

Riders Survey Campaign Terms and Conditions for Riders

1. General

1.1. **Bolt Services UK Limited**, also referred to as *we*, *our* or *us*, a company registered in England and Wales under company number **11063356**, with registered address **The Leather Market, Unit J, 175 Long Lane, London, SE1 4GT**, is the organiser of the Campaign titled “**Rider Survey**” (the *Campaign*).

1.2. The Campaign is organized in two forms:

- a. Participation in the Rider Survey through the Form
- b. Participation in the Giveaway

1.3. The Campaign will be held from **13.02.2026 - 13.03.2026 23:59 (GMT)** (inclusive) (Term of the Campaign).

1.4. Only residents of the **United Kingdom** aged 18 or older (or have full legal capacity in the country of citizenship) (Participants) are eligible to have the possibility to be randomly chosen as a Winner.

1.5. The procedure of the Campaign is established in current Terms and Conditions and in the conditions specified in the promotional and additional materials of the Campaign, which are mandatory for all Participants.

1.6. Prior registration for the Campaign is not required. Participation in the Campaign is defined when the Participant fills in the required fields in the relevant Form and submits it. Filling in and submitting the Campaign Form implies acceptance with the Terms and Conditions of the Campaign.

1.7. Employees of Bolt as well as their family members, are not eligible to participate.

1.8. This Campaign is not a lottery or any other form of gambling. No purchase or payment is necessary to enter.

1.9. By submitting the Form, the Participant gives Bolt the right to use the data in a survey for research purposes at Bolt's sole discretion at any point in time. Completing the Form entitles the Participant to participate in a giveaway where the winner and two runners-up would be awarded with a one-time prize.

2. Prize

2.1. Participants randomly selected as Winners will each receive a **promo code worth £50 in Bolt ride credit** (the *Prize*).

2.2. The Prize will be issued as a promo code valid for **12 months** from the date the code is sent to the Winner. There will be **20 Winners in total** across the UK.

2.3. There will be **20 Winners in total** across the UK. Winners will receive a promotional code worth £50 of Bolt ride credits in the form of (10 x £10) 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.

2.4. The Prize can only be given out to the Winner via the email provided in the Form, after the Winner has responded to Bolt's reach-out within 7 (seven) calendar days.

2.5. The Prize will not be paid out or reimbursed in cash. The Prize is not replaceable or exchangeable in any way and Bolt shall not reimburse any expenses related to giving the Prize.

2.6. There are no hidden fees for the Winner related to getting the Prize.

2.7. It is not possible for a single Participant to win multiple times.

3. Choosing a Winner

3.1. The Winner will be chosen by a randomizer program.

3.2. The Winner will be contacted by Bolt's representative via email stated in the Form by **20.03.2026 23:59 (GMT)**, and afterwards announced via Bolt's social media and other communication channel/s.

3.2.1. Bolt shall not be liable for any Participant's notification that is lost, intercepted or not received by a potential Winner for any reason. If the Winner cannot be reached and/or fails to respond to confirm email address within 7 (seven) calendar days from when the initial email is sent, the Winner will be considered to have forfeited the Prize. In the event the Prize is forfeited Bolt reserves the right to select another Winner.

3.3. Bolt reserves the right to publish the first name of the Winner on Bolt's blog, Bolt's website, in client, PR communications, e-mails and/or social media channels without additional confirmation from the Winner other than submitting this information via the Form.

4. Prohibited activities

4.1. The Participant must not engage in any fraudulent, unethical or unlawful activity, any activity which is not transparent to Bolt, or any activity that intentionally or unintentionally misuses or circumvents the Campaign.

4.2. The Participant will not provide false or misleading information to Bolt (incl. age, legal capacity etc.).

4.3. The Participant will also not display or transmit any material (either directly or indirectly, for example through a referral link or any other media) that:

4.3.1. is inappropriate, unethical, threatening, abusive or invasive of another's privacy, or causes annoyance, inconvenience or needless anxiety;

4.3.2. is likely to harass, upset, embarrass, alarm or annoy any other person;

4.3.3. impersonates any person, or misrepresents Participants identity or affiliation with any person;

4.3.4. gives the impression that such material emanates from Bolt unless specifically given to Participant by Bolt for that purpose; or

4.3.5. is detrimental to Bolt's reputation.

5. Obligations

5.1. By participating in the Campaign, the Participants confirm that they have read and agree to the Terms and Conditions of the Campaign.

5.2. Should circumstances of force majeure appear, Bolt shall have the right to discontinue the Campaign without prior notice or any consequences. If possible, Bolt shall provide notice of such discontinuation through Bolt's website, in client communications, e-mails and/or social media channels.

- 5.3. Bolt reserves the right to make any decisions regarding the Campaign, including to unilaterally change and supplement the Terms and Conditions of the Campaign, without prior notice thereof. Bolt will publish such decisions regarding the Campaign via Bolt's website, in client communications, e-mails and/or social media channels.
- 5.4. Bolt has the right to remove the Participant from the Campaign without a prior notice should the Participant infringe the Terms and Conditions of the Campaign.
- 5.5. Bolt is not responsible for any faults caused by a third party which prevents the Participant from participating in the Campaign.

6. Privacy

- 6.1. In the Campaign, Bolt processes Participant personal data to determine and announce the Winner fulfilling Campaign conditions pertaining to GDPR Art. 6.1 (b).
- 6.2. The personal data processed includes only the personal data provided by the Participant in the Campaign Form, such as their age, gender, city & country, and contact details.
- 6.3. Bolt may share Participant's personal data with other entities within Bolt group, providers of online cloud storage services, and other essential IT services. In case Bolt receives a legal request from a public authority, it may also be obliged to share Participant's personal data with them.
- 6.4. 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.
- 6.5. 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 a 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.
- 6.6. 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.
- 6.7. Bolt will use the Participant's personal data provided for the Campaign until the Winner is announced, but no longer 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.
- 6.8. For more details on how Bolt processes personal data, check out our privacy notices at <https://bolt.eu/en/privacy/>.

7. Contact Bolt

- 7.1. All complaints, questions related to the organisation of the Campaign must be presented to Bolt via the following e-mail giveaways@bolt.eu or by post at **Bolt Services UK Limited, The Leather Market, Unit J, 175 Long Lane, London, SE1 4GT**, during the Term of the Campaign. Bolt will not process complaints regarding the Campaign which will be sent after the Term of the Campaign.