

General Terms for Passengers

Date of entry into force of the General Terms: 1 September 2025.

These General Terms together with other documents as defined in Clause 1.1 set out the terms applying to and governing your access to or usage of the Bolt App, websites, facilities, the Bolt Platform, and any other services provided by Bolt as defined under “Bolt Services” in Clause 1.6, which constitute a platform technology service that connects passengers with transportation service providers to help them move around cities more efficiently.

By accessing or using the Platform (including the Bolt Services), you agree to the terms and conditions that are set out below, which shall form a legally binding contract between you and Bolt. If you do not agree to these terms and conditions, you shall immediately discontinue your access or use of the Services. These Terms expressly supersede prior agreements or arrangements with you.

1. Definitions

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1. **Supplementary Terms** – any policies or supplementary terms (including but not limited to the privacy notice/policy) related to the Services, may be amended from time to time, and published at <https://bolt.eu/en-tw/> and/or the Bolt App or another link as determined and updated by Bolt. Supplementary Terms shall form a part of the General Terms for the purposes of the applicable Bolt Services. In the event of any conflict between the Supplementary Terms and the General Terms, the Supplementary Terms shall prevail with respect to the applicable Services.
2. **Bolt** (also referred to as “we”, “our” or “us”) – Bolt Services (Taiwan) Ltd., a company limited by shares incorporated and registered under the laws of Taiwan having its registered office at 5F, No. 531, Sec. 4, Zhongxiao E. Rd., Xinyi Dist., Taipei City, Taiwan, <https://bolt.eu/en-tw/>. The responsible person is Ahto Kink.
3. **Bolt App** – a smartphone/mobile application for Fleets and Transportation Service Providers and Passengers to dispatch and receive Transportation Services.
4. **Bolt In-App Payment** – cards, carrier billing and other payment methods used by the Passenger via Bolt App to pay for Transportation Services.
5. **Bolt Platform** – technology (including the Bolt App and Bolt’s other websites, facilities and platform) connecting Passengers with Fleets and Transportation Service Providers to help them move around cities more efficiently.
6. **Bolt Services** – technology services that Bolt provides to connect the Fleet and Transportation Service Providers with Passengers, including provision and maintenance of Bolt App, Bolt Platform, Bolt In-App Payment, customer support, communication between the Transportation Service Provider and the Passenger and other similar services. For the avoidance of doubt, the services provided by Bolt do not include the Transportation Services, which are provided directly by the Transportation Service Providers engaged by the Fleets to the Passengers.
7. **Fare** – the fee displayed in the Bolt app (for Multi Purpose Taxi (MPT) trips) or taxi meter (for Yellow Taxi (YT) trips) that a Customer or Passenger is obliged to pay for provision of the Transportation Services, including any applicable tolls, taxes and any other fees or charges that may be due for a particular use of the Transportation Services.
8. **Fleet** – the independent third-party entities whom Bolt has contracted with, holding the Taxi carrier service licenses or other taxi companies that are licensed to provide dispatching service for the Transportation Services Providers to provide the Transportation Services in Taiwan via the Bolt Platform. Fleets are third parties, not

- employees or subcontractors of Bolt or any of its affiliates.
9. **Passenger** (also referred to as “You”) – a person requesting Transportation Services by using Bolt Platform.
 10. **Tip** – a gratuity offered by the Passenger at their sole discretion in addition to the Fare paid for the Transportation Service.
 11. **Transportation Services** – transport service a Transportation Service Provider is providing to Passenger whose request Transportation Service Provider has accepted through the Bolt App.
 12. **Transportation Service Provider or Driver** – the independent third-party who contracted with the Fleet for providing Transportation Services via the Bolt Platform. Transportation Service Providers are third parties, not employees or subcontractors of Bolt or any of its affiliates.
3. **Using the Bolt App**
 4.
 1. Bolt provides an information society service through Bolt App that enables mediation of the requests for Transportation Services between the Passengers and Transportation Service Providers/Fleets. Bolt does not provide any Transportation Services or engage in transportation dispatching services. Transportation Services and all such transportation dispatching services are provided by the Transportation Service Providers and/or Fleets, who operate as independent third parties and are not employed or subcontracted by Bolt or any of its affiliates. Bolt and/or any of its affiliates is not responsible in any way for the fulfilment of any contractual relationship between You and the Fleets and/or Transportation Service Providers. Disputes arising from consumer rights, legal obligations, or from law applicable to the provision of Transportation Services will be resolved between the Passengers and Transportation Service Providers and/or Fleets. Data regarding the Fleets/Transportation Service Providers and their Transportation Services is available in the Bolt App, and receipts for journeys are sent to the email address listed in the Passenger's profile.
 2. You acknowledge and understand that by requesting and using Transportation Services via the Bolt App, the Passenger (You) enters into a transportation contract directly with the Fleet and/or Transportation Service Provider. The Fare payable for the Transportation Service You receive via your use of the Bolt App will be collected by Bolt on behalf of the Fleet. Depending on the payment options supported for a given location of the journey, You can choose to pay for the Transportation Services either in cash or use Bolt in-App Payment. Charges for the provision of Transportation Services via the Bolt App will be inclusive of applicable taxes where required by law. Charges may include other applicable fees, tolls, and/or surcharges such as booking fee, municipal tolls, airport surcharges, or processing fees for split payments, where applicable. If You wish, You may also choose to pay a Tip to the Transportation Service Provider directly or via the use of Bolt in-App Payment.
 3.
 1. To access the Bolt Platform, You must be at least 18 years old and have the legal capacity of performing a binding contract under Taiwan law (or have the consent of a consenting parent or legal guardian), install the Bolt App on your mobile device, accept these General Terms and register and set up an account with a user ID and password. You represent that the ID and other

information provided by You are correct and valid.

2. You may use the Bolt Services only for your own personal, non-commercial use or, where permitted and express consent obtained, for the use of another person only if You know or have a personal relationship with that person (e.g. relatives and friends).
3. During the installation of Bolt App, Passenger's mobile number is linked to the respective Bolt App's user account and added to our database. If You are no longer using your mobile number, please notify Bolt as soon as reasonably practicable so we can anonymize your account data. If You do not notify us about any change to your number, your mobile operator may issue the same mobile number to a new person who when using the Bolt App then may have access to your data.

5. **Discounts**

6.

1. Bolt may, in its sole discretion, send You discounts on a per promotion basis. Discount credit may be redeemed and applied towards payment on completion of a ride or other features or benefits related to the Bolt Services and/or a third party's service, as the case might be, and are subject to any additional terms that are established on a per discount basis to the extent permitted by applicable law. Expiration dates of discount will be reflected in-app once You have applied the discount to your account.
2. If your trip amount exceeds the redeemable credit allocated to your ride, the balance will be automatically deducted from your account's payment method. Similarly, a discount credit only applies on a per ride basis and cannot carry over to a next ride/ trip and therefore will be forfeited. Only one discount may be applied per trip.
3. Bolt reserves the right to cancel, amend and/ or alter any discount at any time for any reason without any prior notice. This includes, but is not limited to, if Bolt deems that the discounts are being used in an unlawful or fraudulent manner, those issued mistakenly, and those which have expired.

7. **Bolt in-App Payment**

8.

1. Depending on the payment options supported for the given location of the journey, You can pay for the Transportation Services with a card, mobile carrier billing or other payment methods as and when available through the Bolt App. By providing Bolt in-App Payment service, Bolt will act as a payment collection agent for the Fleet. The Fleet has authorised Bolt to serve as their payment collection agent, facilitating payment for the Transportation Services, including the authority to accept payments from the Passengers on behalf of the Fleet and to forward the payments to the Fleet. Your payment obligation will be fulfilled when the payment is credited to Bolt bank account. You, as a Passenger are responsible for ensuring that the payment takes place and ensuring that sufficient funds are available.
2. You may choose to pay a Tip for the Transportation Service using the Bolt In-App Payment service or by cash. You understand and agree that such payments are entirely voluntary and not obligatory. The Tip can be paid via the Bolt in-App Payment by means authorised by Bolt for that purpose. Once You confirm the Tip amount, it cannot be changed or revoked. Bolt will not hold any commission for the brokerage of the Tip and the Tip will be transferred in full amount, excluding any

taxes required to be withheld by Bolt, if applicable. Bolt reserves the right to withhold the Tip, if the payment of the Tip is, in Bolt's sole discretion, suspected as being fraudulent, illegal, for a purpose other than as a gratuity related to the service provided or used in conflict with Bolt's Terms.

1. Payments made via Bolt In-App Payment shall be made or settled in New Taiwan Dollars. When making payments by Bolt in-App Payment, Bolt will act as a payment collection agent by receiving your payments and forwarding money to the Fleet. Such payments shall be considered the same as payments made directly by You. To the extent permitted by applicable law, Bolt may ask additional data from You to verify payment methods as and when required.
2. You acknowledge that when making payments by Bolt in-App Payment for Transportation Services, such payments may involve third-party services over which Bolt has no control. Bolt is not responsible for any fees or third-party payment costs charged by such third-party providers, including but not limited to mobile operator charges, or bank fees. You understand that these third-party service providers may charge You additional fees when processing payments in connection with the Bolt in-App Payment. Bolt is not responsible for any such fees and disclaims all liability in this regard. Different terms of use and privacy policies may apply to your use of such third-party services, and Your payment method may also be subject to additional terms and conditions imposed by the applicable third-party payment service provider; please review and accept these terms and conditions before using your payment method with such services.
3. Bolt will be responsible for the functioning of Bolt in-App Payment and provide support in resolving any problem in relation to the Bolt in-App Payment. To the extent permitted under law, Bolt also facilitates the resolution of disputes related to Bolt in-App Payment. For payment support service please refer to [Bolt Customer Support](#) within the Bolt App or send an email at taiwan@bolt.eu.

You are responsible to pay a fare and additional fees, if applicable, for each instance you have ordered and completed the Transportation Service via Bolt Platform (i.e. Fare). The estimated Fare is communicated via the Bolt App. Bolt and/or its affiliates reserve the right to establish, remove and/or revise these fees for any or all Transportation Services.

1. Additional fees. Within the Fare, you may be charged are cancellation fee as provided for under Clause 5.3 below, waiting time fee, as well as other applicable fees, tolls, and/or surcharges including a booking fee, tolls, airport surcharges or processing fees for split payments, and the penalty and compensation for damage to Transportation Service Provider's vehicle under Clause 5.7 below.
2. After completion of each payment, Bolt will send You the payment details and e-receipt by email. You may find payment details of any preceding transactions via your Account available for your enquiry at any time.
3. If an error occurs to the payment for a cause not attributable to You, Bolt will assist You in making corrections and provide other necessary assistance. If an error occurs to the payment for cause attributable to Bolt, Bolt will make correction immediately upon the learning of the error and shall notify You by email or other mutually agreed manner. If an error occurs to the payment for cause attributable to You, such as You input wrong amounts or input wrong recipients, Bolt will, upon Your notice, immediately assist You to handle.
4. All payments received by Bolt will be held at the deposit account with CITIBANK TAIWAN LIMITED exclusive for holding the payment funds. Bolt has obtained full performance

guarantee from CITIBANK TAIWAN LIMITED for the period from 8.8.2025 to 8.7.2026.
Bolt will renew the full performance guarantee contract before the expiration thereof.

5. Ordering and cancelling Transportation Services

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1. If You order Transportation Services and the Transportation Service Provider has agreed to undertake the journey then the Transportation Services is deemed to be ordered and a separate agreement for the provision of the journey is concluded.
2. Bolt does not provide the Transportation Services and is not a party to your agreement with the relevant Transportation Service Provider.
3. Cancelling an ordered and booked Transportation Services occurs when the Transportation Service Provider accepted your request and You subsequently reject, cancel or refuse the Transportation Services. When a Transportation Service request is cancelled after a certain time period as indicated in Bolt App You are required to pay a cancellation fee.
4. If You cancel Transportation Services request on multiple successive instances within 24-hour time we may temporarily block your account as a warning. After repeated warnings, we may suspend your account for an extended period (e.g. 6 months). After that period, You may request to reactivate your account and your application will be reviewed by Bolt.
5. When Transportation Service Provider notifies the Passenger of the vehicle's arrival at the pick-up destination, and the Passenger or people for whom the transport was ordered do not arrive at the vehicle within the specified time in the Bolt App, the Transportation Service Provider has the right to cancel your booking. In the event the Transportation Service Provider decides to cancel your request, please note that Bolt is not responsible for such situations.
6. Once the Transportation Service Provider arrives and notifies You that he/she has arrived, the Bolt App may begin charging fare on a waiting time basis according to the rates specified in the Bolt App.
7. If You have requested Transportation Services using the Bolt App and cause damage to the Transportation Service Provider's vehicle or its furnishing including but not limited to blemishing or staining the vehicle or causing unpleasant odors, You shall be responsible for the reasonable cost of repairing any damages or necessary cleaning of the vehicle. These amounts are non-refundable. If You do not pay the cost and/or compensate the damage, Bolt may facilitate the payment for such cost via your designated payment method or demand from You in cash.
8. To ensure a safe and reliable Bolt Platform for everyone, we may take actions against You, such as suspending You from using the Platform as provided under our [Marketplace Conduct Guidelines: Riders](#). By using the Bolt App You confirm that You have read the Marketplace Conduct Guidelines for Riders and agree to comply with them.
9. Bolt may suggest a certain category of ride in the Bolt App. The main criteria for the suggestions are price of the ride, estimated time of arrival of the vehicle and Your historical category selection behaviour. You are under no obligation to order the ride from the category suggested to You by Bolt.
10. For any queries or complaints, You can contact [Bolt Customer Support](#) within the Bolt App or send an email at taiwan@bolt.eu. You may access Bolt's website at <https://bolt.eu/en-tw/>.

7. License to use Bolt app

8.

1. As long as You comply with these Terms, we agree to grant You a royalty free, revocable, non-exclusive, right to access and use the Bolt App for personal, non-commercial purposes in accordance with these Terms, the Privacy Notice and the applicable app-store terms. You may not transfer or sub-license this right to use the Bolt App. In the event that Your right to use Bolt App is cancelled, the corresponding non-exclusive license will also be terminated.

9. **Liability**

10.

1. As the Bolt App is an information society service (a means of communication) between Passengers and Fleets and/or Transportation Service Providers, we cannot guarantee or take any responsibility for the quality or the absence of defects in the provision of Transportation Services. As the usage of Bolt App for requesting Transportation Services is dependent on many factors beyond the control of Bolt and/or its affiliates including but limited to the behaviour and availability of each Transportation Service Provider, Bolt and its affiliates does not guarantee that You will always have offers available for the provision of the Transportation Services.
2. You are fully responsible for your items and luggage. Bolt and its affiliates shall not be liable for any loss of items and luggage in the Transportation Service Providers' cars.
3. The Bolt App does not offer or broker transport services for Passengers. It is also not a transport agency service for finding Passengers for transport providers. The Bolt App serves solely as a platform for Passenger to request and schedule Transportation Services with the Transportation Service Providers.
4. Requesting a refund from the Transportation Services does not withdraw You from the agreements in the course of which the provision of the Transportation Services was ordered.
5. The Bolt App is provided on an "as is" and "as available" basis. Bolt or any of its affiliates does not represent, warrant or guarantee that access to Bolt App will be uninterrupted or error free, or free from viruses. In case of any faults in the software, we will endeavour to correct them as soon as possible, but please keep in mind that the functioning of Bolt App may be restricted due to occasional technical errors and we are not able to guarantee that Bolt App will function at all times, for example a public emergency may result in a service interruption.
6. Bolt or any of its affiliates shall not be liable for any delays, delivery failures damages or losses resulting due to the limitations, delay and other problems of the Service and/or Platform that are beyond Bolt's reasonable control, including due to internet, electronic communication or device used by the Passengers being faulty, unable to connect, out of service range, switched off or not functioning.
7. Bolt and its affiliates, as well as their respective representatives, directors and employees, are not liable for any loss (including direct, indirect, and consequential loss) or damage that You may incur as a result of using the Service or the Bolt App, except for any liability that cannot be excluded by applicable law and in such cases, our liability is limited to the extent permitted by law. This includes, but is not limited to:
 1. any direct or indirect property damage or monetary loss;
 2. loss of profit;
- 8.

3. loss of business, contracts, contacts, goodwill, reputation and any loss that may arise from interruption of the business;
 4. loss or inaccuracy of data; and
 5. any other type of loss or damage.
9. You may claim for damages if Bolt has deliberately or gross negligently breached these Terms. Bolt will not be liable for the actions or inactions of the Transportation Service Provider or Fleet, nor for damages that the Transportation Service Provider or Fleet causes to the Passengers.
10. To the extent permitted by the applicable law, including but not limited to Taiwan Consumer Protection Act, You agree to fully indemnify and hold Bolt and its affiliates, and their representatives, employees and directors harmless from any claims or losses (including liabilities, damages, costs and expenses of any nature) that they suffer as a result of Your use of the Bolt App (including the journey You obtain through Your use of the Bolt App), or your breach of the Terms and violation of any rights of any third party or applicable laws.
11. Bolt may immediately end Your use of the Bolt App if (1) Bolt is required to do so to comply with applicable laws, legal orders, or regulatory obligations, (2) You repeatedly breach the same provisions under these Terms or the [Marketplace Conduct Guidelines: Riders](#), despite receiving prior warnings from Bolt or (3) You commit any of the following violations of the Terms which constitutes a severe violation:
 12.
 1. any act which damages or jeopardizes the integrity of Bolt;
 2. a breach or substantial evidence showing a breach of any applicable laws or regulations, including fraud and money-laundering-related actions;
 3. assault, harassment, violence or other acts jeopardizing the safety of a Transportation Service Provider (whether verbally, physically, sexually or otherwise);
 4. the payment is seized by ruling of a court or order of a public prosecutor; or
 5. it is verified that You provided false identity authentication information.
13. Unless provided otherwise in this Terms, Bolt may end your use of the Bolt App for any reasons, provided a thirty-day notice is given. The notice shall provide the reasons, related service conditions, facts, notifications from external parties, or the duration of the right to dispute leading to the decision to terminate and shall provide You with an opportunity to explain facts and reasons through Bolt's complaint handling process via its customer support function.
14. You may terminate the agreement at any time through the Bolt App by going to the Customer Support section, or sending an email to taiwan@bolt.eu, after which your account will be deactivated and your right to use the Bolt Platform and Bolt Services shall terminate.
15. In Bolt's website, Bolt will set forth the accreditation standards for information security it has obtained. Bolt and You shall each ensure the security of its/Your IT system related to payment to prevent from illegal intrusion, acquisition, tampering or destruction of Your business records or personal data. If there is any dispute arising from a third party's hacking of the protective measure of Bolt's payment IT system or use of a loophole of Bolt's payment IT system, Bolt shall bear the burden of proof of non-existence of such facts. Bolt shall be responsible for the damage to You resulted from a third party's intrusion into Bolt's payment IT system.

16. Upon You learning any unauthorized use of Your account passwords, You shall notify Bolt immediately by contacting taiwan@bolt.eu or through the Bolt App. Upon Bolt learning any unauthorized use of Your account passwords, Bolt shall notify You and suspend the payment activities instructed by Your account and suspend the acceptance of subsequent payment instructions of Your account immediately. You will be fully liable for any losses which You incur resulting from unauthorized access to or use of your Account up to the date of notifying Bolt in accordance with this Clause 7.14, as a result of:

17.

1. Your failure to protect your account details and password;
2. providing Your account passwords to others on their accord;
3. Your failure to use the security mechanisms provided by Bolt; or
4. other causes of Your intentional act or gross negligence.

11. Good practice using the Bolt App

12.

1. As Bolt is not a provider or broker of the Transportation Services, any issues with defects or quality of the Transportation Services will be resolved in accordance with the relevant laws applicable to the Transportation Services Provider and/or Fleet.
2. We may ask You to fill out a feedback form in the Bolt App to enable us to offer suggestions to the Fleet and/or Transportation Service Providers for improving the quality of their Transportation Services.
3. You shall use Bolt App in good faith and be respectful of the Transportation Service Providers who offer their Transportation Services through Bolt App. Bolt retains the right to close Your account if in its sole discretion, You have violated the terms set out in this Terms or if Your activities are malicious, including but not limited to withholding payment for the provision of the Transportation Services, fraud, being disrespectful towards the Transportation Service Providers, vandalising and damaging the Transportation Service Provider's vehicle. In these cases, Your Bolt App account may be revoked without prior notice.
4. Bolt will make every reasonable effort to ensure that only Fleets and/or Transportation Service Providers, who have integrity and are respectful of their profession and Passengers, use the Bolt App. However, we are in no position to guarantee that every Fleet and/or Transportation Service Provider providing the transport services, located by the Bolt App, satisfies the aforementioned criteria at all times. If You experience objectionable Transportation Services, please notify the supervisory authority or our customer support.
5. While using the Bolt Platform, You agree not to:
6.
 1. violate any applicable law, court order, or government regulation;
 2. contact and/ or disturb your Transportation Service Provider after the Bolt Service has completed except in the event that You have lost an item and may contact the Transportation Service Provider for collection;
 3. interfere with, damage, disrupt, or impede the operation of the Bolt Platform and the services and systems provided or used by Bolt and/or its affiliates;
 4. use the Bolt Platform in a manner that is illegal, fraudulent, defamatory, abusive, harassing, threatening, obscene, or that violates the rights of any third party; and
 5. smoke, consume alcohol, carry contraband substances, misbehave with the

Transportation Service Providers, distract the Transportation Service Providers, or act in violation of applicable law while the Transportation Service Providers are providing the Transportation Services.

7. Rooting, jailbreaking or modifying your mobile device at a hardware or operating system level in any manner which 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.
8. 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's mobile applications and/or websites or data. You will not use the Bolt App to cause nuisance, annoyance, inconvenience or make fake bookings.
9. The passengers are not allowed to carry Prohibited Items while using the Transportation Services, unless otherwise stated in the applicable laws. The Transportation Service Provider may refuse the provision of Transportation Services to the unauthorized possessor of the Prohibited Items. Bolt may at any time discontinue the provision of Bolt Services to the Passenger or any individual for whom the Passenger has placed an order that does not comply with the prohibition referred to in this section and applicable laws, and report unauthorized use of the Prohibited Items to the authorities. The Prohibited Items include, among other things:
 10.
 1. firearms and their parts, ammunition, melee weapons, and other items specially designed for attack and defense (e.g. knuckles, stilettos);
 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;
 3. drugs and other psychotropic substances which are subject to special control in accordance with the legislation;
 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.
 11. If any of the activities the Passenger pursues via the Bolt Platform or if any of the information the Passengers provide to Bolt and / or Bolt Platform is deemed to be illegal content under applicable laws or otherwise contravenes these Terms, Bolt reserves the right to:
 12.
 1. remove, disable access or demote such content;
 2. suspend, terminate or restrict any monetary payment due from Bolt to You;
 3. suspend or terminate the information society service in whole or in part; and/or
 4. suspend or close your Bolt account.
 13. Subject to any further rights we have, we may give warnings or temporarily block Passengers who give inappropriate ratings or comments to Transportation Service Providers.

13. Amendments to the Terms

14.

1. Bolt may amend the Terms, any policies or Supplementary Terms related to the Bolt Services from time to time and Bolt will provide You with at least 7 days' notice via a post on its website and email, or in-app notification. Amendments will become effective upon Bolt's posting of the updated Terms or the amended policies or Supplementary Terms on the applicable Bolt Services. If You do not agree to any proposed amendments, you may terminate these Terms at any time in accordance with Clause 7.12. If You continue using Bolt App after such posting or after the expiration of the notice period (whichever is later), You will be deemed to accept such amendments.
2. Notwithstanding the notice requirements set forth in Clause 9.1 above, and to the extent permitted by the applicable laws, Bolt may amend the Terms, any policies or Supplementary Terms without prior notice in the following circumstances:
3.
 1. Bolt is subject to a legal or regulatory obligation or a legal order which requires it to amend the Terms in a manner which does not allow it to respect the advance notice period;
 2. immediate amendment is required to address an unforeseen and imminent danger related to health, safety or cybersecurity risks, or defending the Bolt Services, Passengers or Fleet and/or Transportation Service Providers from fraud, malware, spam, data breaches or other cybersecurity risks;
 3. it is an amendment to resolve issues arising from the use of Services, cover new features of the Services or improvement of the Services; or
 4. in the reasonable opinion of Bolt, amendments are beneficial for Passengers and do not require technical adjustments from them.

15. Service Disruption

16.

1. In any case of scheduled system downtime Bolt shall inform You in advance with details about the temporarily suspended services, reasons and expected duration of the suspension.
2. In any case of an unscheduled service disruption where it is not possible to inform You in advance, Bolt shall notify You as soon as practicable with details about the temporarily suspended services, reasons and expected duration of the suspension.

17. Final Provisions

18.

1. Bolt and You may use electronic documents (such as emails) or messages as a declaration of intent. If contents of the electronic document exchanged between Bolt and You can be presented in its integrity and can be accessed for future reference, the validity of such electronic document shall be the same as a physical or written document, unless otherwise required by the applicable laws or the administrative authority. You agree to enter into any relevant agreements or terms and conditions using electronic forms. This includes any documents, instructions, and correspondence may be presented in electronic forms and executed using electronic signatures or any electronic methods.
2. The Terms will be governed by and construed and enforced in accordance with the laws of the current laws of Taiwan without giving effect to the principles of conflicts of law thereof. The respective dispute resulting from these Terms or arising from the use of the Platform ("**Disputes**") should not be settled by negotiations. If any provision of the Terms is held to be unenforceable, the parties will substitute the

affected provision with an enforceable provision that reflects the intent and economic impact of the original provision as closely as possible. In the event of a Dispute, Taiwan Taipei District Court shall be the court of first instance having exclusive jurisdiction over the Disputes.

3. If You encounter any issues in connection with Your use of the Bolt App, including payments related complaints, You may submit your feedback or complaint to Bolt Customer Support which can be reached within the Bolt App or via the following email: taiwan@bolt.eu.

4.

1. After receiving your feedback, Bolt aims to provide the first response within 1 working day or at the earliest reasonable opportunity. You will receive progress updates via in-app notifications or email (as applicable) and your complaint should be resolved within 30 calendar days, provided that sufficient information is made available to Bolt.

19. Bolt may provide remedies to You depending on actual circumstances and our investigations and subject to any applicable laws. Compensation and/or refund is available in certain circumstances, subject to the requirements determined by us. Please refer to the Customer Complaints Handling Procedure for Bolt:
<https://bolt.eu/en-tw/legal/tnc-complaints/?category=other>.

20.

1. Access of personal and non-personal data of users by Bolt and others:
2.
 1. Your personal data will be processed in accordance with the Privacy Notice, available at <https://bolt.eu/en-tw/privacy/>

21. LANGUAGE AND INTERPRETATION CLAUSE

These General Terms are made in the English language with Chinese translation. In the event of any inconsistency or discrepancy between the English version and Chinese versions, the English version shall prevail.