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General Terms and Conditions updated: 22.01.2024.

General Terms and Conditions for drivers

These General Terms and Conditions set out the basic terms and conditions for fleet management companies and drivers in relation to the use of Bolt Services. In order to provide the Transportation Services through the Bolt Platform, you must agree to the following terms.

1. DEFINITIONS

1.1 Bolt (hereinafter referred to as we, our and us) - Bolt Operations OÜ, a private limited liability company established and registered under the laws of the Republic of Estonia, company code 14532901, with its registered office at Vana-Lõuna tn 15, Tallinn, 10135, Republic of Estonia and companies and partners of the Bolt group.

1.2 Bolt group – parent and/or affiliated companies and/or companies belonging to the same Bolt group of companies.

1.3 Bolt Services – services provided by Bolt, including the provision and maintenance of the Bolt Mobile App and Bolt Platform, App Payments, customer service, Driver-Passenger communication and other similar services.

1.4 Bolt mobile app – a smartphone app designed for Drivers and Passengers to submit and receive requests for Transportation Services.

1.5 The Bolt Platform is a technology that connects Passengers and Drivers to help them travel more efficiently around cities.

1.6 Passenger – a person requesting Transportation Services via Bolt Platform.

1.7 Driver (hereinafter also referred to as “you”) – the person who provides Transportation Services through the Bolt Platform. Each Driver is provided with a personal Bolt Driver Account through which they can use the Bolt app and the Bolt Platform.

1.8 Agreement – the contract between the Driver and Bolt regarding the use of Bolt Services, which consists of: 1.8.1 these General Terms and Conditions; 1.8.2 special terms specified in the Bolt mobile app, such as pricing information or service descriptions; 1.8.3 [Guidelines for Drivers](#) regarding the use of Bolt Services; 1.8.4 other conditions specified in this Agreement, which may be regularly reviewed and changed, informing the Driver about it in the manner and terms established by the applicable laws.

1.9 Price – the fee that the Passenger undertakes to pay to the Driver for the Transportation Services provided.

1.10 Bolt Commission Fee – the fee that the Driver must pay to Bolt for using the Bolt Platform.

1.11 Payment using the application – card payments, settlement with the carrier and other payment methods (Bolt Business) used by the Passenger to pay for Transportation Services using the Bolt application.

1.12 Bolt Driver Account – access to the website, which contains information and documents regarding the use of Bolt Services related to the provision of Transportation Services, including accounting documents. A driver can log into Bolt Driver Account at <http://partners.bolt.eu> by entering their username and password.

1.13 Gratuity – an additional sum paid by the Passenger to the Driver in addition to the paid Price.

1.14 Transportation Services – Passenger Transportation Services for a fee in passenger cars, which the Driver provides to the Passenger, whose request the Driver accepts through the Bolt mobile application.

2. CONCLUDING THE AGREEMENT

2.1 Before starting to use the Bolt Services, you must log in to the Bolt Driver Account and provide all the necessary information and documents in the registration form. You can register

as a natural person or as a legal entity if you want to register as a transportation fleet management company. Upon successful registration, we will provide you with a Bolt Driver Account that you can log into using your username and password. By clicking the “Register” button at the bottom of the registration form, you represent and warrant that: 2.1.1 in accordance with applicable legislation, you have the right to enter into an Agreement with us and provide Transportation Services using the Bolt Platform; 2.1.2 you have carefully read, fully understood and agree to be bound by these General Terms and Conditions, including the obligations set forth in them and in the Agreement; 2.1.3 all information you have provided to us is accurate, correct and complete; 2.1.4 you will always update the information in the Bolt Driver Account; 2.1.5 you will not allow other persons to use your Bolt Driver Account, transfer or assign it to any other person; 2.1.6 you will not use the Bolt Services for unauthorised or illegal purposes and will not create obstacles to the proper performance of the Bolt Services; 2.1.7 you will at all times fully comply with all laws and regulations applicable in the country in which you provide Transportation Services, including but not limited to laws governing Passenger Transportation Services.

2.2 During registration, you must provide your bank details when filling out the payment information. If you are registering as a fleet management company, the bank account number of the natural person or legal entity to which payments should be made may be indicated.

Payments received for Transportation Services using the app are transferred to the bank account specified by you. We are not responsible for incorrect money transfers if you provide incorrect bank and/or account details. Bolt has the right to share with the relevant tax authorities any information required under 22 March 2021 Council Directive (EU) 2021/514 amending Directive 2011/16/EU on administrative cooperation in the field of taxation, including (but not limited to) any remuneration paid or credited to the Driver for activities carried out through the Bolt Platform. If you do not provide the information required under the above Directive, Bolt has the right to i) suspend your account, ii) prevent you from re-registering on the Bolt Platform and ii) withhold payments for Transportation Services until you provide the required information.

2.3 After submitting the registration form, you will receive an e-mail with additional terms that you must comply with in order to use Bolt Services. These Terms and Conditions may include requirements such as how to submit an extract from the register of administrative offences (and, if applicable, a criminal record), a valid driver's licence, vehicle's roadworthiness certificate, training course completion documents, available GPS-enabled equipment, and more in the relevant conditions specified in the e-mail. To ensure the integrity and safety of our services, Bolt may request additional documents from you, such as administrative offences and/or your criminal record if there are indications of unprofessionally provided services affecting the safety of trips and/or Passengers. Failure to comply with these conditions may result in termination of the Agreement and cancellation of the right to use Bolt Services.

2.4 On the Bolt Platform, you agree that Bolt Operations OÜ may assign any of its obligations under the General Terms and Conditions or the Agreement to other Bolt Group companies and partners. This includes, but is not limited to, transfer of rights and obligations related to registration, training, collection of Bolt fees, transfer of fees due to your mediation, review of documents submitted during payments using the app, invoicing, etc. You can find information about Bolt group companies and partners <https://bolt.eu/cities/>

2.5 Bolt Driver Account registration as fleet manager. **After concluding a separate contract**, the vehicle fleet manager can register new Bolt Driver Accounts themselves. In such a case, the vehicle fleet manager must ensure that their Drivers, registered on behalf of the vehicle fleet manager, meet the requirements of the General Terms and Conditions, the Agreement and other subsequent agreements and agree to comply with and are familiar with the General Terms

and Conditions, the Agreement and subsequent agreements, agree to act in accordance with the terms and obligations set forth therein and to be bound by the terms and obligations set forth therein. The vehicle fleet manager and the Drivers registered on their behalf remain jointly and severally liable for any violations committed by the driver of the vehicle fleet manager.

3. RIGHT TO USE BOLT APP AND BOLT DRIVER ACCOUNT

3.1 Permission to use the Bolt app and Bolt Driver Account. If you comply with the terms of the Agreement, we grant you permission to use the Bolt Mobile App and the Bolt Driver Account. This permission does not grant you the right to sublicense or otherwise transfer any rights arising from this Agreement to third parties. Notwithstanding the aforementioned conditions, and if the parties separately agree in writing, fleet managers may assign permission to use the Bolt App and the Bolt Driver Account to their fleet Drivers.

3.2 Whilst using the Bolt App and/or the Bolt Driver Account it is prohibited to:

3.2.1 decompile, reverse engineer or otherwise attempt to extract the source code of the Bolt mobile app, Bolt Driver Account or other Bolt software; 3.2.2 modify the Bolt app or Bolt Driver Account in any way or form or use modified versions of the Bolt mobile app or Bolt Driver Account; 3.2.3 send files containing viruses, corrupted files or any other programs that may harm or adversely affect the operation of the Bolt Platform; 3.2.4 attempt to access the Bolt app, Bolt Driver Account or other Bolt Services without authorization.

3.3 The permission to use the Bolt app and Bolt Driver Account is automatically canceled upon termination of the Agreement. Upon termination of the Agreement, you must immediately stop using the Bolt mobile app and the Bolt Driver Account, and we have the right to block and delete the Bolt Driver Account without prior notice.

3.4 Use of Bolt trademarks and symbols. Upon request, we may additionally issue you tags, labels, stickers and other Bolt-branded symbols indicating that you are using the Bolt Platform. We grant you a non-exclusive, non-transferable license to use these trademarks, provided that they are used for the sole purpose of: i.e., to indicate that you provide Transportation Services through the Bolt Platform. Upon termination, you must immediately remove all Bolt trademark symbols.

3.5 All copyrights and trademarks, including source code, databases, logos and visual design, are owned by Bolt and are protected by copyright, trademark and/or trade secret laws and international treaties. You do not acquire any ownership rights to any intellectual property by using the Bolt Platform or other Bolt Services.

3.6 When using the Bolt Driver Account to provide Transportation Services it is prohibited to: engage in unsolicited advertising of any third-party activity, including, but not limited to, word-of-mouth advertising, distribution of fliers, business cards, distribution of branded gifts or other attributes to third parties, except with Bolt's prior written consent. In addition, passive advertising of prohibited goods and/or Services is prohibited, as well as advertising of goods and/or Services that are not in accordance with good morals and ethics, or may tarnish the Bolt brand and/or damage its integrity.

3.7 To ensure safety on the Bolt platform, Bolt may ask you to verify your identity or the identity of any person authorised to act on your behalf to ensure that the person using 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 or the person authorised to act on your behalf passes the verification process. If you fail or any person acting on your behalf fails to pass the verification process, your Bolt Driver Account may be suspended or terminated, depending on the circumstances.

4. PROVISION OF TRANSPORTATION SERVICES

4.1 Obligations of the Driver. You ensure that you will provide the Transportation Services in

accordance with the General Terms and Conditions, the Agreement and the laws and regulations of the country where you provide the Transportation Services. Please note that you assume full responsibility for any violations of local laws and regulations committed while providing the Transportation Services.

4.2 You must have all the documents necessary to provide the Transportation Services, including a valid driver's license, permission to provide Passenger Transportation Services for remuneration, a certificate of individual activity issued in your name, civil liability insurance (if applicable), permits, certificates and other documents required by the applicable laws of the country laws. You undertake to ensure that all these documents are valid during the provision of Transportation Services. Bolt reserves the right at any time to ask you to provide any documents that are necessary to provide the Transportation Services in order to verify compliance with the General Conditions, the Agreement and the requirements of applicable laws.

4.3 Bolt has the right to require the Driver to have a certain language proficiency level in order to be able to at least minimally communicate with the Passenger and answer their questions during the trip. If it is determined that your knowledge of Lithuanian and/or English is insufficient to provide the Transportation Services, Bolt reserves the right to terminate your account registration process or, if you already have an account, to suspend it until you prove that your level of language knowledge is sufficient. You must also provide Transportation Services in a professional manner, in accordance with the business ethics applicable to the provision of such Services, and make every effort to ensure that the Services are provided in a way that satisfies the Passenger's interests. In addition, when providing Transportation Services, the Driver (i) must choose the cheapest route for the Passenger, unless the Passenger clearly indicates otherwise; (ii) you may not stop when the Passenger does not request it, change the route that is indicated in the Bolt mobile application and/or which the Passenger requests to travel; (iii) you cannot carry other passengers in the vehicle, except for the Passenger and persons traveling with the Passenger (co-passengers); (iv) you must comply with any applicable traffic rules and laws, i.e., you may not take actions that may adversely affect driving or traffic conditions, including but not limited to holding the phone in your hand while the vehicle's engine is running; (v) you cannot create conditions that would cause the Passenger to incur additional costs (e.g., unplanned stops only due to the Driver's needs (e.g., stop at a gas station) while providing Transportation Services to the Passenger, independently choose a route other than the most optimal to reach the destination, or not or desired by the Passenger, including route on toll roads, etc.); (vi) you may not verbally, physically or in any other way harass the Passenger and/or other persons traveling with the Passenger (fellow passengers) and violate their dignity by behaving in such a way as to cause them discomfort; (vii) you may not directly or indirectly discriminate against the Passenger and/or persons traveling together (co-passengers) on the grounds provided for in the Law on Equal Opportunities of the Republic of Lithuania, including, but not limited to, discrimination based on a person's gender, race, nationality, citizenship, language, origin, social status, faith, beliefs or views, age, sexual orientation, disability, ethnicity, religion, etc. and spread your personal political, religious, economic, social or other views in an offensive, degrading or otherwise unwanted manner. (viii) you shall not create unauthorized live videos for posting on the internet, audio recordings, filming, or photography of the Passenger unless prior informed consent is obtained from the Passenger. Bolt reserves the right to request proof of the obtained informed Passenger consent at any time. Notwithstanding the above, in specific situations of emergency concerning the protection of an individual's vital interests (such as life and safety) or public interests (such as the prevention or documentation of illegal activity), such data material may be recorded without the Passenger's consent; (viii) you shall not create unauthorized live videos for posting on the internet, audio recordings, filming, or photography

of the Passenger unless prior informed consent is obtained from the Passenger. Bolt reserves the right to request proof of the obtained informed Passenger consent at any time.

Notwithstanding the above, in specific situations of emergency concerning the protection of an individual's vital interests (such as life and safety) or public interests (such as the prevention or documentation of illegal activity), such data material may be recorded without the Passenger's consent.

4.4 You have the right to decide when you want to provide Transportation Services. You may accept, reject or ignore requests submitted by Passengers for Transportation Services at your sole discretion. However, Bolt may suspend you from the Platform if you abuse the Platform, including if your acceptance rate drops below any prescribed thresholds communicated to you by Bolt.

4.5 Costs incurred in the provision of Transportation Services. You must provide at your own expense all equipment and facilities necessary to provide the Transportation Services, including the vehicle, smartphone, etc., and to maintain them. You are also responsible for all costs and expenses incurred in providing the Transportation Services, including but not limited to fuel costs, mobile data plan charges, road taxes, vehicle wear and tear, insurance, mandatory income taxes or other applicable charges, etc. Note that using the Bolt app will use up a lot of mobile data. Therefore, we recommend that you choose a mobile plan with unlimited or very high mobile data.

4.6 Trip price. Each time you accept a Passenger's request through the Bolt Platform and provide Transportation Services (after fulfilling the request), you have the right to ask the Customer to pay a fee for the Services provided (the Passenger must pay the price of the Trip). The charge is calculated based on the estimated base charge, the distance of the specific trip, which is determined using a GPS device, and the duration of the specific trip. The default base fee may vary depending on the local market situation. In markets where in-app payments are available, you can submit a request to verify the Trip Price in the Bolt app if you notice that the Price has been calculated incorrectly. You always have the right to charge the Passenger a lower Trip price than that specified in the Bolt mobile app. However, it should be noted that if you charge the Customer a lower Price than that specified in the Bolt Mobile app, the Bolt Commission fee you must pay will not be reduced.

4.7 Fixed Price. The Passenger may be offered the option of agreeing to a pre-calculated Price for the Transportation Service provided by you (e.g., Fixed trip price). The passenger is informed about the Fixed Price of the trip through the Bolt mobile app before submitting the request and this Price is shown to you when you accept the request or complete the trip. The trip price calculated according to clause 4.6, is applied instead of the Fixed Price: If the passenger changes their destination during the trip; if the trip takes longer due to traffic or other circumstances; or in the event of other unforeseen circumstances that have a significant impact on the price of the Trip (for example, using a route subject to tolls).

4.8 If an incorrect Price has been applied, Bolt may review and adjust the final travel Price paid by the Passenger. If, in those markets where payment via the app is available, you discover that the calculated Price may be incorrect and you wish to correct the calculated amount, you must submit a request in the "Price Review" section of the Bolt mobile app. Bolt does not recalculate the Price or compensate you for any error made in calculating the Price without submitting a request in the Price Review section of the Bolt mobile app. This feature is not available in cash-only markets.

4.9 Bolt may adjust the Price according to a certain executed order, if a violation is detected (for example, that a longer route was taken or the counting device of the Bolt app was not stopped after the completion of the Transportation Services) or a technical error, which caused a change

in the final Price. Bolt may also reduce or cancel the Price if there is reasonable cause to believe that fraud has occurred or if, based on the Passenger's complaint, they are found to have committed a violation.

4.10 The Passenger may have the option to pay the Price for Transportation Services directly to you or to pay using the app, as specified in Section 6 of these General Terms and Conditions. If the Passenger pays the Price directly to you, it is your responsibility to accept it. If the Passenger is unable or refuses to pay, Bolt issues a debt notice to the Passenger on your behalf. Such authorisation derives from the authorization of the representative granted by Bolt, but does not obligate Bolt to reimburse the Passenger's unpaid Price. If the passengers of the vehicle do not agree to pay for the provided Transportation Services, the Price will have to be paid by the Passenger who ordered the Transportation Services. If the Passenger reasonably refuses to pay the Price due to incorrect information provided in Bolt mobile application, Bolt will not reimburse you for such costs incurred by you.

4.11 Gratuities. In some markets, Passengers may be able to leave you a tip for quality Transportation Services. A passenger can only tip you in ways permitted by Bolt. Gratuities will not affect the amount of Bolt fee and Bolt will not charge Commission on any gratuities you receive from Passengers. You must comply with all gratuity obligations. We may set a maximum tip value at our discretion.

4.12 Receipts. Each time the Transportation Services are successfully performed, Bolt forms and provides the Passenger with a receipt containing the following information: company name, place of operation, Driver's name, photo (image) of the vehicle, Service license number (if applicable), vehicle registration number, date of travel, time, place of origin and destination, duration and distance, Price of Transportation Services and gratuities paid for Transportation Services. You can find all receipts for the Transportation Services provided in your Bolt Driver Account.

4.13 Trip cancellation fee and waiting fee. The Passenger can cancel the order for Transportation Services accepted by the Driver through the Bolt app. In this case, the Driver is entitled to receive a trip cancellation fee if the Passenger cancels the order accepted by the Driver after a certain time determined by Bolt. A waiting fee may also apply in accordance with the terms set out in the Bolt app.

4.14 If during the provision of Transportation Services, the Passenger or their fellow passengers negligently damage the vehicle or its interior (smear, make the vehicle smelly, etc.), you have the right to demand that the Passenger pay a fine of up to EUR 50 and cover the damage exceeding the fine. If the Passenger does not agree to pay the fine and/or compensation, you must notify us. However, please note that we are not responsible for any direct or indirect damage related to the cleaning or maintenance of the vehicle that is the fault of the Passenger.

4.15 Your tax obligations. You acknowledge and agree to comply with all tax obligations arising from applicable laws related to the provision of Transportation Services, including (i) payment of income tax, state social security tax and mandatory social security contributions, VAT reverse charge and other taxes applicable to the performance of such activities; (ii) all the obligations and tax registration obligations of the entity providing the Transportation Services regarding the calculations related to the calculation and payment of the applicable taxes to the relevant public authorities in the manner and terms established by the applicable laws. Upon a reasonable request from the Tax Inspectorate to provide information about your activities, we will provide the Tax Inspectorate with access to information about your activities within the limits set by applicable law. In addition, it is your responsibility to comply with all applicable tax law requirements in connection with the provision of Transportation Services. You agree to indemnify Bolt for all state taxes, claims, payments, penalties and other tax liabilities incurred by

Bolt as a result of your failure to meet obligations under applicable tax laws (including payment of income tax and social security tax).

4.16 Driver's right to issue invoices. Bolt shall be entitled to issue an invoice to the Passenger on your behalf to reimburse you for any charges, contractual penalties or other charges that Bolt may impose. In markets where Bolt issues invoices, you are invoiced through the Bolt Driver Account. In addition, Bolt or an authorised third party is authorized to issue VAT invoices and corrective VAT invoices on your behalf in relation to the supply of any services by you to Bolt (or related Bolt companies). Any such invoice issued to Bolt (or Bolt partners) on your behalf will be available to you through Bolt company account/ Driver Account and you will have 24 hours to object to such invoice. After this period, the relevant invoice will be deemed to be approved and accepted by you and a valid VAT invoice in accordance with the applicable VAT laws.

4.17 Data collection and storage. Bolt provides the Driver with information about the Passenger and their order, which is necessary for the provision of Transportation Services, including the Passenger's name, telephone number, the Passenger's geographic location and route. You have no right to collect, record, store, use, distribute, transfer to third parties and otherwise process and use the Passenger's personal data provided to you by Bolt for any purpose other than the provision of Transportation Services and for longer than is permitted by applicable laws. You also do not have the right to personally collect, record, store, use, distribute, transfer to third parties or otherwise process the data of the Passenger (and their fellow passengers) to whom you have provided Transportation Services, including video and audio recording during the trip based on the data provided to you by Bolt. You will be held personally liable for any unlawful collection and processing of personal data and damages caused to third parties as a result of such actions in accordance with the procedure established by applicable laws. More information on personal data processing can be found on the website at <https://bolt.eu/it/legal/it/privacy-for-drivers/>.

4.18. If any of the information you or Drivers acting on your behalf provide to Bolt is deemed to be illegal content under applicable laws or otherwise contravenes these General Terms, Bolt reserves the right to: (i) remove, disable access or demote such content, (ii) suspend, terminate or restrict any monetary payment due from Bolt to you, (iii) suspend or terminate the Bolt Services in whole or in part, and/or (iv) suspend or close your Bolt Driver Account or, if applicable, your Fleet Owner Portal account.

4.19. 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 Bolt is under no obligation to actively monitor or review such content. Nevertheless, Bolt is entitled to remove any allegedly illegal content 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 the Transportation Service Provider disagree with Bolt's decision on removal of the content, the Transportation Service Provider is solely responsible for providing additional information why the content is not illegal or incompatible with these General Terms within Bolt's internal complaint-handling procedure.

4.20. To ensure the safety on 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 may refuse the provision of the Transportation Services to the unauthorized possessor of the Prohibited Items. Bolt may at any time discontinue the provision of Bolt Services to the Transportation Service Provider and, as the case may be, to the Drivers acting on behalf of the Transportation Service Provider, that do not comply with this section of these Terms and applicable laws, and report an unauthorized use of the Prohibited Items to the authorities. The Prohibited Items include, among other things:

4.20.1. firearms and their parts, ammunition, melee weapons, other items specially designed for attack and defense;

4.20.2. 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;

4.20.3. 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 licenses, permits and approvals.

5. BOLT COMMISSION FEE

5.1 To use Bolt Services, you must pay a fee (i.e., Bolt Commission Fee). Bolt Commission Fee is charged to the Price for each order of Transportation Services that you have fulfilled. You will be informed about Bolt fee amount by e-mail, Bolt mobile app, the Bolt Driver Account or other appropriate means. Please note that Bolt Fee amounts may change from time to time, depending on the city where the provision of Transportation is taking place and 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 exceed the highest rate for Bolt Fees, that we have communicated to you ('Highest Rate of Bolt Fees'). However, we may increase the applicable Highest Rate of Bolt Fees at any time by giving you prior notice

5.2 You must pay Bolt Commission Fee or other fees you owe us for the previous month no later than the 15th day of the following month. If you are late paying the Bolt Commission Fee, you must pay interest at the rate of 0.04% (four hundredths of a per cent) of the unpaid amount for each day of delay. You must bear all costs incurred by us in connection with debt collection. In the event of late payment, Bolt may decide to restrict access to all or part of Bolt Services (e.g., restrict the ability to offer services paid in cash directly to the Driver).

6. PAYMENTS VIA THE BOLT APP

6.1 We may allow Passengers to pay for Transportation Services directly through the Bolt mobile app (app payment), by bank card, by paying the Driver directly or using other payment methods (Bolt Business, etc.). The fleet management company and the Driver authorize Bolt or Bolt partner, as your merchant agent, to receive payments for trips or other charges paid by the passenger through the mobile application and to transfer the corresponding funds to the fleet management company / Driver. Any payment obligations through the application are deemed to have been fulfilled at the time the payment is made.

6.2 Bolt reserves the right to distribute promotional codes to Passengers at its discretion based on promotional needs. Fleet management companies/Drivers must agree to the use of the promotional code. If the use of promotional codes is suspected to be unfair, illegal, used by fleet management companies/Drivers in violation of our general terms of use of the promotional code, the promotional code may be canceled and Bolt will not refund the remaining amount to the fleet management companies/Drivers.

6.3 Bolt reserves the right to distribute discount codes to its customers for promotional purposes at its sole discretion. If the use of discount codes is suspected to be fraudulent or illegal, or if the Driver does not comply with the conditions associated with the use of such discount codes, the discount code may be revoked and Bolt will not compensate the Driver for the difference in the amount resulting from such discount.

6.4 If the Passenger chooses to leave you a tip directly through the Bolt mobile app, Bolt will collect the Gratuity on your behalf along with the cost of the Trip and any other charges that the Passenger pays using the app. If it is suspected that the Gratuity is paid fraudulently, illegally or

for purposes other than thanking the Driver for the services provided, without complying with our terms, Bolt has the right to withhold the Gratuity.

6.5 You have the right to view reports of payments made through the app in your Bolt Driver Account or Bolt mobile app. The report indicates the amounts of payments made through the app, transferred last week, and the amount of the Bolt commission fee deducted. You must inform us of important circumstances that could affect the fulfillment of our obligations to collect and distribute the Fees paid through the app.

6.6 Bolt is not obligated to pay you the price it has to receive from the Passenger for the Transportation Services provided, if the payment through the app failed or the payment was unsuccessfully made due to problems with the Passenger's credit card or other reasons. In such case, we will assist you in collecting the unpaid Price from the Passenger and transfer it to you as soon as the Passenger has made the requested payment.

6.7 Before providing the requested Transportation Services, you must ensure that the service is actually provided to the Passenger who ordered the service or that the Passenger has directly confirmed that they allow other passengers to travel by placing the order using the Passenger's account. If you make a mistake in identifying the Passenger and the Payment using the app is taken from a person who did not order the requested Transportation Services or did not agree that the Transportation Services be provided to other passengers, we will refund the cost of the Trip to that person. In such an event, you have no right to recover the Price from us. In addition, we have the right to impose a contractual fine of up to 10 (ten) Euros for each wrongly charged payment through the app.

6.8 Any amounts you owe or are liable to pay to Bolt company (including Commissions, Fees, etc.) will be deducted from your balance. We reserve the right to enforce any of your financial obligations to any of the Bolt Group companies; in such event, we become entitled to make a claim against you. We may set off any financial obligations you have against the financial obligations you have raised with us. For the avoidance of doubt, You acknowledge that Bolt reserves the right to deduct from Your balance the amount equal to the fine Bolt is required to pay for Your abuse of the airport parking lot, that is if Your presence at the airport parking lot without an active order exceeds the permitted time stipulated in Bolt Google Sites accessible via the link provided in Your Bolt welcome email

6.9 Information about the travel prices and other payments due by you in accordance with clause 6.1 above will be sent to you periodically, usually once a week or at such other reporting period as notified by Bolt in advance. We will transfer any relevant funds referred to in clause 6.1 that we collect on your behalf to the bank account you have specified in your fleet management company/Bolt Driver Account. Bolt may, at its discretion, offer fund transfers other than the standard reference period, subject to restrictions and conditions imposed by Bolt.

6.10 If we are unable to pay you a Price because you have not provided your bank account details in your Bolt Driver Account or if your bank account details are incorrect, we will retain such payments for 180 days. If you do not provide us with correct bank account details within 180 days of the date on which you become entitled to claim these payments, your claim for payment of the unpaid fees to you will be deemed to have expired.

7. CUSTOMER SUPPORT

7.1 For drivers, we provide a customer support service for using Bolt services. We reserve the right to change the scope of customer support services if you are late in making payments for more than 5 (five) calendar days.

8. RATING AND ACTIVITY

8.1 In order to ensure quality services and provide additional guarantees to Passengers, you agree that Passengers can evaluate Drivers and leave feedback on the quality of the

Transportation Services provided by you. Your overall rating will be linked to your Bolt Driver Account and will be visible to Passengers in the Bolt mobile app. If we determine that a rating or comment is submitted in bad faith, we will not include such rating or comment in the evaluation.

8.2 In addition to the rating, which is based on customer feedback, we also measure your activity level and assign you an activity score based on how many Transportation Service requests you accept, reject, ignore, and complete.

8.3 In order to provide reliable services to Passengers, we may set a minimum average rating and a minimum activity score that Drivers must achieve and maintain. If you do not raise your total rating or activity score to the minimum required level within the specified time after receiving the relevant notification from us, your Bolt Driver Account may be temporarily or permanently blocked, the duration of which will be determined at Bolt's discretion, taking into account the circumstances of each case separately. You will be duly notified regarding any such action. We may unban an account if the account is banned due to any external circumstances or if it is determined that the account is being banned due to a system error or fake, false and/or malicious feedback.

9. MARKET REVIEWS AND BONUSES

9.1 Market reviews. We may send you market reviews to inform you of periods of peak demand for Transportation Services via the Bolt mobile app, the Bolt Driver Account, SMS, e-mail or other means. These market reviews are advisory in nature and do not bind you in any way. Since the forecasts of the market review are based on historical data, we cannot guarantee that the actual situation in the market will exactly correspond to the forecasts indicated in the market reviews.

9.2 Bonuses for fleet management companies and Drivers. We may also offer additional bonuses to fleet management companies/Drivers to ensure and encourage the provision of Transportation Services. Specific requirements and conditions for bonuses can be specified through the Bolt mobile app, Bolt Driver Account, sent by SMS message, e-mail or other means. Additional bonus rules may apply. Additional bonus rules may apply. We reserve the right to unilaterally decide when and to which Drivers to offer such bonuses. If we reasonably suspect that the Driver is acting dishonestly in order to ensure the receipt of the bonus, the candidacy for the bonus may be suspended until all circumstances related to the Driver's dishonest behavior are clarified.

9.3 Discounts for Passengers. We reserve the right to offer discounts to Passengers in order to stimulate the demand for Bolt platform services. If such a discount results in a reduction in the amount that the Passenger pays you for the Trip, we will reimburse you for the value of the discount provided to Passengers. We may deduct the amount of the Passenger Discount from the Bolt commission you have to pay.

10. RELATIONSHIP BETWEEN YOU, US AND PASSENGERS

10.1 You acknowledge and agree that we are providing public information services and not Transportation Services. By providing the Bolt Platform and Bolt Services we operate as a technology that connects Riders and Drivers to help them travel more efficiently around cities. You also confirm that you provide Transportation Services to Passengers on the basis of a carriage contract and that you provide Transportation Services as part of your own economic activity. The operator of the Bolt mobile application is the sales representative of the Driver, who facilitates the conclusion of the Driver-Passenger contract, accepts payments from Passengers and transfers these payments to the Driver.

10.2 You confirm that there has not been and will not be an employment contract and there is not and will not be an employment relationship between you and us. You also confirm that you and we are not in a joint venture or partnership. You may not act as our employee, agent or

representative or enter into a binding contract on our behalf. If you are deemed to be an employee of ours by reason of mandatory statutory provisions or otherwise, you agree to waive any claims against us for such implied employment.

10.3 You may not transfer your rights and obligations under these General Terms and Conditions or the Agreement to third parties.

11. PROCESSING OF PERSONAL DATA AND ACCESS TO PERSONAL DATA

11.1 Your personal data is processed in accordance with the Privacy and Data Protection Policy for Drivers, which can be found at <https://bolt.eu/it/legal/it/privacy-for-drivers/>.

11.2 Bolt has access to all personal data and other data provided or generated as a result of using Bolt's Services. Bolt will take all reasonable steps to ensure the protection of such data and to comply with the Privacy and Data Protection Policy and applicable laws when such data consists of personal data. Unless otherwise specified in the Privacy and Data Protection Policy and applicable laws, Bolt retains access to such data even after the termination of the Agreement between you and Bolt.

11.3 You have access to your personal and other data that you provide or that is generated by you using the Bolt Services to the extent that your Bolt Driver Account allows you to do so. You must take all reasonable steps to ensure the confidentiality and security of such data and to comply with applicable privacy regulations and laws to the extent that such data constitutes Passenger Personal Data. You agree and confirm that the Passenger's personal data provided to you will be processed only for the purposes of providing Transportation Services and for no longer than is permitted by applicable laws.

12. LIABILITY

12.1 Bolt Platform is provided as is, subject to availability. We do not declare or warrant that access to the Bolt mobile app will be uninterrupted or error-free. Because the use of the Bolt Platform depends on the orders for the Passenger Transportation Services, we cannot guarantee that the number of Transportation Service orders will be directly related to the frequency of your use of the Bolt Platform.

12.2 To the extent permitted by applicable law, Bolt, its agents, directors and employees shall not be liable for any loss or damage you may suffer as a result of your use of the Bolt Services, including but not limited to: 12.2.1 direct or indirect property damage or financial loss; 12.2.2 loss of profit; 12.2.3 loss of business, agreements, contacts, prestige, reputation or any other losses, which can be related to discontinuation of operations; 12.2.4 data loss or inaccuracy; and 12.2.5 other losses or damages.

12.3 Bolt's financial liability in connection with a breach of these General Terms and Conditions or the Agreement will be limited to the amount of 500 (five hundred) Euros. You have the right to claim damages if Bolt willfully violated these General Terms and Conditions or the Agreement.

12.4 We are not responsible for the actions or omissions of the Passenger or their fellow passengers, and for any loss or damage to you or the vehicle caused by the actions or inactions of the Passenger or their fellow passengers.

12.5 You assume full responsibility for any violation of these General Terms and Conditions, the Agreement or any other applicable law or regulation, and you must immediately cease and correct such violation upon receipt of a corresponding demand from us or a public body. You must indemnify us against direct and/or indirect losses and/or damages, loss of profits, expenses, sanctions and fines incurred by us as a result of your breach of the General Terms, contract or laws and regulations. If the passenger makes claims to us regarding the Transportation Services provided by you, you must compensate us for these losses within 7 (seven) days from the receipt of the relevant request from us. If we become entitled to make claims against you, you must reimburse us for all legal costs incurred in assessing losses and

making claims for such losses.

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

13. TERM, SUSPENSION AND TERMINATION OF AGREEMENT

13.1 The terms expressly set out in these General Terms and Conditions come into force from the date of submission of the registration form. The Agreements and other terms shall come into force upon your submission of the relevant document or statement and upon your commencement and continued provision of the Transportation Services through the Bolt Platform.

13.2 You may terminate the Agreement at any time by notifying Bolt at least 7 (seven) days in advance; upon expiration of this term, your right to use the Bolt Platform and Bolt Services is terminated. Bolt has the right to immediately terminate the Agreement without prior notice and block your access to the Bolt Platform if you violate the General Terms and Conditions or the Agreement, including the requirements set out in Clauses 3 and 4 of the General Terms and Conditions, as well as applicable laws or regulations, by not representing Bolt respectfully, or threatening Bolt's brand, reputation or business. We will inform you about the termination of the Agreement by e-mail, via the Bolt mobile application or the Bolt Driver Account, at least 30 (thirty) days before the date of termination of the Agreement. This term does not apply if: 13.2.1 by law or regulation, Bolt is required to terminate all of its services to the Driver in such a way that it is impossible to meet the notification deadline; 13.2.2 the agreement is terminated due to force majeure provisions of applicable law; 13.2.3 The driver repeatedly violated the terms of the Agreement and Bolt can prove it.

13.3 We may immediately block your access to the Bolt Platform or Bolt Driver Account in the cases and terms specified in clauses 8.3 and 9.2 of the General Terms and Conditions for the duration of the investigation, if, based on a complaint submitted by the Passenger or data available to Bolt, we suspect that you have violated the General Terms and Conditions and/or the Agreement or you have committed fraudulent acts or in other cases provided for in these General Terms and Conditions and the Agreement. We will inform you of the decision to block your access to the Bolt Platform and the Bolt Driver Account and the reasons by e-mail, via Bolt mobile app or the Bolt Driver Account prior to or at the time such restriction becomes effective. The decision to block access will be reversed if, during the investigation, the suspicions are not confirmed and/or the circumstances that caused your access to the Bolt Platform to be suspended no longer exist.

13.4 You aim to provide the highest quality services to all Passengers; therefore, we monitor the actions of the Driver on the Bolt Platform. If you do not meet the minimum requirements for the provision of Transportation Services, we reserve the right to terminate the Agreement in accordance with the procedure and terms provided for in the Agreement and applicable legal acts.

13.5 When terminating the Agreement or blocking the Driver's or vehicle fleet manager's access to the Bolt Platform, when the Transportation Services are provided in a European Union member country or the European Economic Area, additional requirements and measures specified in 20 June 2019 Regulation (EU) 2019/1150 of the European Parliament and of the Council on increasing the fairness and transparency of online mediation services provided to business clients apply.

13.6 The driver and/or vehicle fleet manager provided for in clause 13.5 (a business customer operating in a member state) has the right to dispute the termination of the Agreement, blocking

and other alleged non-compliance with Bolt's normative legal acts by Bolt in accordance with the rules of the Internal Complaints Handling System for business customers.

13.7. As Bolt 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 Services. Bolt facilitates this right by providing an internal complaints handling system available on <https://bolt.eu/en/legal/>. You can find further information on Bolt's internal complaints handling system, including how you can make a complaint, here: the Internal Complaint-Handling System Rules

13.8. Bolt 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, Transportation Service Providers and by Drivers acting on behalf of the Transportation Service Providers, that frequently submit notices or complaints which are manifestly unfounded. While assessing the circumstances for the suspension, Bolt considers the following:

13.8.1. the absolute numbers of items of manifestly illegal content or manifestly unfounded notices or complaints, submitted within a month; and

13.8.2. 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

13.8.3. the gravity of the misuse of the notice action mechanisms; and

13.8.4. (if applicable) the intention of the complainant for submitting manifestly unfounded complaints.

13.9. In the interest of maintaining a consistent and secure user experience on the Bolt Platform, if the Transportation Service Provider or any person authorised to act on its behalf is suspended or terminated from the Bolt App for Transportation Services, Bolt reserves the right to suspend or terminate the Transportation Service Provider or any person authorised to act on its behalf also from the Bolt App for delivery services.

14. CHANGES

14.1 Bolt reserves the right to change these General Terms and Conditions at any time by uploading a revised version to the website (<http://bolt.eu/legal/>) and by notifying you of such proposed changes (e.g., by e-mail, via the Bolt mobile app or the Bolt Driver Account). Bolt is not obliged to inform you about proposed changes to these General Terms and Conditions or the Agreement, if they are of an editorial nature and do not change the essence and content of these Terms.

14.2 Bolt must notify Drivers in advance of proposed changes to the General Terms and Conditions or other terms of the Agreement at least 15 days in advance (by e-mail, through Bolt mobile app or the Bolt Driver Account), except in cases where: 14.2.1 by law or regulatory act, Bolt is obliged to change the General Terms and Conditions in such a way that it cannot comply with the notification deadline; 14.2.2 the change needs to be made immediately to respond to unforeseen and unavoidable health, safety or cyber security risks or to protect the Bolt Services, Passengers or Drivers from fraud, malware, Spam or data breaches; or 14.2.3 you have decided not to comply with the pre-notification period (e.g., continue to use Bolt Services after notification of the change).

14.3 If you do not agree with the changes to the General Terms or other terms of the Agreement, you have the right to terminate the Agreement by ceasing to use Bolt Services and giving Bolt notice of termination of the Agreement. Unless otherwise specified in the termination notice, the Agreement shall terminate as of the effective date of the proposed amendment. If you continue to use the Bolt Services on or after the effective date of the change, it means that

you agree to the changed General Terms and Conditions or Agreement.

15. APPLICABLE LAW AND COURT JURISDICTION

15.1 The General Terms and Conditions and the Agreement are regulated, concluded and come into force in accordance with the laws of the Republic of Estonia. If a dispute arising from the General Terms and Conditions or the Agreement cannot be resolved through negotiation, the dispute will be resolved in the Harju District Court.

16. NOTICES

16.1 You must notify us immediately of any changes to your contact information.

16.2 Notices required by the General Terms and Conditions and the Agreement shall be deemed to have been duly served if they are: 16.2.1 delivered personally; 16.2.2 sent by courier, signing the delivery confirmation document; 16.2.3 sent by registered mail; 16.2.4 sent via e-mail; 16.2.5 submitted via Bolt mobile app or the Bolt Driver Account.

16.3 Notices sent or delivered pursuant to the preceding clause 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 day indicated by the courier, which coincides with the day of delivery of the notice to the party; 16.3.3 if sent by registered mail, on the 10th day after the document is sent to the post office for delivery; 16.3.4 if submitted via Bolt mobile app or the Bolt Driver Account; or 16.3.5 if sent via e-mail, on the day when e-mail was sent if the party receiving the e-mail confirms that it has received the corresponding e-mail via e-mail, or the next day after the e-mail was sent, in the event that the sender did not receive an error message (notification that the e-mail was not delivered to the other party) and if such error message was not received the day after it was sent.

17. FINAL PROVISIONS

If any of the provisions of these General Terms and Conditions becomes unenforceable, the parties must replace such provision with an enforceable provision that, taking into account its purpose and economic effect, corresponds to the provision being replaced.

Date of last revision of the General Terms and Conditions: 01-09-2023