

Date of entry into force of the General Terms: 20.08.2025

You can download an offline version of these General Terms for your records and future reference.

These General Terms set forth the main terms and conditions applying to and governing the usage of the Bolt Services and Dispatcher Services. In order to provide Transportation Services via using the Bolt Platform and Bolt App you must agree to the terms and conditions of the Agreement.

1. DEFINITIONS

1.1. Agreement - this agreement between the Transportation Service Provider (You), Bolt Hungary and Bolt HQ regarding the use of Bolt Services which consists of:

1.1.1. these General Terms;

1.1.2. the annex A including the contractual penalties for Transportation Service Providers and Drivers;

1.1.3. the guidelines (if applicable); and

1.1.4. other terms referred to in this Agreement as may be amended from time to time.

1.2. Bolt Hungary (also referred to as “we”, “our” or “us”) – Bolt HTX Kft, a licensed taxi dispatching company, incorporated and registered under the laws of Hungary, with the company number 25715196-2-41, EU VAT no.: HU25715196; registered office 1027 Budapest, Hungary, Kacska street 15-23.

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

1.4. Bolt App – a smartphone application for Transportation Service Providers, authorised persons acting on behalf of the Transportation Service Providers, and Passengers to request and receive Transportation Services or any other services available via the Bolt App in your market.

1.5. Bolt Driver Account – access to a website containing information and documents regarding the usage of the Bolt Services and Dispatcher Services in the course of provision of Transportation Services, including accounting documentation. A Transportation Service Provider may access the Bolt Driver Account at <https://partners.bolt.eu> by entering a username and password.

1.6. Bolt Fee – the fee that a Transportation Service Provider is obliged to pay to Bolt HQ for using Bolt Services.

1.7. Bolt Platform – the ecosystem based on the Bolt App, Bolt Driver Account, Fleet Owner Portal, other Bolt software, and web portals, including the software, apps, and portals themselves and the various functionalities provided thereby which is a foundation for the digital marketplace for Bolt Services.

1.8. Bolt Services – services that are provided by Bolt HQ to the Transportation Service Provider (You), including the provision of the Bolt Platform and Bolt App, In-App Payment, as well as other similar services. The Dispatcher Services are excluded from the Bolt Services. For the avoidance of doubt, neither Bolt Hungary nor Bolt HQ provide transportation services to Passengers. The transportation services are provided to Passengers by Transportation Services Providers or Drivers acting on behalf of the Transportation Service Providers.

1.9. Dispatcher Services - services that are provided to the Transportation Service Provider, including rides dispatching, customer support, communication between the Transportation Service Provider or any authorised person acting on behalf of Transportation Service Provider, and the Passenger. For the avoidance of doubt these services are provided to you by Bolt

Hungary without any fee.

1.10. Driver – a person possessing all necessary permits, licenses, and using the Bolt Platform on behalf of the Transportation Service Provider for the provision of Transportation Services.

1.11. Fare – the fee a Passenger is obliged to pay the Transportation Service Provider for transportation services. The Fare amount may be imposed by law and required to be based on the official taximeter. It is the sole responsibility of the Transportation Service Provider to charge the Passenger the correct Fare as may be imposed by applicable laws.

1.12. Fleet Owner Portal – a portal that provides a Transportation Service Provider with visibility on its activities and access to information and documents regarding usage of the Bolt Services, including accounting documentation. A Transportation Service Provider may access the Fleet Owner Portal at <https://fleets.bolt.eu/> by entering a username and password.

1.13. In-App Payment – cards, carrier billing, and other payment methods used by the Passenger via the Bolt App to pay for Transportation Services.

1.14. Passenger – a person requesting Transportation Services by using the Bolt App or via call center.

1.15. Prohibited Items - items listed in clause 4.21 of these General Terms that the Passenger and the Transportation Service Provider as well as the Drivers acting on behalf of the Transportation Service Provider are not allowed to carry and exploit while using/providing the Transportation Services, unless otherwise stated by applicable law.

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

1.17. Transportation Services – transportation service that a Transportation Service Provider provides to a Passenger whose request the Transportation Service Provider or a Driver acting on behalf of the Transportation Service Provider has accepted through the Bolt App.

1.18. Transportation Service Provider (also referred to as „you“, or “your”) – the company or a sole trader, possessing all necessary permits (including, but not limited to, necessary transportation licenses) and providing Transportation Services and, if applicable, other services governed by separate terms via the Bolt Platform.

2. ENTRY INTO THE AGREEMENT

2.1. Prior to using Bolt Services and Dispatcher Services, You, and Driver(s) acting on your behalf, must sign up by providing the requested information in the signup application on the Bolt website and uploading the necessary documentation as may be requested. Upon successful completion of the signup application by the Transportation Service Provider, including fulfillment of any additional conditions, if applicable, for the use of Bolt Services and Dispatcher Services as provided in clause 2.3 of these General Terms, each Driver will be provided with a personal Bolt Driver Account accessible via a username and password. By clicking the “Sign up” button located at the end of the signup application, agreeing to these General Terms, and/or continuing to use the Bolt Services and/or Dispatcher Services you represent and warrant that:

2.1.1. Pursuant to valid legal acts, you are entitled to enter into an Agreement with us to use the Bolt Platform, receive the Dispatcher Services and provide Transportation Services;

2.1.2. You have carefully studied, fully understood, and agreed, to be bound by the Agreement, including all obligations that arise from these General Terms;

2.1.3. All the information you or any Driver acting on your behalf have presented to us is accurate, correct, and complete;

2.1.4. You and any Driver acting on your behalf will keep Bolt Driver Account and, if applicable, the Fleet Owner Portal account accurate and profile information updated at all times;

2.1.5. You or any Driver acting on your behalf will not authorise other persons to use Bolt Driver

Account and, if applicable, the Fleet Owner Portal nor transfer or assign it to any other person;

2.1.6. You and any Driver acting on your behalf will not use the Bolt Services and Dispatcher Services for unauthorised or unlawful purposes and impair their proper operation;

2.1.7. At all times, you, and any Driver acting on your behalf, fully comply with all laws and regulations applicable in a city/state/jurisdiction where you are providing Transportation Services, including, but not limited to, laws regulating passenger transportation services;

2.1.8. Your Drivers possess a valid driver's license with the appropriate level of certification to operate the vehicle assigned to such Driver, and have obtained all necessary licenses (including without limitation transportation license), permits and approvals enabling them to provide Transportation Services in compliance with applicable laws and regulations;

2.1.9. Drivers acting on your behalf possess the requisite and current training, expertise and experience to provide Transportation Services in a professional manner, exercising due skill, care and diligence;

2.1.10. Vehicles used for the Transportation Services by you or the Drivers acting on your behalf are clean and in good operating and sanitary condition, consistent with industry safety and maintenance standards for a vehicle of its kind, and any additional standards or applicable requirements.

2.2. You are obliged to provide your bank requisites as the legal person or a sole trader in the course of filling in the payment details upon registration. The In-App Payment fees will be transferred to the bank account that you have provided. Neither Bolt Hungary nor Bolt HQ shall be liable for any incorrect money transactions in case you have provided the wrong bank requisites, or if you have not updated your bank account number.

2.3. After submitting the signup application, you, or the Drivers acting on your behalf, may receive an email with additional conditions that must be met in order to use Bolt Services and Dispatcher Services. These conditions may include the provision of documents related to you as a Transportation Service Provider, Drivers acting on your behalf, or vehicles used for the provision of Transportation Services, including but not limited to administrative and criminal records, a valid driving license, a satisfactory technical state of the vehicle, necessary vehicle license, owning a GPS-supporting mobile device and other conditions as described in the pertinent email. If applicable, the documents referred to above shall be provided by the Transportation Service Provider with respect to all Drivers that will render Transportation Services on behalf of the Transportation Service Provider. In case of failure to comply with the provided requirements and conditions, the Agreement will either not be concluded or will be immediately terminated, and the right to use the Bolt Services and Dispatcher Services will either not be granted or will be revoked. The Transportation Service Provider shall immediately notify of any changes that may arise in connection with the Drivers and the vehicles - including but not limited to replacing or renewing documents, etc. - and shall provide a copy of any relevant documentation without undue delay.

2.4. You agree that in specific jurisdictions, Bolt Hungary and/or Bolt HQ may assign any of their obligations arising from the Agreement to Bolt group companies and/or cooperation partners. This includes, among other things, assigning the rights and obligations regarding reviewing documents related to signup applications, guidance, collection of Bolt Fees, forwarding you the fees due, mediating In-App Payments, licensing the Bolt App, etc.

2.5. The Transportation Service Provider may itself register Bolt Driver Accounts for the Drivers (subject to providing the necessary documentation for each of the Drivers) who shall provide Transportation Services via the Bolt Platform on behalf of such a Transportation Service Provider which is bound by these General Terms. In such a case, the Transportation Service Provider shall ensure that Drivers conform to the requirements of the Agreement and any further

agreements concluded between the Transportation Service Provider, Bolt Hungary and Bolt HQ. Such a Transportation Service Provider shall remain solely liable for any infringement conducted by its Drivers.

3. RIGHT TO USE BOLT APP, BOLT DRIVER ACCOUNT AND FLEET OWNER PORTAL

3.1. Subject to your compliance with the Agreement, you, and Drivers acting on your behalf, are hereby granted a non-exclusive, revocable license to use the Bolt App, and, if applicable, the Bolt Driver Account and/or the Fleet Owner Portal solely in connection with your use of the Bolt Services and Dispatcher Services. The license does not grant you, or Drivers acting on your behalf, the right to sublicense or transfer any rights to third parties. Regardless of the above, Transportation Service Provider, on whose behalf Transportation Services are provided, may sub-license the Bolt App and the Bolt Driver Account to their respective Drivers.

3.2. In the course of using the Bolt App and/or, if applicable, the Bolt Driver Account and/or the Fleet Owner Portal, you or Drivers acting on your behalf may not:

3.2.1. decompile, reverse engineer, or otherwise attempt to obtain the source code of the Bolt App, the Bolt Driver Account, the Fleet Owner Portal, or any other software owned by or licensed to Bolt HQ and/or Bolt Hungary;

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

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 unauthorized access to the Bolt App, the Bolt Driver Account, the Fleet Owner Portal, or any other Bolt Services.

3.3. The license referred to under clause 3.1 of these General Terms revokes automatically and simultaneously with the termination of the Agreement. After termination of the Agreement, you, and all Drivers acting on your behalf, must immediately stop using the Bolt App, and, if applicable, the Bolt Driver Account and/or the Fleet Owner Portal, and any tags, labels, stickers, or other items referring to the Bolt brand, provided to you pursuant to clause 3.4.

3.4. Additionally, if permitted by the applicable laws and regulations, we may give you tags, labels, stickers, or other items that refer to the Bolt brand or otherwise indicate you are using the Bolt Platform. You are granted a non-exclusive, non-sublicensable, non-transferable license to use such signs or items and only for the purpose of indicating you or any Drivers on your behalf are providing Transportation Services using the Bolt Platform. After termination of the Agreement, you, and the Driver acting on your behalf, must immediately remove, return or, where so instructed, 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 HQ and/or Bolt Hungary are protected by copyright, trademark, and/or trade secret laws and international treaty provisions. By using the Bolt Platform or any other Bolt Services you, or Drivers acting on your behalf, 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 that is against the manufacturer's instructions makes the device susceptible to mobile threats. You acknowledge that neither Bolt Hungary nor Bolt HQ is liable for any losses in connection with your use of such a modified mobile device and that neither Bolt Hungary nor Bolt HQ has any obligation to support the use of such a device.

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 the Bolt Platform, Bolt App and/or websites or data.

3.8. To ensure safety on the Bolt Platform, the Transportation Service Provider, or any Driver acting on behalf of the Transportation Service Provider, may be requested to verify their identity. This is done to ensure that the person using the Bolt App is the same person whose information is provided upon registration. Such a person will not be able to provide Transportation Services until the Transportation Service Provider, or Driver acting on behalf of the Transportation Service Provider, satisfactorily passes the verification process. If the Transportation Service Provider, or the Driver, fails to pass the verification process, the Fleet Owner Portal and/or Bolt Driver Account of the respective person may be suspended or terminated, depending on the circumstances.

4. PROVIDING THE TRANSPORTATION SERVICES

4.1. You acknowledge that, separately from this Agreement, there is a contract for the carriage of passengers formed between you and the Passenger, once the following conditions are fulfilled:

4.1.1. When the Passenger makes an order request, the Passenger is inviting you or Drivers acting on your behalf to make an offer to provide Transportation Services, which Bolt Hungary forwards to you as the licensed dispatcher.

4.1.2. When you or a Driver acting on your behalf has made the offer, the Passenger agrees that this will be accepted by you or by a Driver acting on your behalf, unless the Passenger cancels the order within the relevant time period. The contract for the carriage of passengers between you and the Passenger is governed by the information displayed to you in the Bolt App and by the applicable laws.

4.2. You hereby guarantee to provide Transportation Services in accordance with the Agreement as well as laws and regulations applicable in the city/state/jurisdiction where you or Drivers acting on your behalf are providing Transportation Services. Please note that you are fully and solely liable for any violation of any applicable laws and regulations as may arise from providing Transportation Services, including for any violation committed by the Drivers acting on your behalf.

4.3. You and, if applicable, Drivers acting on your behalf, must have all licenses (including, without limitation, the necessary transportation license), permits, car insurance, liability insurance, if applicable, registrations, certifications, and other documentation that are required in the applicable city/state/jurisdiction for providing the Transportation Services. It is your obligation to know the applicable laws and requirements to perform the Transportation Services in a particular city/state/jurisdiction and maintain the validity of all aforementioned documentation, including for Drivers acting on your behalf. You and/or any Driver acting on your behalf may be requested to present evidence and submit for review all the necessary licenses, permits, approvals, authority, registrations, and certifications prior to commencing the provision of Transportation Services via the Bolt Platform, as well as at any time afterwards, to ensure validity and proper renewal of all required documentation. Your failure, or the failure of any Driver acting on your behalf, to provide or maintain any of the foregoing shall constitute a material breach of the Agreement.

4.4. You, and the Drivers acting on your behalf, undertake to provide the Transportation Services in a professional manner, and act in accordance with the business ethics applicable to providing such services and endeavour to perform the Passenger's request in the best interest of the Passenger. Among else, you and, if applicable, Drivers acting on your behalf:

4.4.1. must take the shortest route for the Passenger, unless the Passenger explicitly requests otherwise;

4.4.2. may not make any unauthorised stops; and

4.4.3. may not have any other passengers in the vehicle other than the passenger for whom the ride has been ordered, and the passengers accompanying him/her; and

4.4.4. must adhere to any applicable traffic acts and regulations, i.e. must not conduct any actions that may disrupt driving or the perception of traffic conditions, including holding a phone in hand while the vehicle is moving.

4.5. You and, if applicable, Drivers acting on your behalf, retain the sole right to determine when the Transportation Services are provided. However, if You, or Drivers acting on your behalf, decide to offer Transportation Services while using the Bolt brand, your Drivers shall do so only by being online in the Bolt App (except for the duration of Transportation Services obtained through street hailing). You and, if applicable, Drivers acting on your behalf, shall accept, decline, or ignore Transportation Services requests made by Passengers at your own choosing and in accordance with the law.

4.6. Transportation Service Providers and, if applicable, Drivers acting on their behalf, are obliged to provide and maintain all equipment and means that are necessary to perform the Transportation Services at their own expense, including a vehicle, and a smartphone. The Transportation Service Provider and, if applicable, Drivers acting on its behalf, are also responsible for paying all costs incurred in the course of performing the Transportation Services including, but not limited to, fuel, mobile data plan costs, duty fees, amortization of the vehicle, insurance, relevant corporate or payroll taxes, etc. Please bear in mind that using the Bolt App may bring the consummation of large amounts of data on your mobile data plan. Thus, we suggest subscribing to a data plan with unlimited or very high data usage capacity. You are solely responsible for informing the Drivers acting on your behalf of the above requirements.

4.7. The Fare is charged for each instance you have accepted a Passenger on the Bolt Platform and completed the Transportation Service as requested. The Fare may be subject to regulatory requirements. The Transportation Service Provider or the Driver acting on behalf of the Transportation Service Provider, if applicable, must charge the Passenger the exact amount of the Fare indicated by the certified taximeter, and adjust the Bolt App accordingly.

4.8. A Passenger may be offered to use a ride option that allows the Passenger to agree on a fixed Fare for a given instance of Transportation Service provided by you or by Drivers acting on your behalf (i.e. Upfront Fare). Upfront Fare is communicated via the Bolt App to a Passenger before the ride is requested, and to you or to a Driver acting on your behalf when the ride is accepted. The amounts to be charged to the Passenger will vary if the Passenger changes the destination during the ride, the ride takes materially longer than estimated due to traffic or other factors, or when other unexpected circumstances impact the characteristics of the ride materially (e.g. a route is used where tolls apply).

4.9. In markets with In-App Payment, if you, or a Driver acting on your behalf, finds that there has been an error in the calculation of the Fare and wish to make corrections in the calculation of the Fare, you or a Driver acting on your behalf must submit a petition in the section "Fare Review" of the Bolt App. If a petition in the section "Fare Review" of the Bolt App has not been submitted, then the Fare will not be recalculated or reimbursed to you for an error made in the calculation of the Fare.

4.10. The Fare may be adjusted for a particular completed order if a violation (such as taking a longer route or not stopping the fare meter of the Bolt App after the Transportation Services have been completed) has been detected or in case a technical error affecting the final Fare has been identified. The Fare may also be reduced or canceled for reasonable cause of suspected fraud or complaint by the Passenger indicating a violation by you, or a Driver acting on your behalf. The right to reduce or cancel the Fare will be exercised in a reasonable and justified manner.

4.11. Passengers may have the option to pay the Fare for the Transportation Services either directly to you, in cash or via POS terminal, or via the In-App Payment. It is your, or the Driver's acting on your behalf, obligation to collect the Fare (in case of direct payment by the Passenger), and hand over the receipt to the Passenger, unless the Passenger requests an invoice in which case the invoice shall be issued, as may be prescribed by the law.

4.12. In case the Passenger fails or refuses to pay, a notice of the owed amount will be sent to the Passenger on your behalf. For the In-App Payments, Bolt HQ is authorized to collect the payments from the Passengers on your behalf.

4.13. Notwithstanding the foregoing, neither Bolt Hungary nor Bolt HQ has an obligation to compensate you the Fare not paid by the Passenger. If the passenger in the vehicle does not agree to pay the Fare for the provision of Transportation Service, the Fare will be paid by the Passenger who has ordered the provision of Transportation Service. If the Passenger justifiably refuses to pay the Fare on the account that your information or the information of a Driver acting on your behalf stated in the Bolt App is incorrect, then such expenses will not be reimbursed to you.

4.14. The Passengers may be given the option to tip you after a successful provision of Transportation Services. The Passenger can Tip you only by means available via the Bolt App for tipping. The Tip will not affect the amount of Bolt Fees and the Bolt Fee will not be collected on the Tip paid by the Passenger. You are obliged to fully comply with any tax obligations arising from the tipping. We may limit the maximum value of a Tip at our sole discretion.

4.15. You hereby authorise Bolt HQ, and any third party certified invoicing provider mandated by Bolt HQ, to issue, if applicable, an invoice on your behalf to the Passenger. The invoice may be issued with respect to "Bolt Business" rides only. After each successful provision of Transportation Services, the invoice will be created and forwarded in your name to the recipient. The invoice of each provision of Transportation Services is available to you via the Bolt Driver Account or, if applicable, via the Fleet Owner Portal or via a third-party invoicing system.

4.16. The Passenger may cancel a request for Transportation Services that a Transportation Service Provider, or a Driver acting on its behalf, has accepted via the Bolt App. The Transportation Service Provider may be entitled to the Fare for canceled Transportation Services (Cancellation Fee) in the event that a Passenger cancels an accepted request for Transportation Services after a certain time period determined by the Bolt App, if applicable by the law. A Transportation Service Provider may be entitled to the Fare for a long wait time (Wait Time Fee) in the event that a Passenger shows up for a ride after a certain time period determined by the Bolt App, if applicable by the law.

4.17. If, in the course of the provision of the Transportation Services, a Passenger or its co-passengers negligently damage the vehicle or its furnishing (among else, by blemishing or staining the vehicle or causing the vehicle to stink), you shall have the right to request the Passenger to pay a penalty up to HUF 30,000 and request compensation for any reasonable, documented and proven damages exceeding the penalty. If the Passenger does not consent to paying the penalty and/or compensating the damage, you or the Driver acting on your behalf, must notify us within 24 hours and we will then try to collect the penalty and/or relevant costs on your behalf from the Passenger. However, bear in mind that neither Bolt Hungary nor Bolt HQ takes any liability for direct or indirect damages and/or expenses in relation to cleaning or maintenance of the vehicle caused by the Passenger or any co-passengers.

4.18. You hereby acknowledge that you are obliged to fully comply with all tax obligations that arise to you from the applicable laws in relation to providing the Transportation Services, 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 the applicable law. In addition, it is your obligation to provide all relevant tax information, including (among others) EU VAT numbers. In case the tax authority will submit a valid application either to Bolt Hungary or Bolt HQ to provide information regarding the activities of you, or any Drivers acting on your behalf, Bolt Hungary or Bolt HQ may make available to the tax authority the information regarding the activities of you and the Drivers acting on your behalf to the extent set forth in valid legal acts. Additionally, it is your obligation and, if applicable, the obligation of Drivers acting on your behalf to adhere to all applicable tax regulations that may apply in connection with the provision of Transportation Services. You hereby agree to compensate Bolt Hungary and/or Bolt HQ all state fees, claims, payments, fines or other tax obligations that Bolt Hungary and/or Bolt HQ will incur in connection with the obligations arising from applicable tax regulations not having been met by you or, if applicable, by Drivers acting on your behalf (including paying the income tax and social tax).

4.19. If any of the activities you or Drivers acting on your behalf pursue via the Bolt Platform or if any of the information you or Drivers acting on your behalf provide to Bolt Hungary or Bolt HQ is deemed to be illegal activity or content under applicable laws or otherwise contravenes the Agreement (including these General Terms), Bolt HQ reserves the right to:

- 4.19.1. remove, disable access or demote such content,
- 4.19.2. suspend, terminate or restrict any monetary payment due to you,
- 4.19.3. suspend or terminate the Bolt Services in whole or in part, and
- 4.19.4. suspend or close your Bolt Driver Account or, if applicable, your Fleet Owner Portal.

4.20. All content uploaded to the Bolt Platform by You or any person authorised to act on your behalf is subject to the sole responsibility of the Transportation Service Provider, and neither Bolt Hungary nor Bolt HQ is under obligation to actively monitor or review such content. Nevertheless, any allegedly illegal content may be removed after the receipt of a notice regarding the existence of such content on the Bolt Platform.

4.21. To ensure the safety on the Bolt Platform, neither you nor the Drivers acting on your behalf are allowed to carry Prohibited Items while using the Bolt App and Bolt Services, unless otherwise stated in the applicable laws. The Transportation Service Provider/Driver may refuse the provision of the Transportation Services to the unauthorised possessor of the Prohibited Items. The provision of Bolt Services to the Transportation Service Provider/Drivers that do not comply with this section of the General Terms and applicable laws, may be discontinued at any time and unauthorised use of the Prohibited Items may be reported to the authorities. The Prohibited Items include, among other things:

- 4.21.1. firearms and their parts, ammunition, melee weapons, and other items specially designed for attack and defense (e.g. knuckles, stilettos);
- 4.21.2. flammable, combustible, explosive and radioactive or other ionizing substances, munitions, gas, infectious, poisonous or corrosive materials which by their nature may pose danger to the environment;
- 4.21.3. drugs and other psychotropic substances which are subject to special control in accordance with the legislation;
- 4.21.4. any other items that are not allowed to be carried or transported by law and items that cannot be carried or transported without additional licenses, permits, and approvals.

5. BOLT FEES

5.1. In order to use the Bolt Services, you are obliged to pay a Bolt Fee. The Bolt Fee is paid based on the Fare of each Transportation Service order that you or the Driver acting on your behalf have completed. The amount of the Bolt Fee is made available to you via email, Bolt

App, Bolt Driver Account, or other pertinent means. Please note that the Bolt Fees chargeable may change from time to time, considering the principles of 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 go above the highest rate for Bolt Fees, that has been communicated to you. However, the applicable highest rate of Bolt Fees may be increased at any time by giving you prior notice. A joining fee may apply.

5.2. You must pay the Bolt Fee and any other fees due 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 penalty of late payment in the highest amount permitted by applicable law. You are obliged to cover all costs, which are related to debt collection activities.

6. IN-APP PAYMENTS

6.1. The Passengers may be allowed to pay for the Transportation Service via cards, carrier billing, and other payment methods (e.g. Bolt Business, etc.) directly in the Bolt App (i.e. In-App Payment). You hereby authorise Bolt HQ to collect the Fares or other fees payable by the Passenger via 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 contract concluded between you and the Passenger with chosen In-App Payment method is deemed to be fulfilled when the respective payment is credited to Bolt HQ's payment account.

6.2. You hereby agree that if the Passenger fails to pay, Bolt HQ and/or Bolt Hungary are entitled to settle the Passenger's debt to the Transportation Service Provider. This constitutes third-party performance, granting Bolt HQ and/or Bolt Hungary a direct claim against the Passenger, enforceable in their own name. The Transportation Service Provider hereby also authorizes Bolt HQ and/or Bolt Hungary to pursue such claims against the Passengers on their behalf.

6.3. Fares and other payments due to you per clause 6.1 above will be forwarded to you on a periodic basis, typically once every week or other reference period communicated to you in advance. All relevant funds as per clause 6.1 above, that Bolt HQ collects on your behalf, will be forwarded to the bank account that you indicate in the Bolt Driver Account or the Fleet Owner Portal, as applicable. Bolt HQ may elect, at its discretion, to offer fund transfers at intervals other than the standard reference period, subject to limits and conditions prescribed by Bolt HQ.

6.4. You, or the Driver acting on your behalf, may not refuse payment by the Passenger via the In-App Payment, or influence the Passenger against the use of the In-App Payment. In case you, or the Driver acting on your behalf, refuse to accept an In-App Payment without just cause, you may be charged a contractual penalty in the amount established in the Contractual Penalties annex and/or block your right to use Bolt Services in case of repetitive behavior.

6.5. Promotional codes may be issued to Passengers as part of specific promotional campaigns. You are only required to accept the promotional code if the Passenger is enrolled in a promotional campaign and has applied the code directly through its Bolt App. Promotional codes presented in any other form, including printed or verbal, and not reflected in the Bolt App, are not valid and must not be accepted. If the use of promotional codes is suspected as being fraudulent, illegal, or used by a Transportation Service Provider in conflict with these General Terms relating to promotional code use, then the promotional code may be canceled, and the outstanding amount corresponding to the value of the promotional code will not be reimbursed to the Transportation Service Provider. In case of mandatory usage of the taximeter, no discounts on the Fares are granted. By using the promotional code, the Passenger authorises Bolt Hungary and/or Bolt HQ to fulfill, either partially or fully, the Passenger's payment obligation

to the Transportation Service Provider. However, the total Fare due to the Transportation Service Provider as determined by applicable law, and if applicable in accordance with the taximeter, remains unchanged by the usage of promotional codes.

6.6. If the option is available and the Passenger chooses to tip you or the Driver acting on your behalf directly in the Bolt App, the Tip will be collected by Bolt HQ on your behalf, together with the Fares and other fees paid by the Passenger via the 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 a Transportation Service Provider in conflict with these General Terms, then the Tip can be withheld.

6.7. You are entitled to review In-App Payment reports in the Bolt Driver Account, the Bolt App, or the Fleet Owner Portal, as applicable. The reports will show the amounts of the In-App Payments brokered in the previous week as well as the withheld amounts of the Bolt Fee. Any important circumstances that may affect the collection and distribution of the Fares paid via In-App Payment must be timely communicated.

6.8. Bolt HQ is not obliged to transfer you the Fare due from the Passenger if the In-App Payment fails because the Passenger's credit card or other payment method is canceled or is unsuccessful for other reasons. In such a case, we will help you in requesting the Fare due from the Passenger and Bolt HQ will transmit it to you once the Passenger has made the requested payment.

6.9. Before providing Transportation Services, you must verify that the service is being actually provided to the right Passenger or that the Passenger has expressly confirmed he/she allows other passengers to ride under the Passenger's account. You and Drivers acting on your behalf are under no obligation to transport any person designated by the Passenger unaccompanied by the adult if such person is less than 6 years old unless such person is in danger or unless there are other serious circumstances (such as an emergency) that necessitate the transportation of such person. If you make a mistake in identifying the Passenger, and the In-App Payment is charged to a person, who has not been provided or has not approved the Transportation Services for other passengers, then such a person will be reimbursed for the Fare. In such a case, you are not entitled to receive the Fare. Additionally, for every wrongfully applied In-App Payment, you may be charged a contractual penalty according to Contractual Penalties for Transportation Service Providers and Drivers.

6.10. Please note that any Fares or Tips paid via In-App Payment will be deducted against the amounts that you are obliged to pay under this Agreement (i.e. Bolt Fees, contractual penalties or compensation for damages). Bolt HQ reserves the right to fulfill any of your financial liabilities to any Bolt group companies, in which case Bolt HQ will acquire the right to submit a claim against you.

6.11. If Bolt HQ is unable to transfer the respective amounts of Fares or Tips to you due to you not including your, or if applicable, the Driver's acting on your behalf, bank account details in your Bolt Driver Account or if the bank account details have been inserted incorrectly, then Bolt HQ will hold such funds for 180 days. If you do not provide the correct bank account details within the Fleet Owner Portal 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 yet transferred to you shall be deemed expired.

7. CUSTOMER SUPPORT

The Transportation Service Providers and Drivers acting on their behalf are provided with customer support regarding the use of Bolt Services and Dispatcher Services. The customer support services may be suspended in case you are delayed with any of the payments for more

than 5 (five) calendar days.

8. RATINGS AND ACTIVITY .

8.1. In order to guarantee high-quality service and provide additional reassurance to Passengers, you hereby acknowledge that the Passengers may provide you or any Driver acting on your behalf a rating and leave feedback regarding the quality of the Transportation Services that you have provided. Your average rating or the rating of the Drivers acting on your behalf will be linked to the Bolt Driver Account and will be available to Passengers in the Bolt App. If we, at our own discretion, find out the rating or comment is not given in good faith, this rating or comment may not be projected in the calculations of such rating.

8.2. In addition to the rating, the level of activity of Transportation Service Providers and Drivers acting on their behalf are measured and Drivers are provided with an activity score, which is based on their activity regarding accepting, declining, not responding, and completing Transportation Service requests.

8.3. In order to provide reliable services to the Passengers, a minimum average rating and a minimum activity score is determined and that Transportation Service Providers or Drivers acting on their behalf, must establish and maintain these. If, after a pertinent notification from us, they do not increase their average rating or activity score to a minimum level within the prescribed time period, Bolt Driver Account and, if applicable, access to the Fleet Owner Portal may be automatically suspended either temporarily or permanently. The suspension of the account may be reversed if it is merited by any external circumstances or if it is detected that the suspension was caused by a system error or false ratings. In case of the suspension of a Bolt Driver Account, or, if applicable, the Fleet Owner Portal, you shall not provide Transportation Services via the Bolt Platform nor use the Bolt brand.

9. MARKET OVERVIEWS AND CAMPAIGNS

9.1. Bolt HQ and/or Bolt Hungary may send you or Drivers acting on your behalf, via the Bolt App, Bolt Driver Account, SMS, email, or other 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 or Drivers acting on your behalf. As the market overview estimations are based on previous statistics, we cannot give any guarantees that the actual market situation will correspond to the estimations provided in the market overview.

9.2. Bolt HQ may also provide campaigns, whereby you will be guaranteed to generate a minimum revenue from the Transportation Services if you, or Drivers acting on your behalf, provide Transportation Services within a specified timeframe. If the specified minimum is not reached by you or the Drivers acting on your behalf, you will be compensated for the gap. The specific requirements and conditions will be sent via the Bolt App, Bolt Driver Account, SMS, email, or other means. Bolt HQ have full discretion in deciding if, when, and which Transportation Service Providers and Drivers acting on their behalf are provided with such campaigns. If Bolt HQ has reasonable cause to suspect any fraudulent activity by you or Drivers acting on your behalf, your Fare may be withheld until the suspicion of fraud has been cleared.

9.3. We may also occasionally arrange various campaigns in order to promote the Bolt Platform and Bolt App. In case of such a promotional initiative, the full Fare due will be paid to the Transportation Service Providers, and Bolt Hungary will fulfill, either partially or fully, the Passengers' payment obligation to the Transportation Service Provider, amounting to the monetary value of the benefit offered to the Passengers.

10. RELATIONSHIP BETWEEN YOU, US AND THE PASSENGERS

10.1. You hereby acknowledge and agree that Bolt HQ provides an information society service, and Bolt Hungary provides a licensed dispatching service. Neither Bolt Hungary nor Bolt HQ provide Transportation Services. You acknowledge that you are providing the Transportation Services as an economic and professional activity on the basis of a contract for the carriage of passengers with the respective Passengers, to which Bolt Hungary and Bolt HQ are not the parties.

10.2. You acknowledge that no employment agreement nor an employment relationship has been or will be established between you, or the Drivers acting on your behalf, and Bolt Hungary or Bolt HQ. The Drivers, whether employed or contracted by the Transportation Service Provider, are subject to the Transportation Service Provider's sole instructions. You also acknowledge that no joint venture or partnership exists between you, or the Drivers acting on your behalf, and Bolt Hungary or Bolt HQ. You may not act as an employee, agent or representative of Bolt Hungary or Bolt HQ nor bind any contract on behalf of Bolt Hungary or Bolt HQ. If due to the implication of mandatory laws or otherwise, you shall be deemed an employee of Bolt Hungary or Bolt HQ, you hereby agree to waive any claims against Bolt Hungary or Bolt HQ that may arise as a result of such implied employment relationship. Additionally, you agree to indemnify, defend, and hold Bolt Hungary and/or Bolt HQ harmless from and against any claims by any person, entity, regulator, or governmental authority based on such implied employment, agency, or representative relationship.

10.3. You may not transfer any or all your rights and obligations deriving from the Agreement to any third party.

11. PROCESSING OF PERSONAL DATA, ACCESS TO DATA

11.1. Your personal data and the personal data of the Drivers acting on your behalf will be processed in accordance with the Privacy Notice, available [here](#).

11.2. Bolt Hungary and Bolt HQ have access to all personal data and other data provided or generated in connection with your use of the Bolt Services or in connection with the use of the Bolt Services carried out by the Drivers on your behalf. Bolt Hungary and Bolt HQ shall take all reasonable steps to ensure the confidentiality of such data and comply with all applicable Privacy Notices and laws whenever such data contains personal data. Except where otherwise provided by applicable Privacy Notices and laws, Bolt Hungary and Bolt HQ maintains access to such data also after this Agreement is terminated.

11.3. You, and the Drivers acting on your behalf, 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 (or to the Drivers acting on your behalf) under the Bolt Driver Account through the Bolt App or, if applicable, under the Fleet Owner Portal. You shall take all reasonable steps to ensure the confidentiality of such data and comply with applicable Privacy Notices and laws as long as and to the extent that such data contains the personal data of Passengers.

12. LIABILITY

12.1. The Bolt Platform is provided on an "as is" and "as available" basis. Neither Bolt Hungary nor Bolt HQ represent, warrant, or guarantee that access to the Bolt Platform, Bolt Services and/or Dispatcher Services will be uninterrupted or error-free. As the frequency of Transportation Services depends on the behavior of Passengers, neither Bolt Hungary nor Bolt HQ guarantee any Transportation Service requests.

12.2. To the maximum extent permitted under the applicable law, neither Bolt Hungary nor Bolt

HQ or their representatives, directors, and employees are liable for any loss or damage, liability, or expense (including any fees, penalties, attorney's fees, etc.) that you or the Drivers acting on your behalf may incur as a result of or in connection with (i) the use of the Bolt Services and Dispatcher Services; (ii) the breach or violation of the Agreement (including these General Terms) or any applicable laws or regulations; or (iii) the violation of the rights 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 joint financial liability of Bolt Hungary and Bolt HQ in connection with violating the Agreement will be limited to HUF 200.000 per Transportation Service Provider. You shall have the right to claim for damages only if we have deliberately violated the Agreement.

12.4. Neither Bolt Hungary nor Bolt HQ shall be liable for the actions or non-actions of the Passenger or co-passengers and shall not be liable for any loss or damage that may incur to you, Drivers acting on your behalf, 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 breach of the Agreement or any other applicable laws or regulations by you or by the Drivers acting on your behalf and must stop and remedy such breach immediately after receipt of a respective demand from Bolt HQ, Bolt Hungary or any state authority.

12.6. You shall indemnify Bolt Hungary and/or Bolt HQ for any direct and/or indirect loss and/or damage, loss of profits, expense, penalty, or fine that Bolt Hungary and/or Bolt HQ may incur in connection with your or the Drivers' acting on your behalf breach of the Agreement and laws and regulations. If the Passenger or any third party presents any claims against Bolt Hungary and/or Bolt HQ in connection with your provision of Transportation Services or in connection with Transportation Services provided by the Drivers on your behalf, then you shall compensate such damage to Bolt Hungary and/or Bolt HQ in full within 7 (seven) days as of your receipt of the respective request. In case Bolt Hungary and/or Bolt HQ is entitled to present any claims against you, then you shall compensate them respectively for any legal costs related to the evaluation of the damages and submission of claims relating to compensation for such damage.

12.7. The Transportation Service Provider is solely responsible for complying and ensuring compliance of any Drivers providing Transportation Services on behalf of such Transportation Service Provider, and its vehicles, with all relevant laws and regulations, as well as with this Agreement, with respect to operating and using the chosen means of transport (e.g. licenses, insurances, vehicles requirements, etc), including all applicable consumer laws.

12.8. The contractual penalties for Transportation Service Providers and Drivers and the respective computation mechanism, may apply to you for your, or the Drivers' acting on your behalf, breaches or violations of the Agreement.

13. TERM, SUSPENSION AND TERMINATION

13.1. The conditions expressly specified in these General Terms shall enter into force as of submitting the signup application. Any other terms, annexes (including the contractual penalties for Transportation Service Providers and Drivers) or 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. Any party to the Agreement may terminate the Agreement at any time by notifying the other parties at least 15 (fifteen) days in advance, after which your right to use the Bolt Platform, Bolt Services and Dispatcher Services shall terminate.

13.3. Bolt HQ and/or Bolt Hungary are entitled to immediately terminate the Agreement and block your access to the Bolt Platform and access to the Bolt Platform of Drivers acting on your behalf without giving any advance notice in case you repeatedly violate or a Driver acting on your behalf repeatedly violates the Agreement (including these General Terms), any applicable laws or regulations, disparage Bolt Hungary and/or Bolt HQ, engage in fraudulent behavior, or cause harm to Bolt brand, reputation or business as determined by Bolt Hungary and/or Bolt HQ in their sole discretion. In the aforementioned cases, we may, at our own discretion, prohibit you or Drivers acting on your behalf from registering a new Bolt Driver Account or a new Fleet Owner Portal account.

13.4. Your access or access of Drivers acting on your behalf to the Bolt Platform, including to the Driver Bolt Driver Account and/or Fleet Owner Portal account, may be also immediately suspended (blocked) for the period of investigation if we suspect an infringement of the Agreement or fraudulent activity from you or from Drivers acting on your behalf. The block of access will be removed once the investigation disproves such suspicions. During the period of suspension, you, and the Drivers acting on your behalf, are prohibited from using the Bolt brand for the purpose of providing Transportation Services, including any signs and other items provided to you under clause 3.4.

13.5. Bolt Hungary and Bolt HQ are aiming to provide the highest quality service to all the Passengers, therefore the activity of Transportation Service Providers and Drivers acting on their behalf on the Bolt Platform are monitored. If you, or the Drivers acting on your behalf, fail to meet the minimal service requirements, your Agreement with Bolt Hungary and Bolt HQ may be terminated.

14. AMENDMENTS

14.1. Bolt Hungary and Bolt HQ reserve the right to amend the Agreement (including these General Terms) unilaterally anytime by uploading the revised version on the Bolt website (<https://bolt.eu/legal/>) and notifying you (e.g. via email, Bolt App, Bolt Driver Account, or Fleet Owner Portal) whenever, in our reasonable opinion, such amendments are material.

14.2. Any amendments to the Agreement (including to these General Terms) that impact you will be communicated to you with a minimum of 15 days' advance notice (e.g. via email, Bolt App, Bolt Driver Account, or Fleet Owner Portal), except where:

14.2.1. Bolt Hungary and/or Bolt HQ are subject to a legal or regulatory obligation that requires it to amend the Agreement in a manner that 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, Transportation Service Providers or their Drivers from fraud, malware, spam, or data breaches; or

14.2.3. you have elected to waive the advance notice period (e.g. you or Drivers acting on your behalf 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 Agreement, you have the right to terminate the Agreement by discontinuing the use of Bolt Services and Dispatcher Services and providing

a termination notice to Bolt Hungary and/or Bolt HQ. 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 and Dispatcher Services on or after the effective date of the amendment constitutes your consent to be bound by the Agreement (including without limitation these General Terms), as amended.

15. APPLICABLE LAW AND COURT JURISDICTION

The General Terms and the Agreement shall be governed by and construed and enforced in accordance with the laws of Estonia. If the respective dispute resulting from the Agreement (including these General Terms) cannot be settled by negotiations, then the dispute shall be finally resolved by the Harju County Court in Estonia.

16. NOTICES

16.1. You are obliged to immediately notify any changes to your contact information.

16.2. Any notice required to be given under the Agreement (including under these General Terms) shall be sufficiently given if:

16.2.1. delivered personally;

16.2.2. sent by courier with the proof of delivery;

16.2.3. sent by registered mail;

16.2.4. sent by email or

16.2.5. made available via the Bolt App, Bolt Driver Account or the Fleet Owner Portal.

16.3. Any notice that is sent or dispatched in accordance with clause 16.2 shall be deemed to have been received:

16.3.1. if delivered personally, at the time of delivery to the party;

16.3.2. 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;

16.3.3. if sent by registered mail, on the 10th day after handing the document over to the post office for delivery to the party;

16.3.4. if made available via the Bolt App, Bolt Driver Account, or Fleet Owner Portal, or

16.3.5. 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.

16.4. Contact details:

Bolt Hungary registered address: 1027 Budapest, Hungary, Kacska street 15-23.

Bolt HQ registered address: Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia

Email: hungary@bolt-fleet.com.

17. FINAL PROVISIONS

If any provision of the Agreement is held to be unenforceable, the parties shall substitute for the affected provision an enforceable provision that approximates the intent and economic effect of the affected provision. The English version of these General Terms shall prevail in case of any discrepancies or conflicts between translations.

Annex A

Contractual Penalties:

Type of offence	Penalty points are per occasion*			
	1st	2nd	3rd	4th
Legal and Regulatory Compliance				
Violation of the transportation service provision legal obligations (applicable laws)	20	30	40	Exclusion
Violation of the transportation service provision legal obligations related to the vehicle (applicable laws)	20	30	40	Exclusion
Invoicing Issues (4.11)	20	30	40	Exclusion
POS terminal unavailable or non-functioning (applicable laws)	20	30	40	Exclusion
Passenger Safety and Experience				

Passenger's safety endangerment (4.4, applicable laws)	20	30	40	Exclusion
Unprofessional or Unethical Driver Behavior (4.4)	20	30	40	Exclusion
Violation of traffic and driving regulations (4.4)	20	30	40	Exclusion
Smoking inside the vehicle (4.2)	20	30	40	Exclusion
Wrong passenger (3.8, 6.8)	20	30	40	Exclusion
Service Accuracy and Integrity				
Wrong route (4.4.)	20	30	40	Exclusion
Fare computation and Taximeter (1.11, 4.7)	20	30	40	Exclusion
Wrong Payment method (6.3)	20	30	40	Exclusion
Trust and Compliance Violations				
Abuse of Bolt Branding and Bolt	50	Exclusion		

Brand (3.5, 4.5, 13.4)				
Data and Privacy Breach (11.3)	75	Exclusion		
Fraud (9.2, applicable laws)	75	Exclusion		

Amount of penalty	
After 25 points	15.000 HUF
After 50 points	25.000 HUF
After 75 points	50.000 HUF
After 100 points	Exclusion

- The contractual penalties can be imposed within 6 months from the occurrence of each respective offence, and will be communicated to the offender via the Bolt App, Bolt Driver Account, SMS, email, or other means.
- The degree of sanctions is determined by the accumulated penalty points of the given driver (who is deemed to be acting on behalf of the Transportation Service Provider). The points are accumulated based on the last 6 months of offence, after 6 months points become forfeited. Penalty sanctions do not offset the accumulated penalty points.
- In case of material breaches, after the third sanction, or where the due amounts are not timely paid, the Agreement may be unilaterally terminated.
- If subject to inquiry, no reasonable justification is provided by the Transportation Service Provider, or the Driver acting on their behalf, the highest amount of sanction may be imposed concerning the actions of the relevant Driver.
- *Penalty points will be based on the occasion, but can be overridden if the gravity of the offence requires a higher sanction. The decision will be made on an individual case by case approach. In severe cases, the highest (or a higher) sanction can be imposed for even the first offence
- The application of contractual penalties results in the respective increase of the Bolt Fees' invoice.