

These Special Terms and Conditions (“STCs”) are intended to govern participation in the Bolt Flex UK [EA Sports FC26](#) giveaway (hereinafter referred to as the “Giveaway” and further described below) promoted by Bolt for the participation of the Bolt Flex Service Providers (the “Participants”).

Participation in the Giveaway is subject to these STCs and supplemented by our Additional Terms. By participating in the Giveaway, Participants accept that these terms and conditions are legally binding.

1. The Giveaway

This Giveaway is only available in the United Kingdom and within Flex available locations and will run from 10.00 am on 7 October 2025 to 10.00 am on 16 October (the “Giveaway period”). The eligibility requirements for the Giveaway are outlined in clause 3 of these STCs.

If you have any questions about this Giveaway or these STCs, contact us at: giveaways.uk@bolt.eu.

2. Definitions

Within the scope of these STCs, the following definitions will apply.

Additional Terms – refers to the General Platform Terms: Service Providers (Bolt Flex Ride-Hailing Services) (available [here](#)) the Privacy Policy (available [here](#)), the Fraud Policy (available [here](#)), and the Marketing Campaign Terms (available [here](#)).

Bolt – refers to Bolt Operations UK Limited (also referred to as we, ours or us) a registered company under the laws of England and Wales, company number: 12683400, registered address: The Leather Market, Unit J, 175 Long Lane, London, SE1 4GT.

Bolt Flex Ride-Hailing Services – means the service made available on the Bolt platform by Bolt, where Bolt makes transportation services available to the customer on behalf of Service Providers, but Service Providers are ultimately responsible for providing the transportation services to the customer.

Bolt Platform – refers to the Bolt App and any additional software utilised by Bolt for the provision of Bolt Flex Ride-Hailing Services.

Draw Date – means 16 October 2025 or shortly after the Giveaway completion.

Eligible Journeys - means completed (i.e. not cancelled) journeys arranged exclusively via the Bolt driver app that are not associated with any irregular activity as is set out in our driver FAQ ([click here to read a copy](#)).

Participant(s) – is an eligible Service Provider referred to in these definitions and described in clause 3.

Prize - refers to EA FC26 console game, available on both Xbox and PlayStation consoles. Prizes are subject to availability and we reserve the right to substitute any Prize with another of equivalent value without giving prior notice.

Giveaway Period – means 10.00 am on 07 October 2025 to 10.00 am on 16 October 2025.

Service Provider – means a driver that has registered to the Bolt platform to provide Bolt Flex Ride-Hailing Services on their own behalf.

Service Provider Account – means active Service Provider Accounts considered validly in operation by Bolt.

STCs – refers to these Special Terms and Conditions.

Winner - also collectively referred to as Winners, means the Participants who have fulfilled the criteria in clause 3 and have been selected randomly by Bolt.

All capitalised terms, which are not defined otherwise, will have the meanings set out in the Additional Terms.

3. Participants in the Giveaway

3.1. All Service Providers who meet the eligibility requirements described below will automatically be included in the Giveaway and shall be considered a “Participant”.

3.2. All Service Providers must:

3.2.1. have a valid phone number and email address registered to their Service Provider Account;

3.2.2. be an active Bolt Service Provider with a valid Service Provider Account;

3.2.3. Service Providers must be active in Bolt Flex regions and registered to provide Bolt Flex Ride-Hailing Services;

3.2.4. notified of the Giveaway through a specific push notification sent to only Bolt Flex region Service Providers who opted for Bolt Flex, with a WhatsApp message also sent to relevant driver groups.

3.3. Bolt reserves the right to refuse participation in the Giveaway to:

3.3.1. Any Service Provider who does not comply with these STCs or our Additional Terms;

3.3.2. Any Service Provider who has previously violated our Additional Terms;

3.3.3. Any Service Provider who engages in fraudulent activity or gives rise to suspicion of fraudulent activity on the Bolt Platform;

3.3.4. Any Service Provider whose conduct is contrary to the spirit or intent of the Giveaway.

3.4. Bolt reserves the right to withhold any Prize to any Service Provider that engages in fraudulent activity, or gives rise to suspicion of fraudulent activity on the Bolt Platform. If Bolt discovers that a Service Provider has engaged in any fraudulent activity or related dealings, Bolt reserves the right to withhold any Prizes for investigation and is entitled to report the Service Provider's conduct to the police, transport regulator or any other relevant law enforcement bodies.

3.5. Participants may opt out of the Giveaway by contacting Bolt at giveaways.uk@bolt.eu.

3.6. Bolt reserves the right to terminate the Giveaway pursuant to clause 8.4 below. If the Giveaway is terminated throughout the Giveaway Period, all Service Providers accept that it will be up to Bolt to determine whether Prizes are allocated on termination of the Giveaway.

4. How to Enter

4.1. All Participants will automatically be entered into the Prize draws provided that they have

complied with the eligibility criteria set out in clause 3.

4.2. Bolt does not accept any liability for Participants entries which are not successfully recorded or completed due to a technical fault, technical malfunction, computer hardware or software failure, satellite network or server failure of any kind.

4.3. Each Participant is limited to one entry for this Giveaway.

5. Winners

5.1. During the Giveaway Period, there will be thirty (10) Winners in total selected for the Prize.

5.2. The Winners will be selected by random draw performed by a computer process on the Draw Date.

6. Prize Draws

6.1. The Prizes awarded to the Winners will be one copy of EA Sports FC26 video game for either Xbox or PlayStation.

6.2. Bolt is not affiliated with EA in any way. Bolt is not responsible for any claims direct or indirect, special or consequential, arising in any way by the actions, products, or services of EA.

6.3. The Prize for the Winners is as stated and no cash or other alternatives will be offered.

6.4. The Prize cannot be exchanged and is not transferable.

How the winner will be notified

6.5. Winners will be notified that they have won. We aim to notify the Winners as soon as reasonably possible after the Draw Date. Winners will be contacted by telephone or email using the contact details provided to us via the Bolt Service Provider Account (either at the time of activation or as amended since then). It is your responsibility as a Participant to make sure your contact details are up-to-date.

6.6. The Winners have 3 business days to accept the Prize. If the Winners cannot be contacted, the Prize is rejected, or if a Winner is subsequently found to be ineligible for a Prize, they will be disqualified. Bolt reserves the right to withdraw the Prize from a Winner. If the Prize is withdrawn a replacement Participant who meets the criteria in clause 3 will be selected randomly by a computer process.

6.7. Bolt's decisions regarding any aspect of the prize draws are final and binding.

How the prizes will be awarded

6.8. Once the Winners have been successfully contacted and their identities have been verified by us, we will make arrangements for the Winners to collect their Prize at a Bolt hub. If a Winner does not have a Bolt hub within a reasonable distance, We can make arrangements to post the Prize.

6.9. Winners will be announced through an in-app message. By taking any steps in clause 3, the Winner agrees that Bolt can use their name and/or image in any post or related marketing activity relating to this Giveaway.

7. Personal Data and Publicity

7.1. Bolt will process Participants' personal data for the purpose of this Giveaway in accordance with Bolt's Privacy Notice (available at <https://bolt.eu/en-gb/privacy/privacy-for-drivers/>). In particular, Bolt will process Participants' name, contact information, city and account information to determine the Winner, based on Bolt's legitimate interest in deepening its relationship with its drivers.

7.2. By accepting the Prize, Winners agree to the Giveaways Terms and Conditions. Winners acknowledge that Bolt will publish or make available his/her name, likeness, image and/or voice (including photograph and video recording of the same) and country in Bolt's website and any

other marketing channels, including social media channels and newsletters, as necessary to fulfill these Special Terms and Conditions. Alternatively, in jurisdictions where consent is the only lawful basis for processing, we will rely on the Winner's consent. Bolt may be required to provide the Winner's information and winning entry to a regulatory authority on request. It is a condition of accepting the Prize that a Winner may be required to sign a legal release in a form to be determined by Bolt in its absolute discretion.

7.3. We may be required to either publish or make available information that indicates that a valid award following the Prize draws took place. In particular, we may send the surname and country of the major Prize Winners and, if applicable, copies of their winning entries, to anyone who emails us at giveaways.uk@bolt.eu. If you object to any or all of your surname, country and winning entry being published or made available, please contact us by emailing giveaways.uk@bolt.eu, and such request will be considered in accordance with applicable requirements. Bolt must still provide the information and winning entry to the Advertising Standards Authority on request.

7.4. Bolt will use the Participant's personal data provided for the Giveaway until the Winners are announced, but not longer than for 6 months. After this period, Bolt will fully delete or anonymise the Participant's personal data. Such anonymised and aggregated data could be used by Bolt for research purposes.

8. General Conditions

8.1. The Giveaway will be run by Bolt.

8.2. Bolt does not accept any claim relating to the selection of Winners nor any liability, direct or indirect, special or consequential, arising in any way from the Giveaway.

8.3. The interpretation of these STCs and Additional Terms for Service Providers rests exclusively with Bolt. Bolt reserves the right at its sole discretion to amend such terms from time to time.

8.4. Bolt further reserves the right to change, limit or terminate the Giveaway at any time, without notice in its sole discretion.

8.5. Any Service Provider who participates in the Prize draws will be deemed to have accepted and agreed to be bound by these terms and conditions upon entry into the Prize draws or if the Service Provider takes any steps to claim a Prize or otherwise participate in the Prize draws.

8.6. Bolt reserves the right to refuse entry, or refuse to award the prize to anyone in breach of these terms and conditions.

8.7. Bolt reserves the right to hold void, cancel, suspend, or amend the Prize draws where it becomes necessary to do so.

8.8. The Prize draws will be governed by the law of England and Wales and Participants to the Prize draw submit to the exclusive jurisdiction of the courts of England and Wales.

9. Applicable legislation and resolution

9.1. In the event that any of the provisions of these STCs are found to be wholly or partially ineffective, this decision will not affect the validity of the remaining parts of these STCs and Additional Terms.

9.2. Any dispute that may arise in relation to these STCs, Additional Terms and the Giveaway, whether concerning their existence, validity, interpretation, performance, breach, termination or other matters, shall be resolved through negotiations.

9.3. These STCs will be governed by and interpreted in accordance with the laws of England and Wales and the parties submit to the exclusive jurisdiction of the courts of England and Wales.