These Terms and Conditions apply to the use of Bolt Business.
Effective from 12.05.2025

1. Definitions

1.1. Connectech – Connectech L.L.C., a limited liability company, incorporated and registered under the laws of the Emirate of Dubai, with commercial licence number 1431459, registered office No 1, RTA, Muhaisnah 4 – Dubai, United Arab Emirates.

1.2. Bolt App – a smartphone application for the passengers and transportation service providers to request and receive transportation services.

1.3. Bolt Business – a service for a Business Customer for administration of and payment for the use of Bolt Services by Users.

1.4. Bolt Services - provision and maintenance of Bolt App, Bolt platform, in-app payments, customer support, communication between the passenger and transportation service provider (information technology services) along with services made available via Bolt platform to the Users in the Territory (e.g. transportation services) in accordance with terms and conditions for passengers available at bolt.eu/en/legal/.

1.5. Business Portal – gateway to use Bolt Business accessible via Bolt webpage at business.bolt.eu;

1.6. Business Customer - a company or other person on behalf of whom the sign-up to the Business Portal is executed, acting in a commercial and/or professional capacity only;

1.7. User – a person who uses Bolt Services under the terms and conditions for passengers and can benefit from Bolt Business in the limits set by the Business Customer.

1.8. Coupon - a code or a group of codes generated by the Business Customer in the Business Portal each of which allows its User to benefit from a partial or full payment by the Business Customer for any fees due for Bolt Services as available in the Territory, and as may be adjusted from time to time.

1.9. Agreement – this agreement between Business Customer and Connectech which consists of these Terms and Conditions along with any special terms if agreed upon;

1.10. Service Fee - the fee for Business Customer’s use of Bolt Business amounting to 10% of the fee chargeable for the Bolt Services consumed by the Users unless stated otherwise in the Business Portal and/or in the special terms.

1.11. Territory - the emirate of Dubai within the United Arab Emirates.

2. Rules of use of Bolt Business

2.1. Business Customer is responsible for providing only accurate and complete information, and for keeping such information updated at all times.

2.2. Business Customer shall inform Connectech immediately of any changes relating to Business Customer’s elected payment method that may impair the ability to charge Business Customer pursuant to this Agreement.

2.3. Business Customer shall limit access to the Business Portal only to authorised representatives. Business Customer shall ensure that such authorised representatives do not share or transfer their access privileges to any third person. Business Customer shall be responsible for all activity that occurs under its credentials, and acknowledges that if a User changes the phone number in his/her personal account in the Bolt App then the phone number is automatically changed for this User also in the Business Portal.

2.4. Subject to Business Customer's compliance with this Agreement, Business Customer is granted a royalty free, non-exclusive licence, without right to sublicense, to access the Business Portal and use Bolt Business in accordance with and throughout the term of this Agreement.

2.5. Business Customer shall use Bolt Business solely for legitimate business purposes in accordance with this Agreement and shall not use Bolt Business for unauthorised or unlawful purposes nor impair the proper operation of Bolt Business, e.g. Business Customer shall not itself, and shall not authorise third persons to:
2.5.1. decompile, disassemble, reverse engineer or otherwise attempt to derive the source code or underlying technology, methodologies or algorithms related to Bolt Business;
2.5.2. misuse Bolt Business by knowingly introducing viruses, Trojans, worms, logic bombs or other material which would harm the use of Bolt Business in any way;
2.5.3. circumvent, disable or otherwise interfere with any security related features of Bolt Business;
2.5.4. advocate, promote or engage in any illegal or unlawful conduct or conduct that causes damage or injury to any person or property;
2.5.5. collect any data from the Business Portal other than in accordance with the Agreement including prohibition of data scraping;
2.5.6. impose any additional fees or charges on a User.
2.6. In the event that a User's personal account in the Bolt App is suspended or terminated, such User's access to Bolt Business can also be suspended or terminated.

3. Payments and refunds
3.1. Business Customer's credit card is charged an amount which equals the fees due for the Bolt Services consumed by the User along with Service Fee unless another payment method and/or terms are specified in the Business Portal or agreed upon in special terms.
3.2. Business Customer agrees to indemnify Connectech for any cost or damage that results from User's use of the Bolt Services or violating the applicable law. Business Customer authorises Connectech to charge such cost using Business Customer's elected payment method.
3.3. All payments, including payment of the Service Fee, shall be processed in the local currency applicable in the country where the respective Bolt Services were used.
3.4. All payments are non-refundable except as may be expressly provided otherwise herein. Any refund may be issued either as credit which can be used for payment for Bolt Services used in future, or, at Connectech's discretion, to the original payment method.
3.5. An account statement along with any invoice for Bolt Business and for Bolt Services shall be made available to the Business Customer by Connectech or by the provider of the respective transportation service that was made available via Bolt platform, as provided under the terms and conditions and/or in the Agreement.
3.6. The account statement shall be provided in the currency applicable to the Business Customer's registered address declared at the time of the Agreement conclusion.
3.7. Business Customer acknowledges that every transportation service provider offering its services via the Bolt platform in the Territory has authorised Connectech to act as its limited payment agent in relation to the respective transportation service agreement. Connectech has a right to collect on behalf of the transportation service provider the fares or other fees under the transportation service agreement payable by the User. In this case, the respective payment obligation is deemed to be fulfilled when the payment is credited to the payment account of Connectech indicated in the Business Portal.
3.8. Business Customer can generate Coupons allowing allows its User to benefit from a partial or full payment by the Business Customer for any fees due for Bolt Services, in the limits set in the Business Portal, e.g. country of validity, the number and value of the codes it includes, validity term, and other details as provided in the Business Portal. Business Customer is liable

for payment for the Coupons which have been utilised by Users for Bolt Services.

4. Personal data processing

4.1. Connectech is responsible for the collection and processing of personal data under this Agreement. Connectech and Business Customer remain separate data controllers regarding any personal data processed under this Agreement. Connectech and Business Customer shall thereby:

4.1.1. adhere to all the applicable data protection laws, including application of proper technical and organisational data protection measures. The personal data is processed by Connectech as described in privacy notices available at https://bolt.eu/en-ae/privacy/?category=rides, as applicable in the Territory, and as may be amended from time to time;

4.1.2. inform each other immediately about any data processing incidents or breaches related to performing this Agreement;

4.1.3. reasonably assist each other in responding to the requests of data subjects and authorised public authorities.

5. Confidentiality

5.1. Parties shall keep confidential any business, technical or financial information, including the terms and conditions of this Agreement, received from the other party in connection with this Agreement (Confidential Information), unless:

5.1.1. the disclosing party permits in writing the requested disclosure of particular Confidential Information;

5.1.2. such Confidential Information is already public or becomes publicly available without the breach of this clause 5;

5.1.3. the receiving party shall use Confidential Information solely for the purposes permitted under the Agreement;

5.1.4. disclosure of Confidential Information is required by applicable mandatory law; or

5.1.5. the receiving party receives an administrative or judicial order, or any other similar request for disclosure of any Confidential Information, if the receiving party provided the disclosing party written notice of such request allowing the disclosing party to assert any available defences to disclosure.

5.2. The receiving party shall protect the disclosing party's Confidential Information in the same manner as it protects the confidentiality of its own proprietary and confidential information, but in no event using less than a reasonable standard of care.

6. Liability

6.1. Bolt Business and Bolt Services are provided on an "as is" and "as available" basis. Connectech does not guarantee that access shall be uninterrupted or error free. In case of any faults in the software, Connectech shall use its reasonable endeavours to correct them as soon as possible.

6.2. The total aggregate liability of Connectech for all the claims arising under or in connection with the Agreement during the period of one calendar year, whether in contract, tort, or otherwise shall be limited to the amounts paid by Business Customer to Connectech under the Agreement in the three (3) month period prior to the date the first claim arose.

6.3. Connectech shall not be liable whether in tort, contract, or otherwise for:

6.3.1. any failure of its systems that results in the failure or inability to provide Bolt Services or Bolt Business;

6.3.2. loss of data;

6.3.3. loss of business or profits;
6.3.4. any pure economic, special, indirect, or consequential loss, costs, damages, charges or expenses;
6.3.5. any costs, losses or damages caused due to inaccurate or incomplete data provided by Business Customer; nor for
6.3.6. the actions, errors or omissions of any third party providing its services via Bolt platform (e.g. transportation service providers).
6.4. Business Customer is liable for all the activities of its representatives and Users including but not limited to any breach of terms and conditions for passengers by a User, and fees incurred in the course of unauthorised, fraudulent or other unlawful activity connected to the User's use of Bolt Services.
6.5. Connectech may use or reference the other party's name, logo, trademarks or service marks in a press release or otherwise without the prior consent of such other party in each instance. The Business Customer may do the same having acquired prior consent from Connectech.
6.6. Force majeure. Non-performance of either party under the Agreement shall be excused to the extent and during the period that performance is rendered impossible by strike, fire, flood, earthquakes, governmental acts or orders or restrictions, failure of suppliers, or contractors, or any other reason where failure to perform is beyond the reasonable control and not caused by the negligence or wilful misconduct of the non-performing party.
6.7. The limitations of liability set out in this clause shall apply to the maximum extent permitted by applicable law.

7. Term and termination
7.1. The Agreement becomes effective from the moment of successful processing of Business Customer's signup application to the Business Portal, and remains in effect until terminated in accordance with the provisions of the Agreement.
7.2. Either party may terminate the Agreement at any time and for any reason by notifying the other party at least seven (7) days in advance.
7.3. Either party is entitled to terminate the Agreement without prior notice but by providing relevant reasoning in cases where the other party materially breaches the Agreement, any applicable laws or regulations, or harms the other party’s brand, reputation or business.
7.4. All outstanding payment obligations, as well as obligations arising out of liability and confidentiality provisions of this Agreement shall survive the termination of this Agreement. Confidentiality provisions shall terminate in five (5) years from the end of the Agreement.
7.5. Business Customer’s access to the Business Portal may be blocked for a period of investigation, if a material infringement of the Agreement or fraudulent activity associated with Business Customer’s use of Bolt Business is suspected.

8. Final provisions
8.1. Any notice or document under the Agreement shall be sufficiently given:
8.1.1. if delivered personally, at the time of delivery to the party;
8.1.2. if delivered by courier, on the date stated by the courier as being the date on which the envelope containing the notice was delivered to the party;
8.1.3. if sent by registered mail, on the 10th day after handing the document over to the post office for delivery to the party;
8.1.4. if provided in the Business Portal, or if sent by email, on the 2nd day following the dispatch of the message.

8.2. Connectech reserves the right to make changes to these Terms and Conditions at any time. Such changes shall take effect after they have been made available to the Business Customer via Business Portal or notified to the Business Customer's contact details recorded under the Business Portal within a reasonable period of time prior to the changes taking effect. Continued use of Bolt Business after changes have taken effect shall constitute Business Customer's consent to such changes.

8.3. The Business Customer acknowledges and agrees that any feature or functionality of Bolt Business, Bolt App, any API; or other Bolt platform or service offering may be added, updated or removed at any time, including but not limited to pricing, payment methods or any other requirements for the use of Bolt Services.

8.4. Connectech reserves the right to offer promotional initiatives to the Users for the benefit of Users at any time.

8.5. This Agreement and the rights and obligations hereunder may not be assigned or transferred to third parties by the Business Customer, in whole or in part, without the prior written consent of Connectech. Agreement may be assigned and transferred by Connectech, in whole or in part, in Connectech's sole discretion provided that the assignee is not a direct competitor of the Business Customer and has assumed the obligations under the Agreement.

8.6. The Agreement constitutes the entire agreement between the parties relating to its subject matter and supersedes all prior communications, drafts, agreements, representations, warranties, stipulations and undertakings of whatsoever nature, whether oral or written between the parties.

8.7. Any right or obligation of either party under the mandatory applicable law shall overrule any conflicting term under the Agreement to the minimal extent required.

8.8. Governing law and jurisdiction. The Agreement shall be governed by, and construed and enforced in accordance with the federal laws of the United Arab Emirates and the laws of the Emirate of Dubai. If a dispute arising out of or relating to the Agreement including non-contractual claims cannot be settled by negotiations within thirty (30) calendar days, then it shall be finally and exclusively settled by the competent court in the Emirate of Dubai.