

Bolt Boost Terms and Conditions

Addendum to General Platform Terms: Drivers

Effective from 28 June 2025

You may download an offline version of these terms for your records and future reference [here](#).

These Bolt Boost Terms and Conditions ("**Bolt Boost Terms**" or "**Terms**") govern your eligibility to participate in and the administration of the additional Journey Fees offered to you as a registered Private Hire Vehicle ("**PHV**") driver on the Bolt Platform. For the avoidance of doubt the Bolt Boost Terms apply to you directly and not separately to licensed drivers who are associated with your account in accordance with the Private Hire Terms. These Bolt Boost Terms are set out in accordance with and in addition to the General Terms for Drivers available here www.bolt.eu/legal, and the Privacy Notice for Drivers available here www.bolt.eu/privacy and <https://bolt.eu/en-gb/legal/fraud-prevention-policy/?category=other> available here [here](https://bolt.eu/en-gb/legal/fraud-prevention-policy/?category=other).

1. Glossary:

The defined meanings set out in the General Platform Terms and the Private Hire Terms shall apply. If there is any inconsistency between the aforementioned terms and these Terms, the Bolt Boost Terms will prevail.

"Bolt Platform" means the platform provided by Bolt UK on which Service Providers can provide Services to Customers and/or to Bolt UK, depending what the Services are.

"Bolt UK" means Bolt Services UK Limited (a limited company incorporated and registered in the United Kingdom with company number 11063356, having its registered office at Leather Market, Unit J, Taper Studios, 175 Long Lane, London, SE1 4GT).

"CCZ and Toll Fees" fees payable by Bolt UK to you in relation to charges incurred by you or on your behalf in respect of transportation services relating to congestion zone fees and other tolls payable in respect of Journeys.

"Customers" means those members of the public who request Services through the Bolt Platform.

"Driver" means a properly licensed driver who is authorised to transport a Passenger for a Journey on our behalf in accordance with the Private Hire Terms, which includes you and other properly licensed drivers who are associated with your account (where applicable).

"Driver App" means the Service Provider App for Journey services.

"Early Cashout" means the expedited processing of sums due to you in accordance with Section 19 of the Private Hire Terms.

"Fraud Policy" means Bolt UK's policy for the prevention of fraud available [here](#).

"General Terms for Drivers" means the terms and conditions for Drivers available [here](#).

"General Platform Terms" means terms and conditions set out in Part 1 of the General Terms for Drivers available [here](#).

"Holiday Pay Supplement" has the meaning ascribed to it in section 3 of these Terms.

"Journey" means the private hire transportation service provided to Passengers pursuant to the Private Hire Terms.

"Journey Fee" means the fee paid by Bolt UK to you for the fulfilment of a Journey indicated on the Driver App.

"Journey Fee Supplement" has the meaning ascribed to it in section 2 of these Terms.

"NLW Equivalent Sum" is the total fee which would have been payable to you for all Journeys

completed by Drivers associated with your account in the relevant invoicing period, if such fees were to be calculated on the basis of a sum equivalent to the national living wage applicable at the time of each Journey calculated (i) on a time basis for the Time on Trip for each relevant completed Journey; and (ii) where expenses recoverable for such relevant completed Journeys are calculated by reference to the HMRC mileage rate applicable at the relevant time, in addition to fees payable in relation to CCZ and Toll Fees.

"Passenger" means a Customer requesting a Journey through the Bolt Platform.

"Private Hire Terms" means terms and conditions set out in Part 2 of the General Terms for Drivers available [here](#).

"Relevant Fees" means fees, including Journey Fees and any incentives or other payments (but, for the avoidance of doubt, excluding any tips paid by a Passenger), paid to you in respect of Journeys via the Bolt Platform, including any fees payable to you in relation to Journeys completed by other licensed drivers who are associated with your account in accordance with the Private Hire Terms.

"Services" means those services offered via the Bolt Platform.

"Service Provider" means Bolt Platform users who access the Bolt Platform to provide Services as described in the General Terms for Drivers.

"Service Provider App" means any Bolt UK application enabling Service Providers to access and provide the relevant Services on the Bolt Platform.

"Statement of Reason" means a notice issued from Bolt UK outlining the reason(s) as to why there has been a suspension of a Driver's access to the Bolt Platform and/or Bolt UK has withheld, delayed and/or adjusted the amount of any Journey Fee Supplements and/or Holiday Pay Supplements, as applicable, in connection with these Bolt Boost Terms and the Fraud Policy.

"Time on Trip" is the time period in respect of each completed Journey, commencing when you, or as applicable any licensed driver(s) who are associated with your account in accordance with the Private Hire Terms, accept the offer of a Journey made to you by Bolt UK, and ending on fulfilment of the Journey and where the Passenger has been transported to their destination for the purposes of the relevant Journey.

"we", "our" or "us" means Bolt UK, according to when it is used.

"you" means the party entering into these Bolt Boost Terms with us.

2. Journey Fee Supplement

2.1 We understand that the market for transportation services is competitive and you may offer services across a range of platforms and private hire operators. We seek to ensure that Journey Fees offered to you are both fair and competitive, including when you take advantage of Dynamic Pricing and where you set Minimum Expected Journey Fees (where applicable).

2.2 In each invoice period, if the total Relevant Fees payable to you are less than the NLW Equivalent Sum, we will pay an additional Fee (referred to as a Journey Fee Supplement) comprising the difference between the NLW Equivalent Sum and the Relevant Fees otherwise payable.

2.3 Journey Fee Supplements will not be calculated on and paid in response to Early Cashout invoices generated outside the normal weekly invoicing cycles; however, any Journey Fee Supplements payable in respect of Journeys for which an Early Cashout invoice has been generated will only be calculated and paid in the relevant weekly invoice cycle where such fees would otherwise be payable had an Early Cashout not been processed under the Private Hire Terms.

3. Holiday Pay Supplement

3.1 We will make an additional payment to you, referred to as a Holiday Pay Supplement. The Holiday Pay Supplement shall be paid to you in the relevant weekly invoice cycle.

3.2 You are engaged as an independent contractor and are responsible for ensuring when you take holiday and how you make provisions necessary to facilitate this. For health and safety reasons you should nevertheless take not less than 5.6 weeks of holiday in each calendar year. You acknowledge that the Holiday Pay Supplement is set at a level which will enable you to do so, and that Bolt UK does not preclude you from doing so.

3.3 The Holiday Pay Supplement shall be calculated on the basis of 12.07% of the Relevant Fees payable to you in each invoicing cycle (including any Journey Fee Supplements), after deducting vehicle expenses (by reference to HMRC mileage rates) and payments in respect of CCZ and Toll Fees (if applicable). This amount will be paid to you in each invoicing cycle.

3.4 The Holiday Pay Supplement will not be calculated on and paid in response to Early Cashout invoices generated outside the normal weekly invoicing cycles. However, any Holiday Pay Supplement payable in respect of Journeys for which an Early Cashout invoice has been generated will only be calculated and paid in the relevant weekly invoice cycle where such fees would otherwise be payable had an Early Cashout not been processed under the Private Hire Terms.

4. Eligibility

4.1 To be eligible for the Journey Fee Supplement and Holiday Pay Supplement, you must:

4.1.1 be onboarded to the Bolt Platform as a Driver in accordance with the Private Hire Terms;

4.1.2 comply at all times with all relevant laws, regulations, policies and terms of service outlined by Bolt UK at all times, including but not limited to the Fraud Policy, General Platform Terms and Private Hire Terms (as updated from time to time); and

4.1.3 comply at all times with these Bolt Boost Terms (as updated from time to time).

5. Compliance

5.1 We reserve the right to withhold, delay, or reasonably adjust any Journey Fee Supplements and/or Holiday Pay Supplements, as applicable, where:

(a) unusual, inconsistent, or suspicious activity is identified on the Bolt Platform in connection with your use of the Services (including but not limited to anomalies in Journey timing, distance, or route); or

(b) we reasonably suspect a breach of the General Terms for Drivers, Fraud Policy or these Bolt Boost Terms, or other conduct that may involve misuse of the Bolt Platform.

5.2 Where there is clear evidence of fraud or behaviour that breaches the General Terms for Drivers, Fraud Policy or these Bolt Boost Terms, no Journey Fee Supplement or Holiday Pay Supplement will be payable. In situations involving suspicious but unresolved activity, we may withhold or pay a reasonable estimated amount based on available information. This does not affect your ability to contest or clarify the relevant facts through the appeal process in accordance with clause 5.3 of these Bolt Boost Terms.

5.3 If any adjustment is made or payment is withheld or delayed in accordance with clause 5.1 or clause 5.2 of these Bolt Boost Terms, we have the right to issue a Statement of Reason, as defined and in accordance with the Fraud Policy. You will have thirty (30) days from the date of issue of a Statement of Reason to appeal any decision by Bolt UK. In order to appeal this decision, you must promptly appeal the decision with reference to the applicable Statement of Reason, providing Bolt UK with such additional Information it may request in relation to the

Statement of Reason from time to time. Appeals should be made in writing and as instructed by the Statement of Reason.

6. Other matters

6.1 Nothing in these Bolt Boost Terms shall be construed as Bolt UK exercising control over how you perform Journeys.

6.2 Bolt UK reserves the right to terminate or modify the Bolt Boost Terms generally at any time, with prior notice provided to affected Drivers.

6.3 Any dispute or claim arising out of or in connection with these Bolt Boost Terms or its subject matter or formation (including non-contractual disputes or claims) will be governed by and construed and enforced in accordance with the laws of England and Wales and the courts of England and Wales will have non-exclusive jurisdiction to settle any such dispute or claim.