

Last updated: April 9, 2026

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

This document sets forth the terms for purchasing and using the Bolt Plus benefits offered by: Bolt - Bolt Poland sp. z o.o., with its registered office in Warsaw (Poland); address: ul. Prosta 67, 00-838 Warsaw, entered in the Register of Entrepreneurs of the National Court Register maintained by the District Court for the Capital City of Warsaw in Warsaw, 12th Commercial Division of the National Court Register, under KRS number 0000980293, Tax ID (NIP): 5252914305 and Statistical ID (REGON): 522476075, which holds a license to provide road transport services in the field of passenger transport brokerage, No. PO-000668.

(hereinafter referred to as "Bolt"). The purchase and use of Bolt Plus benefits are subject to these terms and conditions and—to the extent not covered herein—the applicable General Terms and Conditions (available at <https://bolt.eu/pl-pl/legal/>), depending on the nature of the benefit used, respectively: General Terms and Conditions for Passengers (for ride-related benefits; available at: <https://bolt.eu/pl-pl/legal/?category=rides>) or General Terms and Conditions for Customers (for food or shopping delivery-related benefits; available at: <https://bolt.eu/pl-pl/legal/?category=delivery>). In the event of any discrepancies, these Bolt Plus Subscription Terms shall prevail.

1. How does Bolt Plus work?

Bolt Plus is a monthly or annual subscription service.

Bolt Plus offers access to benefits available through the Bolt platform (such as for example free delivery).

Bolt Plus benefits can only be used in the country where the subscription was purchased.

The Bolt Plus Subscription is an automatically renewing service for which fees are charged monthly or annually, depending on the subscription plan selected by the User. The User may cancel the Bolt Plus Subscription in accordance with the rules described in Section 3 below.

Bolt Plus is a paid subscription service provided by Bolt to Users ("Bolt Plus Subscription"). The Bolt Plus Subscription allows Users to enjoy benefits which are listed in the Attachment No. 1 to these BOLT PLUS Subscription Terms, available [here](#) ("Benefits").

A list of Bolt Plus subscription Benefits is also always available to the User in the Bolt app.

2. Duration and Fees

You will be charged the Bolt Plus subscription fee upon purchase in the Bolt app (hereinafter referred to as the "Subscription Fee"). This will be an automatically renewing subscription, which means that the User will be charged the Subscription Fee again each time the subscription is renewed. The timing of the automatic renewal of the Bolt Plus Subscription depends on the date of the initial subscription purchase, as well as whether the User selected a monthly or annual subscription.

Bolt, with the User's prior, express consent, charges the Subscription Fee on a recurring basis via the payment method selected at the time of purchasing the initial subscription period, until the Bolt Plus Subscription is canceled (detailed information is provided in Sections 3 and 8 of these Terms). Recurring payments will be charged using the same payment method the User selected for their first Bolt Plus Subscription, unless the User has changed the payment method for the Bolt Plus Subscription.

Please note that if the payment method selected by the User is declined or the payment fails for any other reason, Bolt may cancel the Bolt Plus Subscription.

If you have selected an annual subscription, we will notify you of the upcoming automatic renewal 30 days before the start of the next billing cycle.

Details of your Bolt Plus subscription, including information about automatic renewal and the next billing cycle, can always be found in the Bolt app by going to the Profile section. You will also be able to cancel your Bolt Plus subscription there or via the model withdrawal form in accordance with Section 8, provided the cancellation occurs within the initial withdrawal period described in Section 3.

To use the Bolt Plus Subscription, you must pay the Subscription Fee, which is currently: (i) PLN 12.99 for monthly payments or (ii) PLN 129.99 for annual payments. The Subscription Fee rates listed include VAT and other applicable taxes.

Bolt may offer Users a free trial period. Unless otherwise specified in the terms of the offer, upon the expiration of the trial period, the Bolt Plus subscription automatically converts to a paid subscription, and the User is charged the Subscription Fee for the first billing cycle. To avoid being charged, the User must cancel the subscription before the trial period ends.

3. Canceling your Bolt Plus subscription

You can cancel your Bolt Plus subscription at any time in the Bolt App (Profile -> Manage Subscription -> Cancel Subscription). If you wish to cancel your Bolt Plus Subscription later than 24 hours before the next billing cycle, please contact our customer service team (via the Support section in the Bolt App).

Please note that if you cancel your current Bolt Plus subscription, the cancellation takes effect at the end of the billing cycle, except during a free trial period or a period during which you have the right to withdraw from the contract (see section 3.2 below). Unless you are eligible for a free trial period or a cooling-off period, you will have access to Bolt Plus benefits until the end of the current billing cycle, and your subscription will not automatically renew until you purchase it again. If you were offered a free trial or a cooling-off period applies, the benefits of the Bolt Plus service will expire immediately upon cancellation of your Bolt Plus subscription.

If you are eligible for a refund, the refund will be issued using the same payment method you used, unless you expressly agree to a different refund method.

Right of Withdrawal Period

You have a statutory right to cancel your purchase within 14 days of the purchase date without giving a reason, which means you may cancel your Bolt Plus Subscription without giving a reason at any time during the initial 14-day period beginning at the time of your Bolt Plus Subscription ("Withdrawal Period"). In such a case, Bolt will refund the amount previously charged for the Bolt Plus subscription, prorated for the remaining subscription period as of the date you notified Bolt of your exercise of the right of withdrawal. The withdrawal period expires 14 days after the start of a new Bolt Plus subscription (excluding renewals).

To cancel your Bolt Plus Subscription during the withdrawal period, follow the cancellation rules described in Section 3 above.

After canceling your subscription, please inform us of your decision to exercise your right of withdrawal in any way, including:

- by contacting our customer service team via the Support section in the Bolt app
- by email to info@bolt.eu, or poland@bolt.eu
- by mail to Prosta 67, 00-838 Warsaw, Poland.

When exercising your statutory right of withdrawal, you may also use the standard form provided in Section 8 and submit it to Bolt.

If you withdraw from these Terms during the withdrawal period, we will refund the payments due to you without undue delay, and in any event no later than 14 days from the date on which we

were informed of your decision to withdraw from these Terms. The refund will be made using the same payment method you used, unless you expressly agree to a different refund method.

4. Bolt Plus Subscription Restrictions

The benefits of the Bolt Plus Subscription are personal to the User and apply exclusively to their Bolt account.

In the event that the User's access to the Bolt Platform is suspended, in accordance with the applicable General Terms and Conditions for the User, i.e., respectively: General Terms and Conditions for Passengers (for ride-related benefits; available at:

<https://bolt.eu/pl-pl/legal/?category=rides>) and the General Terms and Conditions for Customers (in the case of benefits related to food or grocery delivery; available at:

<https://bolt.eu/pl-pl/legal/?category=delivery>), the User's billing cycle will be automatically extended by the duration of the suspension so that the User incurs no costs during the suspension period. You and Bolt will make every effort to resolve the matter as quickly as possible so that the suspension lasts as short a time as possible.

To use the Bolt Plus Subscription, you must have internet access and an account in the Bolt App, and provide us with one or more valid payment methods.

The benefits of the Bolt Plus Subscription apply exclusively in the country where the Bolt Plus Subscription was originally purchased. To use the Bolt Plus Subscription in multiple countries, you must purchase a Bolt Plus Subscription in each country where you wish the Bolt Plus Subscription to be valid.

5. Changes to these Terms and to Bolt Plus

Bolt will notify the User of changes to the Bolt Plus Subscription Terms at least 15 days before they take effect. However, Users will be notified of changes regarding the Benefits to which they are entitled at least 7 days in advance. If the User does not accept the changes, they have the right to cancel their Bolt Plus Subscription effective as of the day preceding the date the changes take effect. In the event of cancellation due to non-acceptance of the changes, Bolt will refund the User a portion of the Subscription Fee proportional to the remaining, unused subscription period.

However, significant changes to the Bolt Plus Subscription Terms, including a change in the Subscription Fee, will take effect only with the User's prior, express consent. Bolt may terminate the subscription if the User does not consent to the above changes to the subscription terms. In such a situation, if the subscription is terminated before the end of the already paid period, Bolt will refund the amount for the unused time.

For the avoidance of doubt, we note that in all other respects, the General Terms and Conditions for Passengers available at: <https://bolt.eu/pl-pl/legal/?category=rides>) apply to changes to these Terms.

6. Termination of Services by Bolt

If the Bolt Plus Subscription is discontinued in the Polish market or if Bolt ceases operations in Poland for operational, legal, or economic reasons, Bolt will notify the User of this fact at least 30 days in advance. In such a case, the User retains the right to use the Benefits until the end of the current billing cycle. If, for objective reasons (e.g., technical or legal), Bolt is unable to provide access to the Subscription until the end of that cycle, Bolt will refund the User a fee proportional to the number of days remaining until the end of the billing cycle, within 14 days of the cessation of service.

7. Your Personal Data

Your personal data is always processed by Bolt in accordance with our Privacy Policy (available at www.bolt.eu/legal). Your use of the Bolt Plus Subscription does not result in the collection of additional personal data, except when you wish to take advantage of the Bolt Plus benefits offered on your birthday, in which case your date of birth is required.

8. Model withdrawal form

Model withdrawal form

(you can fill out and send us this form if you wish to withdraw from the contract)

Bolt Poland sp. z o.o.

Prosta 67

00-838 Warsaw

Poland

I/We (*) hereby notify (*) of my/our (*) withdrawal from the contract for the provision of the following service (*),

-

Ordered on (*)/received on (*)

-

First and last name of the consumer(s)

-

Consumer(s)' address

-

Signature of the consumer(s) (only for paper notifications)

-

Date