, and may not allow any other party 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.

3.8. To ensure safety on the Bolt Platform, Bolt may ask you to verify your identity to ensure that the person using the Bolt App is the same person whose information is provided in the signup application. You will not be able to provide Transportation Services until you pass the verification process. If you fail to pass the verification process, your Bolt Driver Account may be suspended or terminated, at our sole discretion.

4. PROVIDING THE TRANSPORTATION SERVICES

4.1. You hereby guarantee to provide the Transportation Service in accordance with the Terms, Agreement as well as laws and regulations applicable in the state where you are providing the Transportation Service. Please note that you are fully liable for any violation of any local laws and regulations as may arise from providing the Transportation Service.
4.2. You must be at least 18 years' old and have all licences (including a valid driver's licence), permits, car insurance, liability insurance (if applicable), registrations, certifications and other documentation that are required by law in the applicable jurisdiction for providing the Transportation Service. It is your obligation to maintain the validity of all the aforementioned documentation. Bolt Ireland reserves the right to require you to present evidence and submit for a review all the necessary licences, permits, approvals, authorisations, registrations and certifications.
4.3. You must provide the Transportation Service in a professional manner in accordance with a high degree of care, skill and attention applicable to providing such services and to perform the Passenger's request in the best interest of the Passenger. In particular, you (i) must take the route least costly for the Passenger, unless the Passenger explicitly requests otherwise; (ii) may not make any unauthorised stops; (iii) may not have any other passengers in the vehicle other than the Passenger and the passengers accompanying the Passenger; and (iv) must adhere to any applicable traffic laws and regulations, and must not conduct any actions that may disrupt your driving or your perception of traffic conditions, such as holding a phone in your hand while the vehicle is moving.
4.4. You retain the sole right to determine when you are providing the Transportation Services. You shall accept, decline or ignore Transportation Service requests made by Passengers at your own choosing. Your status shall be set to "Offline" in the Bolt App, at all times when you are not ready / available / able to perform a Transportation Service request. You are automatically "Offline" while you are executing a Transportation Service.
4.5. You are obliged to provide and maintain all equipment and means that are necessary to perform the Transportation Service at your own expense, including a vehicle and a smartphone. You are also responsible for bearing all costs you incur in the course of performing the Transportation Service including, but not limited to, fuel, mobile data, duty fees, amortisation of the vehicle, insurance, relevant corporate or payroll taxes etc.
4.6. You are entitled to charge the Fare for each instance you have accepted a Passenger on the Bolt Platform and completed the Transportation Service as requested. The Fare is calculated based on (i) a default base fare or in the case of a licensed taxi, on publicly available taximeter rates; (ii) the distance of the specific journey as determined by the GPS-based device; and (iii) the duration of the specific journey. The default base fare may fluctuate based on the local market situation. You shall always have the right to charge the Passenger less than the Fare indicated by the Bolt App. However, charging the Passenger less than the Bolt App indicates does not decrease the Bolt Fee. It is the sole responsibility of the Driver to charge the Passenger the correct Fare as may be imposed by the law applicable for each provision of the Transportation Service.
4.7. A Passenger may be offered to use a ride option that allows the Passenger to agree to a fixed Fare for a given instance of the Transportation Service provided by you ("**Upfront Fare**"). The Upfront Fare is communicated via the Bolt App to a Passenger before the ride is requested, and to you when the ride is accepted or at the end of the ride. The Fare calculated in accordance with clause 4.6 shall be applied instead of the Upfront Fare if the Passenger changes the destination during the ride, the ride takes materially longer than estimated due to traffic or other factors, there has been a failure to comply with the Fraud Policy or when other unexpected circumstances impact the characteristics of the ride materially (e.g. a route is used

where tolls apply).
4.8. If you find that there has been an error in the calculation of the Fare and wish to make corrections in the calculation of the Fare, you must submit a petition in the “Fare Review" section of the Bolt App. If a petition in the “Fare Review" section of the Bolt App has not been submitted, then Bolt Ireland shall not reassess the Fare or reimburse you for an error made in the calculation of the Fare.
4.9. Bolt Ireland may adjust the Fare for a particular order completed if we detect a violation (such as taking a longer route or not stopping the fare meter of the Bolt App after the Transportation Service has been completed) where a technical error affecting the final Fare is identified. Bolt Ireland may also reduce or cancel the Fare if we have reasonable cause to suspect fraud or a complaint by the Passenger indicates a violation of the Agreement by you. Bolt Ireland will only exercise its right to reduce or cancel the Fare in a reasonable and justified manner.
4.10. The Passenger may have the option to pay the Fare for the Transportation Service either directly to you or via the Bolt In-app Payment as described in clause 6 of these Terms. If the Passenger pays the Fare directly, it is your obligation to collect the Fare. If the Passenger fails or refuses to pay, Bolt Ireland will send a notice of debt to the Passenger on your behalf. Such authorisation derives from the mandate of Bolt Ireland acting as an agent authorised to collect payments on your behalf Bolt Ireland does not have any obligation to compensate the Driver for non-payment of a Fare by the Passenger. If the passengers in the vehicle do not agree to pay the Fare for the provision of the Transportation Service, the Fare will be paid by the Passenger who has ordered the provision of the Transportation Service. If Passenger justifiably refuses to pay the Fare on the account that your information stated in the Bolt App is incorrect, then Bolt Operations will not reimburse you for such expenses.
4.11. In some markets, Passengers may be given the option to Tip you after a successful provision of the Transportation Service. The Passenger can Tip you only by means authorised by Bolt Ireland. The Tip will not affect the amount of Bolt Fees and Bolt Ireland will not collect a Bolt Fee on the Tip paid by the Passenger. You are obliged to fully comply with any tax obligations arising from Tips. We may limit the maximum value of a Tip at our sole discretion.
4.12. After each successful provision of the Transportation Service, Bolt Ireland shall create and forward 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. The receipt of each provision of the Transportation Service is available to you via the Bolt Driver Account.
4.13. The Passenger may cancel a request for the Transportation Service that the Driver has accepted via the Bolt App. The Driver may be entitled to the Cancellation Fee in the event that the Passenger cancels an accepted request for the Transportation Service after a certain time period determined by the Bolt App. The Driver may be entitled to the Fare for a long wait time in the event that the Passenger shows up for a ride after a certain time period determined by the Bolt App.
4.14. If, in the course of the provision of the Transportation Service, the Passenger or its co-passengers negligently damage the vehicle or its furnishing (such as by causing visible damage to the vehicle or causing the vehicle to smell or stink), you shall have the right to request the Passenger to pay a cleaning charge up to €140 and request compensation for any damages exceeding the cleaning charge. If the Passenger does not consent to paying the cleaning charge and/or compensating the damage, you must notify us and we will then try to collect the cleaning charge and/or relevant costs on your behalf from the Passenger. We are not

liable for direct or indirect damages in relation to cleaning or maintenance of the vehicle caused by the Passenger or any co-passengers.
4.15. You hereby acknowledge that you are obliged to fully comply with all tax obligations that apply to you from applicable law in relation to providing the Transportation Service, including (i) paying income tax, social security tax or any other tax applicable; and (ii) fulfilling all employee and tax registration obligations for calculations in regard to accounting and transfers to applicable authorities as required by applicable law. If the tax authority submits a valid request to us to provide information regarding your activities, we may provide information regarding your activities to the extent set forth in valid legal acts. Additionally, it is your obligation to adhere to all applicable tax regulations that may apply in connection with the provision of Transportation Services. You hereby agree to compensate Bolt Ireland all state fees, claims, payments, fines or other tax obligations that Bolt Ireland will incur in connection with the obligations arising from your failure to comply with applicable tax regulations (including income tax and social tax).
4.16. You hereby authorise Bolt Ireland to issue an invoice or a receipt on your behalf to the Passenger in order to compensate you for any Fares, additional fees, or other fees that you may charge or incur in the course of the provision of the Transportation Service. Where Bolt Ireland issues an invoice, the invoice will be made available to you via the Bolt Driver Account.
4.17. Bolt Ireland shall be entitled to share with the relevant tax authorities any information required under Council Directive (EU) 2021/514 of 22 March 2021 amending Directive 2011/16/EU on administrative cooperation in the field of taxation, including, but not limited to, any consideration paid or attributed to the Driver in relation to activities carried out through the Bolt Platform. If you fail to provide the information required under the above directive, Bolt Ireland may (i) terminate your account, (ii) prevent you from re-registering on the Bolt Platform, and (iii) withhold payment of your Fare until you provide the required information.
4.18. If any of the information you provide to Bolt Ireland is illegal content under applicable law or otherwise contravenes these Terms, Bolt Ireland reserves the right to:
4.18.1. remove, disable access or demote such content;
4.18.2. suspend, terminate or restrict any monetary payment due from Bolt Ireland to you,
4.18.3. suspend or terminate the Bolt Services in whole or in part, and/or
4.18.4. suspend or close your Bolt Driver Account.
4.19. All content uploaded to the Bolt Platform by you is your sole responsibility, and Bolt Ireland is under no obligation to actively monitor or review such content. Nevertheless, Bolt Ireland is entitled to remove any allegedly illegal content or content which violates these Terms at its own discretion and after the receipt of a notice and/or order regarding the existence of such content on the Bolt Platform. Should you disagree with Bolt Ireland's decision on removal of the content, it is your sole responsibility to provide additional information regarding why the content is not illegal or incompatible with these Terms through Bolt Ireland’s internal complaint-handling procedure.
4.20. To ensure the safety on the Bolt Platform, you are not to carry any Prohibited Items whilst in use of the Bolt App and/or carrying out any Bolt Services. You may refuse the provision of the Transportation Service to anyone possessing Prohibited Items. Bolt Ireland may at any time discontinue the provision of the Bolt Services to you if you do not comply with this clause and applicable law, and report an unauthorised use of the Prohibited Items to the authorities. The Prohibited Items include:
4.20.1. firearms and their parts, ammunition, melee weapons, other items specially designed for attack and defence;
4.20.2. 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;
4.20.3. drugs and other psychotropic substances which are subject to special control in accordance with the legislation;
4.20.4. 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.

5. BOLT FEES

5.1. In order to use the Bolt Services, you are obliged to pay the Bolt Fee. The Bolt Fee is calculated based on the Fare of each Transportation Service that you have completed. The amount of the Bolt Fee is made available to you via email, Bolt App, Bolt Driver Account or other electronic means. Please note that the Bolt Fees may change from time to time as they are based on dynamic commission pricing that take into account (i) the balance of the supply and demand for the Transportation Service, (ii) characteristics of the ride ordered; and (iii) conditions of any applicable campaigns. The Bolt Fees shall not exceed the highest rate for Bolt Fees that we have communicated to you. However, we may increase the applicable highest rate of Bolt Fees at any time by giving you prior notice.
5.2. You must pay the Bolt Fee and any other fees due to us for the previous month at the latest by the 15th date of the following month. Upon delay with payment of the Bolt Fee, you shall be obliged to pay a late fee of late payment in the amount of 0.04% (zero point zero four percent) of the unpaid amount per day. You are obliged to cover all costs incurred by us, which are related to debt collection activities.

6. BOLT IN-APP PAYMENTS

6.1. We may enable Passengers to pay for the Transportation Service via cards, carrier billing and other payment methods directly in the Bolt App (i.e. Bolt In-app Payment). You hereby authorise Bolt Ireland to act as your agent in relation to any agreement concluded with you in accordance with this Agreement via the Bolt App. You hereby grant us the right to collect the Fares or other fees payable via Bolt In-app Payment and to forward relevant funds to you in line with this Agreement. You acknowledge that in this case the payment obligation of the Passenger arising from any agreement concluded via Bolt App is deemed to be fulfilled when the respective payment is credited to Bolt Ireland's bank account.
6.2. You may not refuse payment by the Passenger via the Bolt In-app Payment, or influence the Passenger against the use of the Bolt In-app Payment. If you refuse to accept a Bolt In-app Payment without just cause, we shall be entitled to charge you a contractual fee in the amount of €15 for every refusal and/or block your right to use the Bolt Services in case of repeated breaches of this clause.
6.3. The Passenger may be provided with a promo code on a per promotional basis. You are required to accept the use of promo code only when the Passenger applies the code using Bolt In-app Payment. Promo codes may not be applied to cash paid trips. If the use of promo codes is suspected as being fraudulent, illegal or used by a Driver in a manner incompatible with these Terms, then the promo code may be cancelled and the outstanding amount corresponding to the value of the promo code will not be reimbursed by Bolt Ireland to the Driver.
6.4. If the Tip option is available in the Bolt App and the Passenger chooses to Tip directly in the Bolt App, the Tip will be collected by Bolt Ireland on your behalf together with the Fares and other fees paid by the Passenger via the Bolt In-app Payment. If the payment of the Tip is suspected as being fraudulent, illegal, or for a purpose other than as a gratuity related to the Transportation Service provided by the Driver in conflict with these Terms, then the Tip can be withheld by Bolt Ireland.
6.5. You are entitled to review Bolt In-app Payment reports in the Bolt Driver Account or the Bolt App. The reports will show the amounts of the Bolt In-app Payments brokered in the previous

week as well as the withheld amounts of the Bolt Fee. You must notify us of any important circumstances which may affect our obligations to collect and distribute the Fares paid via Bolt In-app Payment.
6.6. We are not obliged to pay you the Fare due from the Passenger if the Bolt In-app Payment failed because the Passenger's credit card or other payment method is cancelled or is unsuccessful for other reasons. In such case we will help you in requesting the Fare due from the Passenger and shall transmit it to you once the Passenger has made the requested payment.
6.7. Before providing the Transportation Service, you must verify that the service is being provided to the correct Passenger or that the Passenger has expressly confirmed he/she allows other passengers to ride under that Passenger's account. You are under no obligation to transport any persons designated by the Passenger unaccompanied by the adult if such persons are less than 18 years old, unless such person is in danger or unless there are other serious circumstances (such as a medical emergency) that necessitate the transport of such person. If you make a mistake in identifying the Passenger, and the Bolt In-app Payment is charged to a person, who has not been provided or has not approved the Transportation Service for other passengers, then we shall reimburse the person for the Fare. In such case you are not entitled to receive the Fare from us. Additionally, for every wrongfully applied Bolt In-app Payment, we shall be entitled to charge you an administration fee of up to €20.
6.8. Please note that we will deduct any Fares or Tip paid via Bolt In-app Payment against the amounts that you are obliged to pay to us (such as Bolt Fees and other outstanding amounts). We reserve the right to fulfil any of your financial liabilities to any Bolt group companies, in which case we will acquire the right to submit a claim against you.
6.9. If we are not able to pay the Fares or Tip to you because you have not included your bank account details in your Bolt Driver Account or you have provided incorrect bank account details, then we will hold such payments for 180 days. If you do not notify us of the correct bank account details within 180 days from the date that the right to claim such payments has been established, your claim regarding the payment of the Fare or Tip not transferred to you shall expire.
6.10. Where the Early Cashout feature is available, you may be eligible to request an Early Cashout via the Driver App to expedite the timings in clause 2.2. Each Early Cashout will be subject to a reduction in the Bolt In-app Payment fees due to you (which will be shown to you in advance in the Bolt App). When making a request for an Early Cashout you will be agreeing to this reduction.
6.11. 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:
6.11.1. at least 25 Transportation Services have been fulfilled in association with your account;
6.11.2. your account is active and has not been suspended for any reason;
6.11.3. there is not a transfer of sums to you facilitated by or on behalf of Bolt Ireland that is already processing;
6.11.4. we have not detected irregular activity associated with your account (which includes any behaviour prohibited by the Fraud Policy); and
6.11.5. you are compliant with these Terms.
6.12. Bolt Ireland 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).
6.13. When facilitating any Early Cashout, Bolt Ireland is agreeing to modify the timings outlined in clause 2.2 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 Ireland, any Bolt In-app Payment due to you will therefore be reduced accordingly.

7. CUSTOMER SUPPORT

7.1. We provide customer support to Drivers regarding the use of the Bolt Services. We may stop providing the customer support services to you where you have overdue payment for more than 5 calendar days.

8. RATINGS AND ACTIVITY

8.1. In order to guarantee high-quality service and provide additional assurance to Passengers, you hereby acknowledge that the Passengers may provide you a rating and leave feedback regarding the quality of the Transportation Services that you have provided. Your average rating will be linked to your Bolt Driver Account and will be available to the Passengers in the Bolt App. If we determine a rating or comment is not given in good faith, this rating or comment may not be projected in the calculations of your overall rating.

9. MARKET OVERVIEWS AND CAMPAIGNS

9.1. We may send you, via the Bolt App, Bolt Driver Account, SMS, email or other electronic means, market overviews, in order to increase your awareness regarding when the demand by the Passengers is highest. Such market overviews are merely recommendatory and do not constitute any obligations for you. As the market overview estimations are based on previous statistics, we cannot guarantee that the actual market situation will correspond to the estimates provided in the market overview.

9.2. From time to time, we may offer optional campaigns, which you may choose to opt into. The specific requirements and conditions will be sent via the Bolt App, Bolt Driver Account, SMS, email or other electronic means. We have full discretion in deciding if, when and to which Drivers we provide such campaigns. If we have reasonable cause to suspect any prohibited behaviour that does not comply with the Fraud Policy, we may withhold or permanently deny your Fare until our suspicion of fraud has been cleared. In these circumstances, your right to appeal such a decision is set out in the Fraud Policy.

9.3. We may also occasionally arrange various campaigns in order to promote the Bolt Platform. If the Fare paid is reduced as part of such campaign, we shall pay you compensation, amounting to the monetary value of the benefit offered to the Passengers. Alternatively, we may set off such compensation against the Bolt Fee.

10. RELATIONSHIP BETWEEN YOU, US AND THE PASSENGERS

10.1. You hereby acknowledge and agree that we provide an intermediary service and do not provide Transportation Services. By providing the Bolt Platform and Bolt Services, we act as a marketplace connecting Passengers with Drivers to help them move around cities more efficiently. You acknowledge that you are providing the Transportation Services on the basis of a contract for carriage of passengers and that you provide the Transportation Services as an economic and professional activity. All Drivers acting on the Bolt Platform shall be considered traders within the meaning of the Directive (EU) 2005/29. Bolt Ireland acts as the agent of the Drivers for the intermediation of the conclusion of contracts between the Driver and the recipient of the Transportation Service, and thus, among other things, accepts payments from the Passengers or any other recipients of the Transportation Service and forwards the payments to the Driver.

10.2. Nothing contained in these Terms shall be construed or have effect as constituting any relationship of employer and employee between you and us. You acknowledge that no employment agreement nor an employment relationship has been or will be established between you and us. You also acknowledge that no joint venture or partnership exists between you and us. You may not act as an employee, agent or representative of us nor conclude any

contract on our behalf. If due to the implication of mandatory laws or otherwise, you shall be deemed an employee of ours, you hereby agree to waive any claims against us that may arise as a result of such implied employment relationship.
10.3. You acknowledge that you are self-employed and shall be responsible for discharging any tax and/or social security contributions payable on Bolt In-app Payment fees.
10.4. You shall indemnify and keep indemnified us against all taxes and social security contributions arising (including interest and penalties) and any liability, loss, damage, cost, claim or expense we suffer or incur as a result of any claims against us for such sums and other claims arising out of or in connection with you being deemed to be an employee of ours.
10.5. You may not transfer your rights and obligations deriving from the Terms or Agreement to any third party.
10.6. 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 Bolt In-app Payment 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.

11. PROCESSING OF PERSONAL DATA, ACCESS TO DATA

11.1. Details on how your personal data will be processed is outlined in the Privacy Notice, available at: https://bolt.eu/en-ie/privacy/?category=rides.
11.2. Bolt Ireland has access to all personal data and other data provided or generated in connection with your use of the Bolt Services. Bolt Ireland shall take all reasonable steps to ensure confidentiality of such data and comply with all applicable law whenever such data contains personal data. Except where otherwise provided by applicable law, Bolt Ireland maintains access to such data after the Agreement between you and Bolt Ireland is terminated.
11.3. You have access to personal and other data provided by you or generated in connection with your use of the Bolt Services to the extent that is made available to you under your Bolt Driver Account through the Bolt App. You shall take all reasonable steps to ensure confidentiality of such data and comply with applicable law as long and to the extent that such data contains personal data of Passengers.

12. LIABILITY

12.1. The Bolt Platform is provided on an "as is" and “as available” basis. We do not represent, warrant or guarantee that access to the Bolt Platform will be uninterrupted or error-free. As the usage of Bolt Platform for requesting Transportation Services depends on the behaviour of Passengers, we do not guarantee that your usage of the Bolt Platform will result in any Transportation Service requests.
12.2. To the maximum extent permitted by law, we, nor Bolt Ireland’s representatives, directors and employees’ are not liable for any loss or damage, liability or expense (including any fees, penalties, attorney’s fees etc.) that you may incur as a result of or in connection with (i) your use of the Bolt Services, (ii) your breach or violation of the Agreement or any applicable laws or regulations; (iii) your violation of the right of any third party, including but not limited to:
12.2.1. any direct or indirect property damage or monetary loss;
12.2.2. loss of profit or anticipated savings;
12.2.3. loss of business, contracts, contacts, goodwill, reputation and any loss that may arise from interruption of the business;

12.2.4. loss or inaccuracy of data;
12.2.5. expense, penalty, or fine from any state authority; and
12.2.6. any other type of loss or damage.
12.3. The total aggregate financial liability of Bolt Ireland in connection with or arising out of this Agreement including any and all claims will be limited to €500. You shall have the right to claim damages only if we have deliberately violated the Agreement.
12.4. We shall not be liable for the actions or omissions of the Passenger or co-passengers and shall not be liable for any loss or damage that may incur to you or vehicle used on the Bolt Platform for providing Transportation Services as a result of actions or non-actions of the Passenger or co-passengers.
12.5. You shall be fully liable for your breach of the Agreement or any other applicable laws or regulations and must stop and remedy such breach immediately after receipt of a respective demand from us or any state authority. You shall indemnify us for any direct and/or indirect loss and/or damage, loss of profits, expense, penalty, fine that we may incur in connection with your breach of the Agreement and any applicable laws and regulations. If Passenger or a third party presents any claims against us in connection with your provision of Transportation Services, then you shall compensate us for such damage on a euro for euro basis in full within 7 days as of your receipt of the respective request from us and you shall compensate us for any legal costs related to evaluation of the damages and submission of claims relating to compensation for such damage.
12.6. The Driver is solely responsible for complying with all relevant laws and regulations as well as with the Agreement for operating and using the chosen means of transport (e.g. licences, insurances etc), including all applicable consumer laws.

13. TERM, SUSPENSION AND TERMINATION

13.1. These Terms shall enter into force as of submitting the signup application. Any other terms, guidelines and documents that constitute an integral part of the Agreement shall enter into force once the specific document or message has been made available to you and you commence or continue providing Transportation Services on the Bolt Platform.
13.2. You may terminate the Agreement at any time by notifying Bolt Ireland at least 7 days in advance, after which your right to use the Bolt Platform and Bolt Services shall terminate.
13.3. Bolt Ireland may terminate this Agreement and remove your access or any access in association with your account to all or part of the Bolt Platform (including preventing you from registering a new account) by giving you at least 30 days' notice together with Bolt Ireland's reasons for doing so. Such reasons may include (without limitation) that:
13.3.1. Bolt Ireland considers that this might be required in order to ensure the normal ongoing business operation of the Bolt Platform or any part of the Transportation Service;
13.3.2. you are in breach of these Terms;
13.3.3. in certain circumstances, if you are in breach of any applicable laws or regulations (except where clause 13.4 applies);
13.3.4. Bolt Ireland considers this necessary to protect its reputation and/or the Bolt Platform; or
13.3.5. changes to the Bolt Platform have meant that you are no longer in a position to provide Transportation Services on the Bolt Platform.
13.3.6. Bolt Ireland may terminate this Agreement and remove your access to the Bolt Platform if you have not provided any Transportation Services via the Bolt Platform for a continuous period of 90 calendar days or more, and have not responded to reasonable attempts by Bolt Ireland to contact you regarding your continued interest in using the Bolt Platform. Prior to such termination, Bolt Ireland will provide at least 7 days' notice giving you the opportunity to confirm whether you wish to remain active.

13.4. Where Bolt Ireland gives you notice in accordance with clause 13.3, 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 Ireland as set out in clause 13.8. If following review, the termination is considered by Bolt Ireland to be wrongful, access to the Bolt Platform can be restored, which Bolt Ireland will confirm in writing.
13.5. Bolt Ireland is entitled to immediately terminate the Agreement and block your access to the Bolt Platform without giving any advance notice in case you repeatedly violate the Agreement (including these Terms), we are required by law or a regulatory obligation to do so, you disparage Bolt Ireland, engage in a fraudulent behaviour (which includes any behaviour prohibited by the Fraud Policy), or cause harm to Bolt brand, reputation or business as determined by Bolt Ireland in our sole discretion. In the aforementioned cases we may, at our own discretion, prohibit you from registering a new Bolt Driver Account.
13.6. We may also immediately suspend (block) your access to the Bolt Platform, including to the Bolt Driver Account for the period of investigation, if we suspect an infringement or breach of the Agreement or fraudulent activity from you. This suspension will be lifted once the investigation disproves such suspicions.
13.7. Additional requirements and safeguards provided in Regulation (EU) 2019/1150 (Regulation) shall apply where the termination of the Agreement or blocking of the access to the Bolt Platform affects the rights of the Driver using the Bolt Services for the provision of Transportation Services in the member state of the European Union or European Economic Area (Member State).
13.8. As Bolt Ireland is the provider of the Bolt Platform and is subject to the EU Platform to Business Regulations (2019/1150) as well as to the Digital Service Act (2022/2065), you are entitled by law to object to any termination of this Agreement, or any suspension of your access to the Bolt Platform and Bolt Services. Bolt Ireland facilitates this right by providing an internal complaints handling system available at https://bolt.eu/en/legal/. You can find further information on Bolt Ireland's internal complaints handling system, including how you can make a complaint, here: the Internal Complaint-Handling System Rules.
13.9. Bolt Ireland is entitled to suspend, for a reasonable period of time and after having issued a prior warning, the processing of notices and complaints submitted through the Internal Complaint-Handling System by the Passengers and Drivers that frequently submit notices or complaints which are manifestly unfounded. While assessing the circumstances for the suspension, Bolt considers the following:
13.9.1. the absolute numbers of items of manifestly illegal content or manifestly unfounded notices or complaints, submitted within a month; and
13.9.2. the relative proportion of notices and complaints in relation to the total number of items of information provided or notices submitted within a month; and
13.9.3. the gravity of the misuse of the notice action mechanisms; and
13.9.4. (if applicable) the intention of the complainant for submitting manifestly unfounded complaints.
13.10. In the interest of maintaining a consistent and secure user experience on the Bolt Platform, if the Driver is suspended or terminated from the Bolt App for Transportation Services, Bolt Ireland reserves the right to suspend or terminate the Driver also from the Bolt App for delivery services.

14. AMENDMENTS

14.1. Bolt Ireland reserves the right to amend the Agreement (including these Terms) anytime by uploading the revised version on its website (http://bolt.eu/legal/) and notifying you (e.g. via

email, Bolt App or Bolt Driver Account) whenever, in the reasonable opinion of Bolt Ireland, such amendments are material.
14.2. Bolt Ireland shall provide at least 15 days advance notice (e.g. via email, Bolt App or Bolt Driver Account) about the amendments that affect the rights of the Driver, unless:
14.2.1. Bolt Ireland is subject to a legal or regulatory obligation which requires it to amend the Agreement in a manner which does not allow it to respect the advance notice period;
14.2.2. immediate amendment is required to address an unforeseen and imminent danger related to health, safety or cybersecurity risks, or defending the Bolt Services, Passengers or Drivers from fraud, malware, spam or data breaches;
14.2.3. you have elected to waive the advance notice period (e.g. you continue to use Bolt Services after the receipt of the notice of amendment).
14.3. If you do not agree to the amendments of the Terms or other conditions of the Agreement, you have the right to terminate the Agreement by discontinuing the use of the Bolt Services and providing termination notice to Bolt Ireland. The termination of the Agreement takes effect on the effective date of the proposed amendment, unless otherwise provided in your termination notice. Your use of the Bolt Services on or after the effective date of the amendment constitutes your consent to be bound by the Terms or Agreement, as amended.

15. APPLICABLE LAW AND COURT JURISDICTION

15.1. These Terms and Agreement shall be governed by, construed and interpreted in accordance with the laws of Ireland. If a dispute resulting from or related to the Agreement (including these Terms) cannot not be settled by negotiation, then the dispute shall be resolved in the competent court in Ireland.

16. NOTICES

16.1. You are obliged to immediately notify us of any changes to your contact information.
16.2. You may contact us using the Bolt App or by sending an email at dublin@bolt.eu.
16.3. Any notice required to be given under the Agreement (including under these Terms) shall be sufficiently given if:
16.3.1. delivered personally;
16.3.2. sent by courier with the proof of delivery;
16.3.3. sent by registered mail;
16.3.4. made available via the Bolt App or Bolt Driver Account; or
16.3.5. sent by email.
16.4. Any notice which is sent or dispatched in accordance with clause 16.3 shall be deemed to have been received:
16.4.1. if delivered personally, at the time of delivery to the party;
16.4.2. if delivered by courier, on the date stated by the courier as being the date on which the envelope containing the notice was delivered to the party;
16.4.3. if sent by registered mail, on the 10th day after handing the document over to the post office for delivery to the party;
16.4.4. if made available via the Bolt App or Bolt Driver Account, on the second day following the dispatch of the message;
16.4.5. if sent by email, on the day the party receiving the email confirms receiving the respective email or on the second day following the dispatch of the email provided that the sender has not received an error notice (notifying that the email was not delivered to the party) and has sent the email again on the next calendar day and has not received a similar error notice.

17. FINAL PROVISIONS

If any provision or part of a provision of the Terms is held to be unenforceable, the parties shall

substitute for the affected provision or part of a provision an enforceable provision that approximates the intent and economic effect of the affected provision or part of a provision. Any failure or delay of a party to enforce a right under the Agreement shall not be deemed as a waiver of such a right.