

These Special Terms and Conditions (“STCs”) are intended to govern participation in the “Bolt Summer Giveaway Campaign: Are you a 5-star? (hereinafter referred to as the “Giveaway” and further described below) promoted by Bolt for the participation of their Customers (the “Participants”).

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

## **1. The Giveaway**

1.1. This Giveaway is only available in the United Kingdom and will run during the Giveaway Period. The eligibility requirements for the Giveaway is outlined in clause 3 of these STCs.

1.2. If you have any questions about this Giveaway or these STCs, contact us at: [giveaways.uk@bolt.eu](mailto:giveaways.uk@bolt.eu).

## **2. Definitions**

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

Additional Terms – refers to the Privacy Policy (available [here](#)), and the Marketing Campaign Terms (available [here](#)).

Bolt – refers to Bolt Services UK Limited (also referred to as we, ours or us) a registered company under the laws of England and Wales, company number: 11063356, registered address: The Leather Market, Unit J, 175 Long Lane, London, SE1 4GT.

Bolt Platform – refers to the Bolt App and any additional software utilised by Bolt for the provision of rideshare services.

Draw Date - means on 1 September 2025 or shortly after the Giveaway completion.

Participant – is an eligible Customer referred to in these definitions and described in clause 3.

Prize - Three Winners will receive a promotional code worth up to £300 of Bolt ride credits in the form of (20 x £15) valid for 12 months from the time the code is sent to the Winner. The promotional code can only be used in the country it is issued for. The promotional code offers a set of discounts off the full price of a set number of rides. If the price of the ride is lower than the discount, the discount is applied to the full ride price, and the unused discount cannot be transferred to another ride or by any other means. If the ride price is higher than the discount, the discount is applied to the full price, and the remaining cost of the ride is covered by the rider via their preferred payment method. Please note that prizes are subject to availability, and Bolt retains the right to substitute any prize without prior notice.

There are no hidden fees for the Winner related to getting the Prize. It is not possible for a single Participant to win multiple times.

Giveaway Period – means from 00:01 am on 18 August 2025 to 11:59 pm on 31 August 2025.

STCs – refers to the Special Terms and Conditions referred to in this document.

Winner - also collectively referred to as Winners, there will be three (3) Winners in total, Winner means the Participants who have fulfilled the criteria in clause 3 and have been selected randomly by Bolt.

5 Star Rating - refers to the ride rating assigned to a Participant within the Bolt App. Following the completion of each trip, drivers evaluate and assign a rating to passengers on a scale of 1 to 5 stars, based on the passengers’ conduct during the ride.

## **3. Participants in the Giveaway**

3.1. All Participants who meet the eligibility requirements described below will automatically be

included in the Giveaway and shall be considered a "Participant".

3.2. All Participants must:

3.2.1. take at least three (3) Bolt trips between 18 and 31 August 2025 (until 11:59 p.m.);

3.2.2. Get an average rider rating equal or higher than 4.8 on 1 September 2025 in the Bolt app;

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

3.3.1. any Participant who does not comply with these STCs or our Additional Terms;

3.3.2. any Participant who has previously violated our Additional Terms;

3.3.3. any Participant who engages in fraudulent activity or gives rise to suspicion of fraudulent activity on the Bolt Platform; and

3.3.4. any Participant whose conduct is contrary to the spirit or intent of the Giveaway.

#### **4. How to Enter**

4.1. All Participants will automatically be entered into the Prize draws provided that they have complied with the eligibility criteria set out in clause 3.

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

#### **5. Winners**

5.1. During the Giveaway Period, there will be three (3) Winners in total selected for the Prize draw.

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

#### **6. Prize Draws**

6.1. The Prize awarded to the Winners is outlined in the definitions section of these STC's.

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

6.3. The Prizes cannot be exchanged and are not transferable.

#### **7. How the winners will be notified**

7.1. Winners will be notified that they have won. We aim to notify the Winners as soon as reasonably possible after the Draw Date. Winners will be contacted via their email address, provided during the creation of their Bolt account.

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

7.3. Bolt's decisions regarding any aspect of the Prize draws are final and binding.

#### **8. How the prizes will be awarded**

8.1. Once the Winner has been successfully contacted and their identity has been verified by us, we will send the Participant the Prize.

8.2. Winner will be announced in a post and tagged in a story on Instagram. By taking any steps in clause 3, the Winner agrees that we can use their name and/or image in any post relating to this Giveaway.

## **9. Personal Data and Publicity**

9.1. Bolt will process Participants' personal data for the purpose of this Giveaway in accordance with Bolt's Privacy Policy (available here) and this Section 9.

9.2. The Winner acknowledges that, upon accepting the Prize, it is a condition of the Giveaways Terms and Conditions that Bolt will publish or make available his/her personal data, including name, likeness, image, age, gender, city, country, contact details, email, and/or voice (including photograph and video recording of the same), on Bolt's website and other marketing channels, including social media channels and newsletters, in accordance with GDPR Art.

6.1(b). Bolt may be required to provide the Winner's information and winning entry to a regulatory authority on request. Bolt may share Participant's personal data with other entities within Bolt group, providers of online cloud storage services, and other essential IT services. It is a condition of accepting the Prize that the Winner may be required to sign a legal release in a form to be determined by Bolt in its absolute discretion.

9.3. Where Bolt shares Participant's data outside of the EU or EEA, such transfer of Participant's personal data will take place only under an adequacy decision adopted by the European Commission or upon appropriate safeguards such as standard contractual clauses. Safeguard details can be requested at [privacy@bolt.eu](mailto:privacy@bolt.eu).

9.4. The Participant has a right to request access to and rectification or erasure of personal data or restriction of processing of personal data or to object to processing as well as the right to data portability. Where a Participant's personal data is processed on the basis of consent, the Participant has a right to withdraw it at any time, without affecting the lawfulness of processing based on consent before its withdrawal. In case of any unresolved privacy concerns, the Participant has the right to complain to a data protection authority.

9.5. You can use this form (<https://bolt.eu/en/privacy/data-subject/>) to submit requests regarding your personal data or contact our Data Protection Officer (DPO) at [privacy@bolt.eu](mailto:privacy@bolt.eu).

9.6. Bolt will use the Participant's personal data provided for the Campaign until the Winner is announced, but not later than for 5 months. After this period, Bolt will fully anonymise the Participant's personal data. Such anonymised and aggregated data could be used by Bolt for research purposes.

## **10. General Conditions**

10.1. The Giveaway will be run by Bolt.

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

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

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

10.5. As far as it is permitted by law, Bolt, its agents or distributors will not in any circumstances be responsible or liable to compensate the Winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up the Prize except where it is caused by the negligence of Bolt, its agents or distributors or that of their employees. In particular, Bolt will not be liable for any obligation you have in respect of any events beyond its reasonable control, any tax implications or liabilities of any Winners of a Prize.

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

10.7. Bolt reserves the right to refuse entry, or refuse to award the prize to anyone in breach of

these terms and conditions.

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

## **11. Applicable legislation and resolution**

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

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

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