“Bolt+ x Air Arabia” Campaign Terms and Conditions

1. General

1.1. Bolt Services AZ LLC (legal address: Baku city, Narimanov district, Mustafa Kamal Ataturk Avenue, house 93, TIN: 1503463041) (hereinafter “**Bolt**”) is the organizer of the **“Bolt+ x Air Arabia”** campaign (hereinafter “**Campaign**”) held through the Bolt+ subscription on the Bolt Food platform in partnership with Air Arabia (https://www.airarabia.com).

1.2. The Campaign will be held from November 16, 2026 to December 14, 2026 (inclusive) (GMT+4) (hereinafter “**Campaign Period**”).

1.3. Only Bolt+ subscribers in Azerbaijan with a compliant Bolt account who are 18 years of age or older (or fully competent in their country of citizenship) (hereinafter “**Participants**”) are eligible to be selected as a Winner.

1.4. The procedure for conducting the Campaign is determined by these Terms and Conditions, as well as the terms specified in advertising and additional materials of the Campaign, and is binding for all Participants. In case of conflict, these Terms and Conditions prevail.

1.5. To participate in the Campaign, the User must have an active Bolt+ subscription. The Participant participates in the Campaign by placing an order via the Bolt Food application from Bolt+ badged restaurant or store available on Bolt Food during the Campaign Period. For an order to be valid within the Campaign, the order must be completed, i.e., payments must be made by the Participant (hereinafter “**Eligible Order**”).

1.6. An order is considered an Eligible Order only if the Participant's Bolt+ subscription is active at the time the order is placed from Bolt+ restaurant or store. Orders placed prior to subscription activation, after its expiration or cancellation, or during periods when it is suspended or unpaid, are not taken into account. Orders placed during the Bolt+ free trial period are taken into account. Subscription status is determined based on Bolt's records. Orders placed before the Participant completes Campaign registration are not counted, even if their Bolt+ subscription was already active.

1.7. The following orders are not considered Eligible Orders: (a) orders canceled by the Participant, restaurant or store; (b) fully refunded orders, including refunds made after the end of the Campaign Period until the Winner is determined; (c) orders not paid in full; and (d) orders that Bolt reasonably considers fraudulent, duplicate, or placed in violation of Section 5.

1.8. Employees of Bolt and Air Arabia, as well as their family members, are not eligible to participate in the Campaign.

1.9. This Campaign is not a lottery or any other type of gambling game. The Winner is determined solely based on the number of Eligible Orders without any random selection (draw). The Participant with the highest number of Eligible Orders will be selected as the Winner of the Campaign.

2. Prize

2.1. The Winner of the Campaign will receive one (1) Air Arabia voucher letter (hereinafter "**Voucher Letter**") entitling them to two (2) round-trip flight tickets operated by Air Arabia on the route Baku (Azerbaijan) – Sharjah or Abu Dhabi (United Arab Emirates) – Baku, including taxes – one (1) ticket for the Winner and one (1) ticket for an accompanying person chosen by the Winner (hereinafter "**Companion**") (hereinafter "**Prize**").

2.2. The Voucher Letter is valid for 6 (six) months from the date of issue indicated on it, and all travel (outbound and return flights) must be completed within this period. The validity period cannot be extended, except as expressly provided for in this Article. After the expiration date, the Voucher Letter becomes invalid and no compensation is paid. If the Voucher Letter is not used within 6 months because Air Arabia is unable to issue a ticket, its validity is extended by an additional 3 months.

2.3. The Prize is personal, non-transferable, non-reroutable, non-refundable, has no cash value, and cannot be substituted or exchanged in any way. Tickets will be issued only in the names of the Winner and Companion as shown in their passports. The Winner must be one of the two travelers and the Winner and Companion must travel together on the same flights.

2.4. All applicable taxes included in the flight ticket will be paid by Air Arabia upon booking. Bolt does not charge any fee from the Winner for receiving the Prize.

2.5. The Prize does not include expenses not expressly specified in clause 2.1, including, but not limited to, visa and entry fees, travel insurance, accommodation, airport transfers, meals, extra baggage, seat selection, other additional services, and personal expenses. These expenses are borne by the Winner and Companion, and neither Bolt nor Air Arabia reimburses any expenses related to the Prize.

2.6. The Winner and Companion are each responsible for possessing a valid passport and (if required) visa, as well as complying with the entry, exit, customs, and health requirements of the Republic of Azerbaijan and the United Arab Emirates. The Winner is responsible for informing the Companion of these Terms and Conditions and ensuring compliance with them. If the Companion is a minor, Air Arabia's rules regarding minor passengers apply. If the Winner or Companion is unable to travel for these reasons or is denied boarding or entry into the country, the relevant ticket will be considered forfeited without any compensation.

2.7. There will be one (1) Winner of the Campaign.

3. Selection of the Winner

3.1. The Winner will be determined by Bolt based on the following criteria:

3.1.1. The Participant who completes the highest number of Eligible Orders during the Campaign Period will be the Winner;

3.1.2. The number of Eligible Orders per Participant is not limited, and each Eligible Order is counted once regardless of its value;

3.1.3. If two or more Participants have the same highest number of Eligible Orders, the Participant who reaches that number earlier (based on the

completion time of their last counted Eligible Order) wins; if a tie still remains, the Participant with the higher total value of Eligible Orders (excluding delivery and service fees and tips) wins;

3.1.4. Before confirming the Winner, Bolt may verify the Participant's eligibility, including Bolt+ subscription status and order history;

3.1.5. Bolt's order and subscription records shall be final for the purpose of determining the Winner.

3.2. Bolt will notify the potential Winner using the contact details linked to their Bolt account via email or phone call, message. Participants are responsible for keeping their contact details up to date.

3.3. To accept the Prize, the potential Winner must respond to Bolt's notification within 10 (ten) calendar days from the date it was sent, confirm acceptance of the Prize and must provide the information reasonably necessary to verify their eligibility and arrange handover of the Prize, as described in Section 7.

3.4. Bolt is not responsible for any notification lost, blocked, or not received by the potential Winner for any reason. If the potential Winner cannot be contacted, fails to respond within the timeframe specified in clause 3.3, fails to provide the requested information, or fails to meet eligibility requirements, the Prize is considered forfeited. In this case, Bolt reserves the right to select the next Participant in line as the Winner according to clause 3.1 using the same notification procedure.

3.5. Bolt may announce that the Prize has been awarded on its website and/or campaign blog. Any announcement identifying the Winner is subject to clause 3.6.

3.6. Bolt will publish the Winner’s first name and surname initial only with the Winner’s separate consent obtained before publication. Refusing or withdrawing this consent will not affect entitlement to the Prize.

4. Handover and Use of the Prize

4.1. The Voucher Letter will be handed over to the Winner in person in original paper form at Bolt's address. Bolt will inspect the identity document to verify identity and eligibility but will not retain a copy or record its document number for the Campaign. The Winner may be required to sign a Prize acceptance form. If the Winner does not pick up the Voucher Letter within 30 calendar days from the agreed date, the Prize is considered forfeited.

4.2. To book the travel, the Winner must visit the sales office (address: 40 Rashid Behbudov St, Baku, Phone: (012) 441 44 55) present the original Voucher, check the available travel dates and arrange for ticket issuance.

4.3. Bookings must be made at least 15 (fifteen) days prior to the intended flight date to confirm seat availability.

4.4. The ticket is issued only with confirmed travel dates and cannot be changed or canceled once issued.

4.5. The ticket is provided from Air Arabia's marketing quota and is subject to Air Arabia's internal approval procedures. Seat availability shown online for desired dates and destinations does not guarantee seat availability for the Prize. Air

Arabia reserves the right to restrict travel during peak flights and high season. Neither Bolt nor Air Arabia guarantees the availability of specific travel dates.

4.6. Travel is subject to Air Arabia's conditions of carriage and other Air Arabia terms. Air Arabia is solely responsible for air transportation services. Bolt is not a carrier or travel agent and is not responsible for flight delays, cancellations, schedule changes, boarding denial, lost baggage, or any other matters related to the flight.

4.7. The Winner bears the risk of loss or damage to the Voucher Letter after handover. Bolt will not replace a lost or damaged Voucher Letter.

4.8. Air Arabia establishes the complete terms governing the redemption and utilization of the Voucher Letter—including ticket issuance, booking procedures, fare regulations, and flight limitations—which are available on Air Arabia's website (https://www.airarabia.com). The Winner bears sole responsibility for examining and adhering to these provisions. Any inquiries, grievances, or disputes concerning flight bookings, ticket generation, or air transport shall be submitted directly to and managed solely by Air Arabia. Bolt's involvement remains strictly limited to selecting the Winner, accordingly, Bolt assumes no liability and shall not be held as a party regarding any subsequent travel claims.

5. Prohibited Conduct

5.1. The Participant shall not engage in any fraudulent, unethical, or unlawful activity, any activity non-transparent to Bolt, or any activity that intentionally or unintentionally abuses or circumvents the terms of the Campaign, including creating multiple accounts, placing fake orders, or placing orders intended for cancellation.

5.2. The Participant must not provide false or misleading information to Bolt (including age, legal capacity, identity, etc.).

5.3. The Participant shall also not (directly or indirectly, e.g., via referral links or any other media) display or transmit materials that:

5.3.1. are inappropriate, unethical, threatening, offensive, or invasive of another's privacy, or cause annoyance, inconvenience, or needless anxiety;

5.3.2. are likely to harass, upset, embarrass, alarm, or annoy any other person;

5.3.3. impersonate any person or misrepresent the Participant's identity or affiliation with any person;

5.3.4. give the impression that the material originates from Bolt or Air Arabia, unless specifically provided to the Participant by Bolt for this purpose; or

5.3.5. damage the reputation of Bolt or Air Arabia.

6. Liabilities and Obligations

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

6.2. In the event of force majeure (natural disasters, military operations, epidemics, decisions of public authorities, and other circumstances beyond the control of Bolt or Air Arabia), Bolt has the right to temporarily suspend the Campaign or terminate it early. Bolt will inform Participants as soon as possible via Bolt's website, customer communications, email, and/or social media channels. Bolt

and Air Arabia shall not be liable for any failure to perform, or improper performance of, obligations affected by force majeure.

6.3. If, due to other circumstances beyond Bolt's control (including Air Arabia suspending flights on the relevant route or being unable to issue the ticket), it becomes impossible to provide the Prize, AirArabia/Bolt may offer the Winner a substitute prize. If providing a substitute prize is also impossible, Bolt's obligation regarding the Prize terminates. In this case, orders placed by Participants within the Campaign are regarded as ordinary fulfilled orders, and no additional compensation is paid in connection with them. This does not limit the Participant's statutory rights.

6.4. Bolt reserves the right to amend and supplement these Terms and Conditions. Amendments will be announced in the same manner.

6.5. In case of violation of these Terms and Conditions by a Participant, Bolt reserves the right to disqualify them from the Campaign and/or cancel the Prize without prior notice.

6.6. Bolt is not responsible for any malfunctions caused by third parties, including Air Arabia, that prevent the Participant from participating in the Campaign or using the Prize. Bolt's obligation regarding the Prize is limited to handing over the Voucher Letter to the Winner.

7. Privacy

7.1. Within the framework of the Campaign, Bolt processes Participants' personal data to register their participation, check eligibility and Eligible Orders, determine and contact the Winner, arrange handover of the Prize and handle Campaign-related queries, to the extent necessary to fulfill the terms of the Campaign, in accordance with the Law of the Republic of Azerbaijan No. 998-IIIQ dated May 11, 2010 "On Personal Data".

7.2. Processed personal data includes the Participant's first name, last name, and contact information linked to their Bolt account, Bolt+ subscription status, as well as their account identifier, consent records, and the order information needed to establish Eligible Orders and apply the selection criteria, including order count, completion times, payment/refund status and relevant order values.

7.3. The Winner will provide the personal data required for flight booking, including any passport and Companion details, directly to Air Arabia, which is responsible for that processing under its own privacy notice. Bolt will not provide Participants' Campaign records to Air Arabia. Processing by Bolt group companies and service providers, including international transfers, is further described in the Bolt Food Eater Privacy Notice. Any transfers must comply with applicable Azerbaijan requirements and, where applicable, the GDPR.

7.4. Participants have the right to access their personal data, request its correction or deletion, restriction of processing, object to processing, as well as the right to data portability, subject to the conditions and limitations of applicable law. Where personal data is processed based on consent, the Participant has the right to withdraw consent at any time without affecting the lawfulness of processing based on consent before its withdrawal. Bolt will stop the processing based on

that consent. If the necessary processing can no longer lawfully continue, Bolt may be unable to continue the Participant's participation or complete Prize handover. Withdrawal does not affect normal use of Bolt+ or Bolt Food.

7.5. You may submit requests regarding your personal data via this form (https://bolt.eu/az-az/privacy/data-subject/), or contact Bolt Food Support in the application to withdraw your Campaign or publicity consent. Please identify the "Bolt+ x Air Arabia" Campaign in your request.

7.6. Bolt will retain Campaign-specific records only for as long as needed to administer the Campaign, complete Prize handover and resolve Campaign-related queries, and in any event for no longer than 5 months after the end of the Campaign Period, unless earlier deletion is required following withdrawal of consent. These records will then be deleted or irreversibly anonymised. Any records required by law will be retained only for the applicable statutory period. Underlying Bolt account and order records remain subject to the retention arrangements described in the Bolt Food Eater Privacy Notice.

7.7. For detailed information on how Bolt processes personal data, please review our privacy notices at https://bolt.eu/az-az/privacy/, together with this Campaign-specific Section 7.

8. Contacting Bolt and Final Provisions

8.1. Any complaints or questions regarding the organisation of the Campaign may be submitted to Bolt (azerbaijan-food@bolt.eu) or Support Team via the Bolt application during the Campaign Period and within 10 (ten) calendar days from the date on which the Winner is announced in accordance with Section 3 of these Terms and Conditions. Bolt may choose not to consider any complaints submitted after this period. This complaint period does not limit Participants' data protection rights under Section 7.

8.2. Participation in this Campaign requires full adherence to and compliance with the Bolt+ Terms and Conditions applicable within the territory of Azerbaijan, accessible via https://bolt.eu/en-az/legal/other/ (hereinafter "**Bolt+ Terms**"). By taking part in the Campaign (by placing Eligible Orders), Participants acknowledge that they have carefully reviewed and unconditionally agreed to the Bolt+ Terms. Should any discrepancy arise between the provisions of these Terms and Conditions and the Bolt+ Terms, these Terms and Conditions shall take precedence exclusively regarding matters concerning the Campaign.

8.3. Queries regarding the Voucher Letter, tickets, booking, and other travel matters should be addressed to Air Arabia (012) 441 44 55- 40 Rashid Behbudov Street, Baku, Azerbaijan).

8.4. These Terms and Conditions are governed by the legislation of the Republic of Azerbaijan. Any disputes shall be resolved through negotiations, and if agreement is not reached, in the competent courts of the Republic of Azerbaijan.

8.5. In case of inconsistency between language versions of these Terms and Conditions, the Azerbaijani language version shall prevail.