

Partner Campaign Terms

1. About these Terms

These Partner Campaign Terms (“Campaign Terms”) apply when you use the Partner Portal or otherwise agree with Bolt to participate in a Smart Promotion, Sponsored Listing or another campaign expressly made subject to these Campaign Terms (each a “Campaign”).

These Campaign Terms supplement the General Terms of Bolt Food service with the Partner (“General Terms”). If there is a conflict concerning a Campaign, these Campaign Terms prevail. Capitalised terms not defined here have the meaning given in the General Terms.

The commercial details shown in the Partner Portal or otherwise agreed with Bolt for a Campaign, such as its budget, funding split, discount, duration or pricing (“Campaign Settings”), form part of these Campaign Terms.

You are responsible for ensuring that only authorised persons activate or manage Campaigns on your behalf.

2. Campaigns

Bolt may apply eligibility requirements to particular Campaigns.

Depending on the Campaign Settings, a Campaign may run for a fixed period or continue until you end it, the applicable budget is exhausted, or Bolt pauses or ends it.

You may end a Campaign at any time through the Partner Portal where this functionality is available or by another method made available by Bolt. You remain responsible for costs validly incurred before the Campaign ends.

Bolt does not guarantee any minimum visibility, impressions, clicks, orders, sales, revenue or other results from a Campaign. Any forecasts, recommendations or estimated results shown by Bolt are estimates only.

Bolt may determine the placement, format and presentation of Campaigns, including by displaying them together with other promotional, sponsored or organic content relating to Bolt, other Partners or third parties.

3. Smart Promotions

A Smart Promotion allows you and/or Bolt to fund a discount, free delivery or another benefit offered to eligible customers.

The Campaign Settings will specify the relevant customer benefit and, where applicable, any funding arrangements between you and Bolt. Where Bolt co-funds a Smart Promotion, Bolt’s contribution applies

only in accordance with the relevant Campaign Settings. Bolt may change or withdraw its contribution or the availability of a Smart Promotion for future orders.

4. Sponsored Listings

Sponsored Listings are paid placements intended to increase the prominence of your store or products on the Bolt Food Platform.

The applicable pricing model, budget, campaign period and other commercial terms will be shown in the Partner Portal or otherwise agreed with Bolt as part of the Campaign Settings. Depending on the Campaign, charges may be based on clicks, impressions, duration or another pricing method specified in the Campaign Settings.

Where a Campaign budget applies, a Campaign will pause or stop once the applicable budget or other Campaign limit is reached. Due to processing delays, the total Campaign fees for a monthly budget period may exceed the Campaign budget by up to one applicable daily budget amount. The Campaign may resume in accordance with the Campaign Settings.

Campaign fees are charged based on Campaign activity recorded by Bolt's systems and, unless otherwise agreed, may be deducted from amounts payable to you under the General Terms. Ending or suspending a Campaign does not affect fees already incurred.

Sponsored Listings may improve the prominence of your store or products but do not guarantee any particular position, number of impressions, clicks, orders or other result. Paid advertising may influence ranking alongside the other ranking parameters described in the General Terms.

5. Bolt's right to pause or end Campaigns

Subject to applicable law, Bolt may reject, pause, restrict, suspend, modify or end a Campaign, or restrict access to Campaign tools, at any time where reasonably necessary, including where:

- (a) you breach these Campaign Terms, the General Terms or applicable law;
- (b) Bolt reasonably suspects fraud, manipulation, misuse or unauthorised use of a Campaign or Campaign tool;
- (c) Campaign content, pricing or other information is inaccurate, misleading, unlawful or may harm customers;
- (d) amounts due in connection with a Campaign are unpaid;
- (e) you no longer meet the eligibility criteria for the Campaign;
- (f) this is necessary for technical, security, operational or platform-integrity reasons;
- (g) this is necessary to protect customers, Bolt, other Partners or third parties; or
- (h) Bolt changes, limits or discontinues the relevant Campaign type, functionality or commercial programme.

Bolt may also temporarily pause Campaigns where reasonably necessary to test, maintain or change the Bolt Food Platform or Campaign functionality.

Where required by applicable law, Bolt will provide applicable notice and/or reasons for a restriction, suspension or termination.

If a Campaign is paused or ended, you will not be charged for Campaign activity that does not take place after the Campaign stops. Costs already incurred before the Campaign stops remain payable. An unused Campaign budget is not a commitment by you to spend, or by Bolt to deliver, that amount.

6. Campaign information and reporting

Where required by applicable law, Bolt may identify or label a Campaign, placement or other promotional content as advertising and provide any related information required by law within the Bolt Food Platform.

Bolt may provide Campaign performance information through the Partner Portal. Campaign statistics may be provisional, delayed or adjusted as additional information becomes available.

Campaign charges and funding amounts are calculated using Bolt's tracking and transaction records, subject to correction in case of manifest error.

7. Changes

Bolt may change the Campaigns, Campaign tools and these Campaign Terms from time to time. Changes to these Campaign Terms will be notified and take effect in accordance with the General Terms and applicable law.

All other matters, including liability, intellectual property, payment mechanics, complaints, governing law and dispute resolution, are governed by the General Terms.