

General conditions for passengers:

<https://bolt.eu/en-gh/legal/tnc-passenger/?category=rides>

Supplement section 6

6.9. If You have left an item in the driver's vehicle after the provision of the transport services, the driver will promptly notify You to agree on the return of the item. If the Passenger could not be identified or could not be contacted by the driver, the driver using reasonable judgment will estimate the value of the item:

6.9.1. If an estimated value of an item is less than GHS 8705, the driver will, if possible, bring the item to Bolt's designated offices if it's possible, where it will be held in safekeeping for a period of 30-days. During the aforementioned 30-day holding period, reasonable efforts will be made by Bolt to identify and notify the rightful owner of the lost item. If the owner of a found item is successfully identified and claims the item within a 30-day period, we will promptly return the item to the rightful owner, subject to verification of ownership. In the event that a found item remains unclaimed after a 30-day period has lapsed, we reserve the right to utilize or dispose of the item in a manner that is in accordance with the applicable laws and regulations.

6.9.2. If an estimated value of an item exceeds GHS 8705 or if it is not possible to bring the item to Bolt's designated office, the driver will immediately transport the item to the nearest police office and promptly provide details about the delivery of the item to the police office to Bolt's customer support service, in accordance with legal obligations and procedures.

6.10. You acknowledge and agree that Bolt shall not be liable for any loss or damage of Your items while they are in Bolt's possession, except to the extent such loss or damage arises from Bolt's willful misconduct or gross negligence. You further acknowledge and agree that it is Your responsibility to promptly report any lost belongings to us and provide detailed information to assist in the identification process.

General conditions for driver:

<https://bolt.eu/en-gh/legal/new-terms-for-drivers/?category=rides>

Supplemental section 4

4.18 Lost items: If You find any items left in Your vehicle by the Passenger, You must promptly notify the passenger and agree on the return of the item. If the passenger could not be identified or could not be contacted, You shall use Your reasonable judgment to determine the estimated value of the item:

(i) If the estimated value of the item is less than GHS 8705 , You shall bring the item to Bolt's designated office if it's possible, during opening hours from 9 am to 3 pm on Monday, Wednesday, and Friday;

(ii) if the estimated value of the item exceeds GHS 8705 or if it is not possible to bring the item to Bolt's designated office, You shall immediately notify the police office and promptly provide details about the delivery of the item to the police office to Bolt's customer support service, in accordance with the applicable laws and regulations.

You hereby undertake to make a reasonable effort to ensure that the lost item is safely secured and protected until it is retrieved by the rightful owner and/or brought to Bolt's designated office or the police station.