

Lisbon Sweepstakes Terms and Conditions

1. Eligibility:

1.1 The "**Lisbon Sweepstakes**" (the "**Sweepstakes**") is open to individuals who are legal residents of Germany and are at least 18 years of age at the time of entry.

1.2 Employees, officers, and representatives of Bolt Services DE GmbH, its affiliates, and their immediate family members are not eligible to participate in the Sweepstakes.

2. Sweepstakes Period:

2.1 The Sweepstakes begins on September 20, 2023 at 12:00 and ends on October 4, 2023 at 15:00 (the "**Sweepstakes Period**").

3. How to Enter:

3.1 To enter the Sweepstakes, participants must follow @bolt.deutschland on Instagram and the instructions below the respective post.

3.2 Limit one entry per person during the Sweepstakes Period.

4. Prize:

4.1 Two (2) winners will receive a trip for two (2) to Lisbon, Portugal, including:

4.2 Round-trip economy class airfare from nearest airport of winner's residence to Lisbon, Portugal (LIS Airport).

4.3 Two nights' accommodations in Portugal, which is selected by Bolt.

4.4 Bolt credits, total amounts for two:

- Ride-hailing: €10 x 2
- Scooters/e-bikes: €2.6 x 6
- Bolt Food: €20 x 5

4.5 The prize is non-transferable and cannot be redeemed for cash or substituted for any other prize.

5. Winner Selection and obligations of the Winner:

5.1 The winners will be selected by random drawing from all eligible entries received during the Sweepstakes Period.

5.2 The drawing will take place on October 4, 2023 at 15:00.

5.3 Winners will be notified via email or phone within 3 days after the drawing.

5.4 The winner will be contacted via Direct Message on Instagram by Bolt and must immediately provide Bolt with his/her email address.

5.5 The winner has 48 hours after the announcement of his winning status to accept the prize. If he does not accept the prize within this period, Bolt will select another winner after clause 5.1.

5.6 The winner must provide Bolt with two time periods in which he and his companion can make the trip. The trip must be made within 6 (six) months after the winner is announced. The winner must provide Bolt with the required personal information of himself and his companion to book an airline ticket and accommodation in another email communication within 4 (four) days of accepting the prize.

5.7 If the requirements of clause 5.6 cannot be met, Bolt shall have the right to select another winner in accordance with clause 5.1.

6. Unfortunate Situations and Terms:

6.1 In the event of flight cancellations or delays, the Sweepstakes organizer shall not be responsible for associated costs or inconveniences. Winners may be eligible for rebooking or compensation per the airline's policies.

6.2 Winners are responsible for obtaining necessary visas and valid passports. Failure to secure travel documents is the winners' responsibility, and the organizer is not liable for associated costs or consequences.

6.3 Medical emergencies preventing a winner or companion from traveling shall be addressed on a case-by-case basis, with no responsibility for medical expenses on the part of the organizer.

6.4 Force majeure events may disrupt the trip, and the organizer reserves the right to offer alternatives or reschedule the trip when safe and feasible.

6.5 Accommodation issues shall be addressed by offering alternative accommodations of similar value, if available.

6.6 Lost or stolen belongings are not the responsibility of the organizer, and winners are encouraged to secure appropriate insurance.

6.7 Weather-related disruptions may lead to modifications or cancellations of outdoor activities or excursions with no compensation provided.

6.8 Changes in the itinerary or prize components may occur due to unforeseen circumstances, with no compensation provided to winners.

6.9 Winner disqualification due to rule violations or ineligibility will result in an alternate winner being selected.

6.10. The winner agrees to share an Instagram Story about his experience with Bolt's services during his stay in Lisbon and to tag the account @bolt.deutschland on this Story. The winner agrees that Bolt may use this story on its social media channels.

7. Release of Liability:

7.1 By participating in the Sweepstakes, participants agree to release and hold harmless Bolt Services DE GmbH, its affiliates, and their respective officers, directors, employees, and agents from any liability, claims, or damages arising out of or in connection with the Sweepstakes or the prize awarded.

7.2 Participant acknowledges that Bolt is not a tour operator and is not liable for the performance of the trip or transportation. For all complaints such as, but not limited to, flight delays, illness or other interruptions or complete cancellation of the trip, the participant is responsible or must contact the respective service provider. The required information for this will be shared by Bolt with the winner.

8. Governing Law:

8.1 The Sweepstakes is governed by and subject to the laws of Germany.

9. Privacy:

9.1 Participant information may be collected and used in accordance with the Bolt Services DE GmbH Privacy Policy.