

Date of entry into force of the General Terms: 25 March 2024

General Terms for Drivers

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 Bolt Services. In order to provide Transportation Services via using Bolt Platform you must agree to the terms and conditions that are set forth below.

1. DEFINITIONS

1.1. **Agreement** – this agreement between Driver and Bolt Saudi Arabia regarding the use of Bolt Services which consists of:

1.1.1. these General Terms;

1.1.2. the guidelines (if applicable); and

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

1.2. **Bolt Saudi Arabia** (also referred to as “we”, “our” or “us”) – Company Karam El-Siyarah For Steering Vehicles, limited liability company incorporated and registered in the Kingdom of Saudi Arabia with national unified number 7017048997, company registration number 1010631975, registered office Uthman Ibn Affan Rd. - Narjis - Riyadh - Saudi Arabia, 13327.

1.3. **Bolt App** – a smartphone application for Drivers and Passengers to request and receive Transportation Services or any other services available via the Bolt App in your market.

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

1.5. **Bolt Fee** – the fee that the Driver is obliged to pay to Bolt Saudi Arabia for using Bolt Services.

1.6. **Bolt HQ** - Bolt Operations OÜ a private limited company incorporated and registered under the laws of the Republic of Estonia with registration code 14532901, registered office Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia.

1.7. **Bolt Platform** – the ecosystem based on the Bolt apps, Bolt Driver Account, and 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 Bolt Saudi Arabia provides, including the provision of Bolt Platform, In-app Payment, customer support, communication between Driver and Passenger as well as other similar services.

1.9. **Driver** (also referred to as “you”) – the person providing Transportation Services via Bolt Platform, and, if applicable, other services governed by separate terms via the Bolt Platform.

1.10. **Fare** – the fee Passenger is obliged to pay Driver for the provision of Transportation Services.

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

1.12. **Passenger** – a person requesting Transportation Services by using Bolt App.

1.13. **Prohibited Items** - items listed in clause 4.18 of these General Terms that the Passenger and the Driver are not allowed to carry and exploit while using/providing the Transportation Services unless otherwise stated by applicable law.

1.14. **Tip** – a gratuity offered by Passenger at his sole discretion in addition to the Fare paid.

1.15. **Transportation Services** – transportation service Driver provides to Passenger whose request Driver has accepted through Bolt App.

2. ENTRY INTO THE AGREEMENT

2.1. Prior to using Bolt Services, you must sign up by providing the requested information in the signup application on Bolt website and uploading the necessary documentation as required by us. Upon successful completion of the signup application, we will provide you 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, 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 Bolt Platform for providing Transportation Services;

2.1.2. you have carefully studied, fully understand and agree to be bound by these General Terms, including all obligations that arise as provided herein and from the Agreement;

2.1.3. all the information you have presented to us is accurate, correct and complete;

2.1.4. you will keep Bolt Driver Account accurate and profile information updated at all times;

2.1.5. you will not authorize other persons to use your Bolt Driver Account nor transfer or assign it to any other person;

2.1.6. you will not use Bolt Services for unauthorized or unlawful purposes and impair the proper operation of Bolt Services;

2.1.7. at all times, you fully comply with all laws and regulations applicable in the city/state/jurisdiction you are providing Transportation Services in, including (but not limited to) laws regulating passenger transportation services.

2.2. You are obliged to provide your bank requisites in the course of filling in the payment details upon registration. We are transferring In-app Payment fees to the bank account that you have provided. We are not liable for any incorrect money transactions in case you have provided the wrong bank requisites.

2.3. After submitting the signup application, you will receive an email with additional conditions that must be met in order to use Bolt Services. These conditions may include providing criminal records, a valid driving license, satisfactory technical state of the vehicle, completion of a training course, owning a GPS-supporting mobile device and other conditions as described in the pertinent email. The failure to comply with the provided requirements and conditions may result in the termination of the Agreement and the right to use Bolt Services.

2.4. You agree that in specific cities or countries, Bolt Saudi Arabia may assign any of our obligations arising from these General Terms or Agreement to Bolt HQ or other Bolt group companies and/or partners. This includes, among else, 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 Payment, licensing Bolt App, etc.

3. RIGHT TO USE BOLT APP AND BOLT DRIVER ACCOUNT

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

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

3.2.1. decompile, reverse engineer, or otherwise attempt to obtain the source code of Bolt App, Bolt Driver Account or other software either owned by or licensed to Bolt HQ and Bolt Saudi Arabia;

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

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

3.2.4. attempt to gain unauthorized access to Bolt App, Bolt Driver Account or any other Bolt

Services;

3.2.5. launch or cause to launch any programs or scripts for the purpose of scraping, indexing, surveying, or otherwise data mining any part of Bolt App and/or Bolt Platform and/or websites or data, and you may not allow any other party to do any of the above.

3.3. The license granted herein revokes automatically and simultaneously with the termination of the Agreement. After termination of the Agreement, you must immediately stop using Bolt App and Bolt Driver Account and we are entitled to block and delete your Bolt Driver Account without prior notice.

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

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

3.6. Rooting, jailbreaking or modifying your 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 we are not liable for any losses in connection with the use of such a modified mobile device and that we have no obligation to support the use of such a device.

3.7. You may not, and may not allow any other party to launch or cause to launch any programs or scripts for the purpose of scraping, indexing, surveying, or otherwise data mining any part of Bolt mobile applications and/or websites or data.

3.8. To ensure safety on the Bolt Platform, Bolt Saudi Arabia may ask you to verify your identity. This is done to ensure that the Driver using Bolt App is the same Driver whose information is provided upon registration. You will not be able to provide Transportation Services until you pass the verification process. If you fail to pass the verification process, your Bolt Driver Account may be suspended or terminated, depending on the circumstances.

4. PROVIDING TRANSPORTATION SERVICES

4.1. You acknowledge that there is a contract separate from the Agreement formed between you and the Passenger, once the following conditions are fulfilled: when the Passenger makes an order request, the Passenger is inviting you to make an offer to provide Transportation Services, which Bolt Saudi Arabia relays to you through the Bolt Platform. When you have made the offer, the Passenger agrees that this will be accepted by yourself unless the Passenger cancels the order within the relevant time period. The contract 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 are providing Transportation Services. Please note that you are fully liable for any violation of any applicable laws and regulations that may arise from providing Transportation Services.

4.3. You must have all licenses (including a valid driver's license), permits, car insurance, liability insurance (if applicable), registrations, certifications and other documentation that are required in the applicable jurisdiction for providing Transportation Services. It is your obligation to maintain the validity of all aforementioned documentation. Bolt Saudi Arabia reserves the right to require you to present evidence and submit for review all the necessary licenses, permits, approvals, authority, registrations and certifications.

4.4. You must provide Transportation Services in a professional manner 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 (i) must take the route least costly for the Passenger, unless the Passenger explicitly requests otherwise; (ii) may not make any unauthorized stops; (iii) may not have any other passengers in the vehicle other than the Passenger and the passengers accompanying the Passenger; and (iv) must adhere to any applicable traffic 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 his/her hand while the vehicle is moving.

4.5. You retain the sole right to determine when you are providing Transportation Services. You shall accept, decline or ignore Transportation Service requests made by Passengers at your own choosing.

4.6. You are obliged to provide and maintain all equipment and means that are necessary to perform Transportation Services at your own expense, including a car, smartphone, etc. You are also responsible for paying all costs incurred in the course of performing 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 Bolt App may bring about consummation of a large amount of data on your mobile data plan. Thus, we suggest that you subscribe to a data plan with unlimited or very high data usage capacity.

4.7. You are entitled to charge a Fare for each instance you have accepted a Passenger on Bolt Platform and completed the Transportation Service as requested. The Fare is calculated based on a default base fare, the distance of the specific journey as determined by the GPS-based device and the duration of the specific journey. The default base fare may fluctuate based on the local market situation. In markets with In-app Payment, you may negotiate the Fare by sending us a pertinent request that has been either signed digitally or by hand. Additionally, you shall always have the right to charge the Passenger less than the Fare indicated by Bolt App.

However, charging the Passenger less than Bolt App indicates, does not decrease Bolt Fee.

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 (i.e. Upfront Fare). Upfront Fare is communicated via Bolt App to a Passenger before the ride is requested, and to you when the ride is accepted. The Fare calculated in accordance with section 4.7 shall be applied instead of Upfront Fare 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 find that there has been an error in the calculation of the Fare and wish to make corrections in the calculation of the Fare, you must submit a petition in the section "Fare Review" of Bolt App. If a petition in the section "Fare Review" of Bolt App has not been submitted, then Bolt Saudi Arabia shall not recalculate the Fare or reimburse you for an error made in the calculation of the Fare. This option is not applicable in markets with only cash payments.

4.10. Bolt Saudi Arabia may adjust the Fare for a particular order completed if we detect a violation (such as taking a longer route or not stopping the fare meter of Bolt App after Transportation Services have been completed) or in case a technical error affecting the final Fare is identified. Bolt Saudi Arabia may also reduce or cancel the Fare in case we have reasonable cause to suspect fraud or a complaint by the Passenger indicates a violation by you. Bolt Saudi Arabia will only exercise its right to reduce or cancel the Fare in a reasonable and justified manner.

4.11. Passenger may have the option to pay the Fare for Transportation Services either directly to you or via In-app Payment, in markets where this option is available, as described in section 6 of these General Terms. In case the Passenger pays the Fare directly, it is your obligation to collect the Fare. In case the Passenger fails or refuses to pay, Bolt Saudi Arabia will send a notice of debt to the Passenger on behalf of you. Such authorization derives from the mandate of Bolt Saudi Arabia being authorized to collect payments on behalf of you and does not entail that Bolt Saudi Arabia has an obligation to compensate the Fare not paid by the Passenger. If the passengers in the vehicle do 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 Passenger justifiably refuses to pay the Fare on the account that your information stated in Bolt App is incorrect, then Bolt Saudi Arabia will not reimburse you for such expenses.

4.12. In some markets, Passengers may be given the option to tip you after a successful provision of Transportation Services. The Passenger can tip you only by means authorised by Bolt Saudi Arabia for tipping. The Tip will not affect the amount of Bolt Fees and Bolt Saudi Arabia will not collect a Bolt Fee on the Tip paid by 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.

4.13. Bolt Saudi Arabia has a right to issue an invoice or a receipt on your behalf to the Passenger in order to compensate you for any Fares, contractual penalties or other fees that Bolt Saudi Arabia mediates to you. After each successful provision of Transportation Services, Bolt Saudi Arabia shall create and forward a receipt or, if applicable, invoice to the recipient. The receipt or, if applicable, invoice, of each provision of Transportation Services is available to you via Bolt Driver Account.

4.14. Passenger may cancel a request for Transportation Services that a Driver has accepted via Bolt App. Driver 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 Bolt App. Driver may also 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 Bolt App.

4.15. If, in the course of the provision of 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 200 SAR and request compensation for any damages exceeding the penalty. If the Passenger does not consent to paying the penalty and/or compensating the damage, you must notify us and we will then try to collect the penalty and/or relevant costs on your behalf from the Passenger. However, bear in mind that we are not taking any liability for direct or indirect damages or expenses in relation to cleaning or maintenance of the vehicle caused by the Passenger.

4.16. 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 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 state authorities as required by the applicable law. In case the Tax authority submits a valid application to us to provide information regarding your activities, we may make available to the Tax authority the information regarding your activities to the extent set forth in valid legal acts. Additionally, it is your obligation to adhere to all applicable tax regulations that may apply in connection with the provision of Transportation Services. You hereby agree to compensate Bolt Saudi Arabia all state fees, claims, payments, fines or other tax obligations

that Bolt Saudi Arabia will incur in connection with the obligations arising from applicable tax regulations not having been met by you (including paying the income tax and social tax).

4.17. To ensure the safety on the Bolt Platform, you are allowed to carry Prohibited Items while using the Bolt App and Bolt Services, unless otherwise stated in the applicable laws. The Driver may refuse the provision of the Transportation Services to the unauthorized possessor of the Prohibited Items. Bolt Saudi Arabia may at any time discontinue the provision of Bolt Services to the Driver, that does not comply with this section of these General Terms and applicable laws, and report an unauthorized use of the Prohibited Items to the authorities. The Prohibited Items include, among other things:

4.17.1. firearms and their parts, ammunition, melee weapons, and other items specially designed for attack and defense (e.g. knuckles, stilettos);

4.17.2. 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;

4.17.3. drugs and other psychotropic substances which are subject to special control in accordance with the legislation;

4.17.4. 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 Bolt Services, you are obliged to pay a Bolt Fee. Bolt Fee is paid based on the Fare of each Transportation Service order that you have completed. The amount of Bolt Fee is made available to you via e-mail, Bolt App, Bolt Driver Account or other pertinent means.

Please note that 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 Transportation Service, (ii) characteristics of the ride ordered; and (iii) conditions of any applicable campaigns. Bolt Fees shall not go above the highest rate for Bolt Fees, that we have communicated to you. However, we may increase the applicable highest rate of Bolt Fees at any time by giving you prior notice.

5.2. You must pay Bolt Fee and any other fees due to us for the previous month at the latest by the 15th date of the following month. Upon delay with payment of Bolt Fee, you shall be obliged to pay a penalty of late payment in the amount of 0,04% (zero point zero four percent) of the unpaid amount per day. You are obliged to cover all costs incurred by us, which are related to debt collection activities.

6. IN-APP PAYMENTS

6.1. We may enable Passengers to pay for Transportation Services via cards, carrier billing and other payment methods (Bolt Business, etc.) directly in Bolt App (i.e. In-app Payment). You hereby authorise us to receive the Fares or other fees paid by the Passenger via In-app Payment and to forward relevant funds to you. You acknowledge that in this case the payment obligation of the Passenger arising from any agreement concluded via Bolt App is deemed to be fulfilled when the respective payment is made via In-app Payment and credited to our payment account.

6.2. Fares and other payments due to you per section 6.1 above will be forwarded to you on a periodic basis, typically once every week or other reference periods communicated by Bolt Saudi Arabia in advance. We will forward all relevant funds as per sec. 6.1 above, that we collect on your behalf to the bank account that you indicate in the Bolt Driver Account, as applicable. Bolt Saudi Arabia 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 Saudi Arabia.

6.3. You may not refuse payment by the Passenger via In-app Payment, or influence the Passenger against the use of In-app Payment. In case you refuse to accept In-app Payment without just cause, we shall be entitled to charge you a contractual penalty in the amount of 60 SAR for every refusal and/or block your right to use Bolt Services in case of such repetitive behaviour.

6.4. Bolt Saudi Arabia reserves the right to distribute promo codes to Passengers at our discretion on a per-promotional basis. You are required to accept the use of promo code only when the Passenger applies the code in-app to a trip using card payment. Promo codes may not be applied to cash-paid trips. If the use of promo codes is suspected as being fraudulent, illegal, or used by a Driver in conflict with our General Terms relating to promo code use, then the promo code may be canceled and the outstanding amount will not be reimbursed by Bolt Saudi Arabia to the Driver.

6.5. If the option is available and the Passenger chooses to tip you directly in Bolt App, the Tip will be collected by Bolt Saudi Arabia on your behalf together with the Fares and other fees paid by the Passenger via In-app Payment. If the payment of the Tip is suspected as being fraudulent, illegal, for a purpose other than as a gratuity related to the service provided or used by a Driver in conflict with our General Terms and, then the Tip can be withheld by Bolt Saudi Arabia.

6.6. You are entitled to review In-app Payment reports in Bolt Driver Account or Bolt App. The reports will show the amounts of In-app Payments brokered in the previous week as well as the withheld amounts of Bolt Fee. You must notify us of any important circumstances that may affect our obligations to collect and distribute the Fares paid via In-app Payment.

6.7. We are not obliged to pay you the Fare due from the Passenger if In-app Payment fails because Passenger's credit card or other payment method is canceled or is unsuccessful for other reasons. In such case, we will help you in requesting the Fare due from the Passenger and shall transmit it to you once the Passenger has made the requested payment.

6.8. 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 Passenger's account. If you make a mistake in identifying the Passenger, and In-app Payment is charged to a person, who has not been provided or has not approved Transportation Services for other passengers, then we shall reimburse the person for the Fare. In such case, you are not entitled to receive the Fare from us. Additionally, for every wrongfully applied In-app Payment, we shall be entitled to charge you a contractual penalty of up to 40 SAR.

6.9. Please note that we will set off any Fares or Tip paid via In-app Payment against the amounts that you are obliged to pay to us (i.e. Bolt Fees and contractual penalties). We reserve the right to fulfil any of your financial liabilities to Bolt Saudi Arabia, in which case we will acquire the right to submit a claim against you. We may set off any of your financial liabilities against financial liabilities that you may have against us.

6.10. If we are not able to pay the Fees or Tips to you due to you not including your bank account details in your Bolt Driver Account or if the bank account details have been noted incorrectly, then we will hold such payments for 180 days. If you do not notify us of the correct bank account details within 180 days from the date that the right to claim such payments has been established, your claim regarding the payment of the Fare or Tip not transferred to you shall expire.

7. CUSTOMER SUPPORT

7.1. We provide the Drivers with customer support regarding the use of Bolt Services. We have the right to stop providing customer support services 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 a rating and leave feedback regarding the quality of Transportation Services that you have provided. Your average rating will be linked to your Bolt Driver Account and will be available to Passengers at Bolt App. If we find out the rating or comment is not given in good faith, this rating or comment may not be projected in the calculations of your rating.

8.2. In addition to the rating, we measure your level of activity and provide you with an activity score, which is based on your activity regarding accepting, declining, not responding and completing Transportation Service requests.

8.3. In order to provide reliable services to Passengers, we may determine a minimum average rating and a minimum activity score that Drivers must establish and maintain. If, after a pertinent notification from us, you do not increase your average rating or activity score to a minimum level within the prescribed time period, your Bolt Driver Account may be automatically suspended either temporarily or permanently. We may reverse the suspension 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.

9. MARKET OVERVIEWS AND CAMPAIGNS

9.1. We may send you, via Bolt App, Bolt Driver Account, SMS, e-mail 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. 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. We may also occasionally arrange various campaigns to Passengers in order to promote Bolt Platform. If the Fare paid by the Passengers is reduced as part of such a campaign, we shall pay you compensation, amounting to the monetary value of the benefit offered to the Passengers. We may set off the marketing compensation against Bolt Fee.

10. RELATIONSHIP BETWEEN YOU, US AND PASSENGERS

10.1. You hereby acknowledge and agree that we provide an information society service and do not provide Transportation Services. By providing Bolt Platform and Bolt Services, we act as a marketplace connecting Passengers with Drivers to help them move around cities more efficiently. You acknowledge that you are providing Transportation Services on the basis of a contract for the carriage of passengers and that you provide Transportation Services independently as an economic and professional activity. Bolt Saudi Arabia, as the operator of Bolt App is authorised to mediate the agreement for Transportation Service between the Driver and the Passenger, and thus, among other things, accepts payments from the Passengers and forwards the payments to the Driver.

10.2. You acknowledge that no employment agreement nor an employment relationship has been or will be established between you and us. You also acknowledge that no joint venture or partnership exists between you and us. You may not act as an employee, agent or representative of us nor bind any contract on behalf of us. If due to the implication of mandatory laws or otherwise, you shall be deemed an employee of us, you hereby agree to waive any claims against us that may arise as a result of such implied employment relationship.

10.3. You may not transfer your rights and obligations deriving from the Agreement (including these General Terms) to any third party.

11. PROCESSING OF PERSONAL DATA, ACCESS TO DATA

11.1. Your personal data will be processed in accordance with the Privacy Notice, available at <https://bolt.eu/en-sa/privacy/>.

11.2. Bolt Saudi Arabia has access to all personal data and other data provided or generated in connection with your use of Bolt Services. Bolt Saudi Arabia 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 Saudi Arabia maintains access to such data also after the Agreement between you and Bolt Saudi Arabia is terminated.

11.3. You have access to personal and other data provided by you or generated in connection with your use of Bolt Services to the extent that is made available to you under your Bolt Driver Account through Bolt App. You shall take all reasonable steps to ensure the confidentiality of such data and comply with applicable Privacy Notices and laws as long and to the extent that such data contains the personal data of Passengers.

12. LIABILITY

12.1. Bolt Platform is provided on an "as is" and "as available" basis. We do not represent, warrant or guarantee that access to Bolt Platform will be uninterrupted or error-free. As the usage of Bolt Platform for requesting Transportation Services depends on the behavior of Passengers, we do not guarantee that your usage of Bolt Platform will result in any Transportation Service requests.

12.2. To the maximum extent permitted under the applicable law, neither We, nor Bolt HQ, nor our or Bolt HQ's representatives, directors and employees are liable for any loss or damage, liability or expense, that you may incur as a result of or in connection with (i) your use of Bolt Services, (ii) your breach or violation of the Agreement (including these General Terms) or any applicable laws or regulations; (iii) your 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, fee or fine from any state authority, attorney's fee; and

12.2.6. any other type of loss, or damage.

12.3. Our financial liability in connection with violating the Agreement (including these General Terms) will be limited to 2000 SAR. You shall have the right to claim for damages only if we have deliberately violated the Agreement (including these General Terms).

12.4. We shall not 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 or your vehicle 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 (including these General Terms) or any other applicable laws or regulations and must stop and remedy such breach immediately after receipt of a respective demand from us or any state authority. You shall indemnify us and Bolt HQ for any direct and/or indirect loss and/or damage, loss of profits, expense, penalty, or fine that we may incur in connection with your breach of the Agreement (including these General Terms) and laws and regulations. If Passenger presents any claims against us in connection with your provision of Transportation Services, then you shall compensate such damage to us in full within 7 (seven) days as of your receipt of the respective request from us. In case we are entitled to present any claims against you, then you shall compensate us with any legal costs related to evaluation of the damages and submission of claims relating to

compensation for such damage.

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. Agreements and other terms 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 Bolt Platform.

13.2. You may terminate the Agreement at any time by notifying Bolt Saudi Arabia at least 7 (seven) days in advance, after which your right to use Bolt Platform and Bolt Services shall terminate. Bolt Saudi Arabia may terminate the Agreement at any time and for any reason at the sole discretion of us by notifying you at least 3 (three) days in advance.

13.3. Bolt Saudi Arabia is entitled to immediately terminate the Agreement and block your access to Bolt Platform without giving any advance notice in case you violate the Agreement (including these General Terms), any applicable laws or regulations, disparage Bolt Saudi Arabia or Bolt HQ, engage in fraudulent behaviour, or cause harm to Bolt's brand, reputation or business as determined by Bolt Saudi Arabia in our sole discretion. In the aforementioned case, we may, at our own discretion, prohibit you from registering a new Bolt Driver account.

13.4. We may also immediately suspend (block) your access to Bolt Platform and to Bolt Driver Account for the period of investigation if we suspect an infringement of the Agreement or fraudulent activity on your behalf. The block of access will be removed once the investigation disproves such suspicions.

13.5. We are aiming to provide the highest quality service to all Passengers therefore we are monitoring the activity of Drivers on Bolt Platform. If you fail to meet the minimal service requirements, such as the minimal rating and activity score, we are entitled to immediately terminate the Agreement without giving any advance notice.

14. AMENDMENTS

14.1. Bolt Saudi Arabia reserves the right to amend these General Terms anytime by uploading the revised version on its website (<https://bolt.eu/legal/>) and notifying you (e.g. via email, Bolt App or Bolt Driver Account) whenever, in the reasonable opinion of Bolt Saudi Arabia, such amendments are material.

14.2. Bolt Saudi Arabia shall provide at least 15 days advance notice (e.g. via e-mail, Bolt App or Bolt Driver Account) about the amendments that affect the rights of Drivers, unless:

14.2.1. Bolt Saudi Arabia is subject to a legal or regulatory obligation that requires it to amend the General Terms 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 Bolt Services, Passengers or Drivers from fraud, malware, spam or data breaches;

14.2.3. you have elected to waive the advance notice period (e.g. you continue to use Bolt Services after receipt of the notice of amendment).

14.3. If you do not agree to the amendments of the General Terms or other conditions of the Agreement, you have the right to terminate the Agreement by discontinuing the use of Bolt Services and providing a termination notice to Bolt Saudi Arabia. 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 Bolt Services on or after the effective date of the amendment constitutes your consent to be bound by the General Terms or Agreement, as amended.

15. APPLICABLE LAW AND COURT JURISDICTION

15.1. The Agreement (including these General Terms) shall be governed by and construed and enforced in accordance with the laws of the Kingdom of Saudi Arabia. If the respective dispute

resulting from General Terms or other terms of the Agreement could not be settled by negotiations, then any dispute, controversy or claim arising out of or relating to this Agreement, or the breach, termination or invalidity thereof, shall be settled by the courts of the Kingdom of Saudi Arabia.

16. NOTICES

16.1. You are obliged to immediately notify us of 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 proof of delivery,

16.2.3. sent by registered mail,

16.2.4. sent by email or

16.2.5. made available via Bolt App or Bolt Driver Account.

16.3. Any notice that is sent or dispatched in accordance with the previous 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 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 Bolt App or Bolt Driver Account, or

16.3.5. if sent by email, on the day the party receiving the email confirms receiving the respective e-mail 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 of Bolt Saudi Arabia:

16.4.1. Registered address: Uthman Ibn Affan Rd. - Narjis - Riyadh - Saudi Arabia.

16.4.2. Email: saudi@bolt.eu

17. FINAL PROVISIONS

17.1. If any provision of these General Terms 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.