Platform Terms for Ride-Hailing Services: Service Providers (Czechia)

Last updated on: [22 January 2026]

These Platform Terms apply to both individuals and entities ('Service Providers') that register with the Bolt Platform to access and review opportunities in Czechia to provide Ride-Hailing Services to Customers on their own behalf.

You can download an offline version of these Platform Terms for your records and future reference [here ↗].

Important: If you are a driver who accesses the Bolt Platform to review and fulfil Ride-Hailing Service opportunities on behalf of another person or entity, then:

1. that other person or entity will be the Service Provider for the purposes of these Platform Terms; and
2. your engagement will be with that Service Provider, as their Appointed Driver, on terms agreed between you and them.

1. About Bolt and our relationship with you

1. Bolt operates an online platform in Czechia (the 'Bolt Platform') that intermediates and matches independent transportation service providers ('Service Providers') with potential clients ('Customers'). Bolt meets the definition of a taxi service intermediary under § 2, Paragraph 10 of Act No. 111/1994 Coll., on road transport, as amended.
2. As a Service Provider, you may:
    1. (if you are an individual) register yourself as a Driver to access and review opportunities to provide Ride-Hailing Services on your own behalf; and/or
    2. register Appointed Drivers to access and review opportunities to fulfil Ride-Hailing Services provided on your own behalf, in accordance with section {6}.
3. You must pay a Commission to Bolt on amounts payable to you by Customers in connection with Ride-Hailing Services, as set out in section {8}.
4. The Bolt Platform is made available for your use at your discretion. These Platform Terms do not oblige any person to:
    1. access the Bolt Platform to review opportunities to provide or fulfil Ride-Hailing Services; or
    2. provide or fulfil any Ride-Hailing Services.
5. Nothing in these Platform Terms prevents any person from providing ride-hailing transportation services independently of the Bolt Platform.
6. By accessing the Bolt Platform, you agree to appoint Bolt as your agent for the purpose of facilitating the sale of Ride-Hailing Services to Customers, in accordance with section {7}.
7. We will process your personal data and the personal data of any Appointed Drivers in accordance with the privacy notice(s) for Czechia made available at https://bolt.eu/privacy.

8. As a provider of online intermediation services, Bolt and the Bolt Platform are subject to the rules on fairness and transparency for business users set out in the Platform to Business Regulations (EU: 2019/1150).

2. About these Platform Terms and the Bolt Platform

1. These Platform Terms:
    - take effect and apply to you from **22 January 2026**, or from the date you first registered as a Service Provider — whichever is later;
    1. remain in effect until terminated by you or Bolt in accordance with section {13}; and
    2. supersede all previous versions of the Platform Terms, however described.
2. Bolt may make changes to these Platform Terms and/or the Bolt Platform by providing you with at least fifteen (15) days' notice before those changes take effect. If you do not agree with such changes, you can terminate your relationship with Bolt pursuant to section {13}.
3. Bolt may also make changes to these Platform Terms or your use of the Bolt Platform immediately and without prior notice when:
    1. you consent to the changes;
    2. we make changes, updates or revisions to the Bolt Platform that are merely aesthetic, improve functionality, or that similarly do not significantly impact your use of the Bolt Platform;
    3. we make changes, other than those set out in section {2.3.2}, to introduce features on a temporary basis that are in a state of testing, trial, early access, preview or development;
    4. the changes are urgently required to comply with applicable laws or regulations; or
    5. we take urgent precautions in response to imminent dangers to Users, cybersecurity risks (including malware, spam or data breaches), or suspected unlawful or illegal activity.
4. When Bolt makes changes in accordance with sections {2.3.3} to {2.3.5} (inclusive), we will inform you of the relevant changes as soon as is reasonably practicable.
5. The content and functionality of the Bolt Platform is always provided on an "as is" and "as available" basis. By accessing and allowing access to the Bolt Platform, you acknowledge that:
    1. Bolt makes no guarantee, whether express or implied, in respect of the availability of the Bolt Platform, its content or its function; and
    2. Bolt may from time to time make features available on a temporary basis that are in a state of testing, trial, early access, preview or development.

3. Your rights of access to the Bolt Platform

1. Subject to these Platform Terms, we grant you a non-exclusive, revocable, and royalty-free right to use the Bolt Platform as made available to you, solely for the purposes of:
    1. accessing and reviewing opportunities to provide Ride-Hailing Services; their acceptance, rejection, or ignoring at their own discretion, and

2. providing Ride-Hailing Services at your discretion at the place and time determined by the Service Provider.

2. The right granted under section {3.1} includes your ability to grant Appointed Drivers a non-exclusive, revocable, and royalty-free right to use the Bolt Platform for those same purposes. This does not otherwise grant you, or any other party, the right to sub-license or transfer any rights to any third party.
3. You are solely responsible for ensuring that:
    1. you are legally permitted to provide Ride-Hailing Services in particular within the meaning of § 21 of Act No. 111/1994 Coll., on road transport, as amended and
    2. any Appointed Drivers acting on your behalf are legally permitted to fulfil Ride-Hailing Services in particular within the meaning of § 21c of Act No. 111/1994 Coll., on road transport, as amended.
4. Without prejudice to section {3.3}, a Driver's right to access the Bolt Platform to review — and, where applicable, fulfil — opportunities to provide Ride-Hailing Services is granted only:
    1. for such periods that the Driver is lawfully permitted to provide or fulfil Ride-Hailing Services. Accordingly, this right of access:
        - does not arise until you have arranged to provide Bolt with documentation reasonably required to verify the Driver's eligibility to lawfully provide or fulfil Ride-Hailing Services in the relevant market;
        - will immediately expire if the Driver is no longer legally permitted to provide or fulfil such services or if Bolt is unable to verify that the Driver is legally permitted to provide such services.
    2. for such periods that a current and accurate photographic identity for the Driver has been submitted to Bolt, to ensure the Driver can be clearly identified by Users for safety and security purposes;
    3. for such periods that the Driver is able to verify their identity and/or log-in credentials, to prevent unauthorised access;
    4. in respect of access to any Category, only for so long as the Driver meets the applicable Category requirements, if any (see section {5.21} for more information);
    5. (when you are a Driver) in respect of cash-paid Ride-Hailing Services, only for such periods that your Account Balance is greater than negative one thousand five hundred Czech Koruna (CZK -1,500), or such other more favourable amount as may be shown in the Driver App (see section {5.24} for more information).
    6. for such periods that use of the Bolt Platform would not cause significant harm to its integrity or reputation.
5. For the sole purpose of preventing unauthorised access, Bolt may from time to time:
    1. request documentation it reasonably considers necessary to verify that Ride-Hailing Services can be lawfully fulfilled; and
    2. require Users to verify their identity and/or log-in credentials.

4. Information submitted to the Bolt Platform

1. You must ensure that any information provided to Bolt by you or by any Appointed Driver acting on your behalf is accurate and kept up to date, including (where applicable) names, contact details, photographic identification, driver or vehicle licensing details, addresses, company details and tax registration information. You are also responsible for updating or removing any such information that is no longer accurate or relevant.
2. You are solely responsible for ensuring that all information and content submitted or uploaded to the Bolt Platform by you (or any Appointed Driver) is lawful. Bolt reserves the right to remove any illegal content from the Bolt Platform at any time, in accordance with its obligations under the Digital Services Act (EU: 2022/2065) which may occur without prior notice. If this happens, you will have the right to object in accordance with section {16.8}.
3. Please note that Bolt may, after prior warning, suspend processing such objections if manifestly unfounded claims are submitted frequently, taking into account their volume, proportion, severity, and any bad-faith intent.

5. Ride-Hailing Services

Overview

1. Subject to these Platform Terms, Drivers may access the Bolt Platform to review requests for Ride-Hailing Services made by Customers and may choose to confirm their willingness to fulfil such requests at its own discretion.
2. Customers may request Ride-Hailing Services to be provided immediately or, where available, at a specified time.
3. Customers must confirm in advance via the Bolt Platform whether they will pay for the Ride-Hailing Services:
    1. via the Bolt Platform (in which case Bolt will arrange to collect the amounts payable to the Service Provider as its agent, in accordance with section {7})
    2. in cash (by paying the relevant Driver, who collects the payment on behalf of the Service Provider).
4. Bolt does not control Customers or Passengers and, as a result:
    1. Bolt does not guarantee the availability of opportunities to provide Ride-Hailing Services; and
    2. Bolt is not responsible for the actions or inactions of Customers or Passengers.

Requests for Ride-Hailing Services

5. In response to requests for Ride-Hailing Services made by Customers, Bolt will, acting as the appointed agent of Service Providers in accordance with section {7}:
    1. display an estimated Fare for the Ride-Hailing Services to be agreed between Customers and Service Providers, taking into account:
        - the route and time of the requested Ride-Hailing Services;
        - (where applicable) the Category requested by the Customer;

- (where applicable) whether the Customer has requested immediate pick-up or a scheduled pick-up time; and
- other marketplace factors such as the availability of Drivers and demand for Ride-Hailing Services.

2. subject to sections {5.6}, {5.7} and {5.8}, send a request for Ride-Hailing Services made by Customer to Drivers within reasonable proximity of the pick-up location to indicate their willingness to fulfil the Ride-Hailing Services, taking into account (for the purposes of determining the order and/or timing of such requests):
    - the factors set out in section {5.5.1}; and
    - other factors aimed at expediting the potential arrangement of Ride-Hailing Services, including the estimated arrival time of Drivers at the pick-up location and whether Drivers are currently fulfilling other Ride-Hailing Services.

and that Drivers are not obliged to accept a Transportation Service request.

6. In certain high-demand locations with a large number of online Users, such as airports, Bolt may implement a "first in, first out" queuing system for sending the requests for Ride-Hailing Services made by Customers to the Drivers. When such a queuing system is used, it will be shown to Drivers in the Driver App. Also in this case, Drivers are not obliged to accept the order or to perform the Transportation Service.
7. To expedite the arrangement of Ride-Hailing Services and minimise unsuitable matches, Bolt may take into account circumstances where significant negative interactions, feedback or complaints have previously occurred between a specific Customer and a specific Driver.
8. Where available, Drivers may refine the requests they receive by setting filters and parameters such as preferred pricing components or distance radiuses for pick-up locations. The availability of these features will be shown to Drivers in the Driver App.
9. When a Driver receives a request for Ride-Hailing Services via the Driver App, the Driver App will display the following offer information:
    1. the multiplier of the price for ride during times of high demand the components of the applicable Fare (including any Toll Payments);
    2. the requested pick-up location;
    3. the requested destination;
    4. the scheduled pick-up time (if the pick-up is not immediate); and
    5. the category of the requested ride;
    6. whether the Customer will pay for the Ride-Hailing Services via the Bolt Platform or in cash.}
10. Upon a Driver accepting a request to fulfil Ride-Hailing Services, the relevant Customer will:
    1. (in accordance with their request) expect the Driver to proceed to the relevant pick-up point without unreasonable delay, or, if applicable, to arrive at the specified time; and
    2. agree to pay you a Cancellation Fee in accordance with sections {5.16} and {5.17}.

11. By accessing the Bolt Platform pursuant to these Platform Terms, you agree that any agreement for the provision of Ride-Hailing Services made between you and Customers will be made upon the relevant Driver indicating their intention to fulfil the Ride-Hailing Services via the Driver App.
12. If the Ride-Hailing Services commence, the Customer will agree to pay you:
    1. the Fare, as displayed in the Driver App prior to commencement of the Ride-Hailing Services; and
    2. (if applicable) a Cleaning Fee, in accordance with sections {5.18} and {5.19}.
13. You, and any Appointed Drivers acting on your behalf, may decline or refuse to bind you into agreements for Ride-Hailing Services with any Customer at any time, provided that such refusal shall not constitute safety risks and Discriminatory Behaviour set out in section {10}.
14. When Ride-Hailing Services have concluded, the applicable Fare will be charged on the basis shown in the Driver App prior to commencement of the Ride-Hailing Services.
15. By providing Ride-Hailing Services, you agree with Bolt that you will not improperly or dishonestly request, or permit others to request, any additional payments from Customers or Passengers in respect of the Ride-Hailing Services that conflict with the terms of your agreement(s) with them. This includes requesting that Passengers pay for Ride-Hailing Services in cash when it has previously been agreed that the Ride-Hailing Services will be paid for via the Bolt Platform and collected by Bolt on your behalf.

Cancellation Fees

16. You agree that the applicable Cancellation Fee you may charge a Customer, if the Customer cancels their request paid up through the Bolt Platform (or otherwise fails to enter into an arrangement) for Ride-Hailing Services after expiry of the Cooling-Off Period, shall be fifty Czech Koruna (CZK 50), or such higher amount as is communicated via the Bolt Platform on a per-Category and/or per-service basis, subject to section {5.17}.
17. Bolt's obligation to collect a Cancellation Fee is conditional upon you having a genuine intention to enter into an agreement to provide the applicable Ride-Hailing Services. Bolt will not collect a Cancellation Fee on your behalf in circumstances where it appears that no genuine intention existed (for example, if no reasonable attempt was made by the Driver to arrive at the pick-up location at the relevant time).

Cleaning Fees

18. You may charge a Customer a Cleaning Fee if a vehicle is left soiled, stained or dirty by a Passenger in connection with Ride-Hailing Services requested by that Customer. For this purpose, you appoint Bolt to collect up to one thousand Czech Koruna (CZK 1,000), subject to section {5.20}.
19. In such cases, you must promptly notify us that a Cleaning Fee is payable through the Bolt Platform or by contacting our Support Team.
20. Bolt will not collect a Cleaning Fee on your behalf if you fail to provide sufficient evidence that the vehicle was soiled by the relevant Passenger or if there is an undue delay in notifying us of the circumstances. We recommend that you obtain photographic evidence and submit all relevant information to our Support Team before the cleaning and the receipt of the cleaning fee as soon as possible, when it is safe to do so.

How payments are collected

21. Where a Customer has agreed to make payment via the Bolt Platform, Bolt will collect amounts payable to you under these Platform Terms and forward them to you in accordance with section {9}. Where a Customer has agreed to pay for Ride-Hailing Services in cash, you are solely responsible for collecting such payments. Bolt is not obliged to collect or recover any cash payments on your behalf.

Access to Categories

22. Bolt may make different Categories available in a market to match: (i) Service Providers able to fulfil services in accordance with a given Category, and (ii) Customers who prefer services provided in accordance with that Category. For example, if an 'electric vehicle' Category is available, Bolt will aim to connect Customers selecting that Category exclusively with Service Providers operating electric vehicles. Bolt Send Markets Categories may also reflect specific service types, such as Delivery Services (see section {28}).
23. The Categories available to a Driver will depend on factors relevant to each Category and the marketplace (for example, a Driver must use an electric vehicle to access the 'electric vehicle' Category). A Driver's right to access a Category will lapse if the Driver no longer meets the requirements for that Category (see section {3.4.4}).
24. For more information on the Categories available in a particular marketplace, please contact our support team.

Access to Ride-Hailing Services Paid in Cash

25. To prevent excessive outstanding amounts being payable by you to Bolt, your right to access and review opportunities to provide Ride-Hailing Services paid for by Customers in cash is granted only for so long as your Account Balance does not fall below negative one thousand five hundred Czech Koruna (CZK -1,500), or such other more favourable amount as may be shown to you in the Driver App (see section {3.4.5}).

Promotions

26. Bolt may, at its discretion, make promotions available to Service Providers under which Bolt will provide a benefit for their use of the Bolt Platform.
27. When a promotion is offered by Bolt to Service Providers:
    1. Receipt of the benefit is subject to completion of the applicable requirements of that promotion.
    2. The promotion is subject to compliance with these Platform Terms. Bolt reserves the right to deny the benefit of any promotion where there has been a breach of these Platform Terms, including where a Driver's behaviour indicates participation in Prohibited Manipulative Conduct.
    3. Access to the Bolt Platform will not be conditional on participation in or completion of any promotion.
    4. You agree that Bolt may, where available, apply the value of a promotion by reducing the Commission otherwise payable by you to Bolt. This will not reduce the total value of the promotion to you.

Delivery Services

28. When Bolt makes a Category for Delivery Services available to Users, a Customer may request the transportation of goods from a pick-up location to a destination without the transportation of a Passenger. Drivers must expressly opt in to receive requests for the fulfilment of Delivery Services on your behalf.
29. Bolt expressly prohibits Customers from arranging the transportation of the following goods via the Bolt Platform:
    1. items weighing more than fifteen (15) kilograms (kg);
    2. cash (including any foreign currency), credit cards, securities, jewellery or gift vouchers;
    3. weapons or other items designed for use in attack or defence;
    4. flammable, combustible, radioactive, poisonous, or similarly hazardous materials;
    5. Food, tobacco and nicotine products and drinks (including alcohol);
    6. drugs, medicines, or medical equipment;
    7. animals, human beings and other living or dead creatures, including their parts, remains, fluids or substances derived from products originating from animals, human beings or other creatures;
    8. goods with a value exceeding two thousand five hundred Czech Koruna (CZK 2500);
    9. items that cannot lawfully be transported without additional licences or approvals;
    10. oversize or fragile items not suitable for transport in a car; and
    11. illegal or unlawful goods.
30. You are encouraged to decline and cancel any Delivery Services involving any goods referred to in section {5.28}. In such cases, please contact our support team so that we may review the relevant Customer's access.
31. You are responsible for ensuring that any Driver acting on your behalf can lawfully fulfil Delivery Services and acknowledge that the transportation of illegal items, or goods requiring necessary approvals, may result in criminal liability. Your or your Appointed Driver is not obliged nor responsible for loading and unloading of the delivered goods.
32. For more information on Delivery Services, please contact our support team.

6. Appointing Drivers to act on your behalf

Overview

1. Where available, you may register and appoint individuals as Drivers to fulfil Ride-Hailing Services on your behalf (i.e., 'Appointed Drivers'), in accordance with this section {6}.
2. You are responsible for ensuring that any Appointed Drivers do not act in a manner that would cause you to breach these Platform Terms. You are therefore advised to review this section carefully and assess the suitability of individuals before making any appointments.

Making appointments

3. To make an appointment, you may use the web-access portal(s) made available by Bolt for this purpose, or you may contact Bolt at flotily@bolt.eu with the names and contact details of your proposed Appointed Driver(s). Bolt will then confirm whether any additional information is required, depending on the market in which the appointment is being made.
4. Although Bolt has no general right to veto or refuse the appointment of any suitably qualified individual as an Appointed Driver, an individual may not be registered as an Appointed Driver if Bolt has previously terminated:
    1. its relationship with that individual as a Service Provider due to a material breach of their obligations in these Platform Terms (including any previous version); or
    2. another Service Provider's access (in whole or in part) due to that individual's actions or omissions while acting as an appointed driver for that Service Provider, which caused a material breach of that Service Provider's obligations under these Platform Terms (including any previous version).
5. The right of any Appointed Driver to access the Bolt Platform to review opportunities to fulfil Ride-Hailing Services on your behalf is granted only for such periods that the Appointed Driver is lawfully able to fulfil Ride-Hailing Services (see section {3.4.1}). You must arrange to provide Bolt with copies of documentation to verify that Ride-Hailing Services can be lawfully fulfilled by your proposed Appointed Driver(s).
6. If you have any queries on this process, please contact our support team.

Important provisions relating to Appointed Drivers

7. When you engage an Appointed Driver, you will continue to be fully responsible for ensuring that your obligations under these Platform Terms are met. All acts and omissions of any Appointed Driver will be treated as though they were your own. It is therefore your responsibility to ensure that any Appointed Driver does not cause you to breach these Platform Terms.
8. You acknowledge that you are fully responsible for the following in respect of each Appointed Driver:
    1. agreeing and documenting the terms of their engagement by you, including any terms required under applicable law;
    2. paying their remuneration;
    3. the payment of any Commission payable to Bolt (in accordance with section {8});
    4. compliance with all legal obligations arising from their engagement by you including providing, at their own expense, all equipment and means necessary to perform the Ride-Hailing Services for the Service Provider, as well as bearing responsibility for covering all costs incurred in the course of performing the Ride-Hailing Services (if applicable);
    5. ensuring that the details provided to Bolt in respect of the Appointed Driver are correct and up to date; and
    6. any content uploaded to the Bolt Platform by the Appointed Driver.
9. In respect of each Appointed Driver:

1. you warrant to Bolt that you have a lawful agreement with the Appointed Driver enabling them to lawfully review, agree to, and fulfil Ride-Hailing Services on your behalf; and
2. you agree that Bolt may contact the Appointed Driver directly from time to time to expedite enquiries relating to rights of access (see sections {3.4} and {3.5}) and investigations into unusual behaviour (see section {11}).

10. For the avoidance of doubt:
    - Bolt is not a party to the relationship between you and Appointed Drivers and between your Appointed Drivers and save as required by sections {6.4}, {6.5}, and {6.9.1}, Bolt does not impose any restrictions or requirements on the commercial arrangements made between;
    2. Nothing in these Platform Terms is intended to prevent any Appointed Driver from providing ride-hailing transportation services outside of the Bolt Platform.

7. Bolt's role as your agent

1. By accessing the Bolt Platform pursuant to these Platform Terms, you grant us all rights necessary for us to comply with our obligations under these Platform Terms for the duration of our relationship, including by appointing us as your agent to negotiate the contract for Ride-Hailing Services between you and Customers in accordance with these Platform Terms. This authorisation allows us, on your behalf, to carry out functions such as:
    1. matching you and any Appointed Drivers with Customers, as described in section {5};
    2. communicate all Fares, including estimated Fares and applicable Toll Payments, payable for Ride-Hailing Services;
    3. arranging collection of Fares, Cancellation Fees, and Cleaning Fees payable to you by Customers, and forward such payments to you; and
    4. issue receipts and/or invoices on your behalf.

    For the avoidance of doubt, you remain free at all times to choose whether or not to provide Ride-Hailing Services in response to a Customer request, as set out in section {5.13}
2. In respect of amounts collected, or to be collected, by us on your behalf in connection with these Platform Terms, you agree that payors' payment obligations arising under any contract for Ride-Hailing Services are deemed fulfilled when the respective payments are made available in our accounts.
3. You agree to provide us with any additional information that we may reasonably require, on request and from time to time, to enable Bolt to efficiently and lawfully fulfil its role as your agent in the applicable market(s) in accordance with these Platform Terms.
4. Bolt shall issue receipts and/or invoices (as appropriate) on your behalf and in electronic format in respect of amounts payable to you. You agree that we may include on such receipts and invoices details relating to the Ride-Hailing Services, including a breakdown of any applicable fees.

8. Commission

1. You must pay a Commission to Bolt on all amounts payable to you by Customers in connection with Ride-Hailing Services, including cash payments, except for any Commission-Free Items.
2. The Commission is calculated proportionally based on the Fare. The amount of the Commission is made available via email, the Bolt Platform, the Driver App, or other appropriate means. The Commission charged may be subject to change due to the introduction of dynamic Commission rate rules, which take into account: (i) the balance of supply and demand for Ride-Hailing Services, (ii) the details of the ride ordered, (iii) the terms and conditions of any applicable campaigns.
3. The Commission shall not exceed the highest Commission rate communicated to the Service Provider ("**Highest Commission Rate**"). Bolt may change the applicable Highest Commission Rate at any time by notifying the Service Provider at least 15 days in advance.
4. All rates of Commission that apply to you are exclusive of any taxes that apply, including value added tax, unless expressly stated otherwise.
5. Your obligation to pay Commission to Bolt arises at the same time that amounts become payable to you in connection with Ride-Hailing Services.

9. Provisions relating to payments including when Bolt will forward payments to you

Your Account Balance and our standard payment schedule

1. Bolt will arrange to forward payments to you via your Payment Method on a regular basis with reference to your Account Balance, which is calculated (subject to the other provisions of this section {9}) as follows:
    1. The total of:
        - payments arranged to be collected by Bolt on your behalf pursuant to these Platform Terms; and
        - (where applicable, and subject to section {5.27}) the value of any promotions made available by Bolt that are due to be received by you;
    2. less the total of:
        - all Commission and other amounts payable by you to Bolt pursuant to these Platform Terms; and
        - any payments previously arranged to be made to you by Bolt in accordance with this section {9}.
2. You agree that Bolt may immediately deduct Commission and any other amounts payable by you to Bolt as soon as they become payable, with the effect that your Account Balance is adjusted to reflect such deductions. You further agree that we may immediately deduct those amounts against sums collected on your behalf.
3. If your Account Balance is positive at the end of each calendar week, you will be due to receive a payment (subject to the threshold set out in section {9.4} and the other provisions of this section

{9}). Bolt will arrange to transfer the sum of your Account Balance to you via bank transfer, calculated as at the end of each calendar week, and processed for payment on the following day.

4. For the exclusive purpose of minimising administrative fees relating to payments, you agree that Bolt is not required to forward your Account Balance to you when it is less than five euros (€5). In that case, the sum will be retained as part of your Account Balance and become due for payment at a later date when the threshold is exceeded.
5. If your Account Balance is negative at the end of each calendar month, you will owe sums to Bolt. In that case, you must transfer the relevant payment due to Bolt via bank transfer no later than the fifteenth (15th) day of the following calendar month, using the payment method details that we provide to you for this purpose.

Requesting an Early Payment

6. Where available, you may be eligible to request a payment of your earnings before the standard payment time set out in section {9.3} via the Driver App (an 'Early Payment').
7. Early Payment requests:
    1. may only be made against a positive Account Balance; and
    2. when fulfilled, will reduce the sums otherwise due to you under the standard payment schedule set out in section {9.3}.
8. Each Early Payment may be subject to a fee, which (if applicable) will be shown to you in advance in the Driver App. By requesting an Early Payment, you agree that any applicable fee will be deducted from your Account Balance.

Your Payment Method

9. You must ensure that the details you provide to us in respect of your Payment Method relate to a local bank account (or another type of payment account acceptable to Bolt) in your name and ensure they remain accurate and up to date.
10. When you update your Payment Method details, it may take several days for the administrative changes to take effect. We therefore recommend that you update your Payment Method details as soon as possible.
11. If we are unable to fulfil our obligation to make payments due to you because your Payment Method details (or other information provided to us) are incorrect, outdated or are otherwise not permitted by these Platform Terms:
    1. we will hold such payments on our account for a maximum of one hundred and eighty (180) calendar days from the date the payment was first due; and
    2. if you do not provide us with updated information within that period which enables us to complete the payment, your claim to the unpaid amounts shall expire.

Other important information relating to payments

12. Any representation of your Account Balance by Bolt is made without prejudice to any sums payable by you to Bolt under section {14} ('Your liability').
13. By agreeing to these Platform Terms, you agree to receive and issue receipts and invoices from us in an electronic format.

14. Bolt is not responsible for, and cannot guarantee, any payments made by third parties. Accordingly, we are not obliged to pay you any amounts that we are unable to collect on your behalf for reasons outside of Bolt's control (for example, where a payor's payment method fails). All Ride-Hailing Services are therefore provided by you at your own financial risk.
15. In the event of a failed payment, we will offer you reasonable assistance by notifying the relevant payor of the amounts due to you. If the relevant payor then makes payment, we will credit it to your Account Balance.
16. Payments to you, and related functionalities, may from time to time be interrupted, suspended, or limited due to maintenance or technical errors.
17. In the event of an overpayment to you, or any similar payment collection or charging error:
    1. you agree that Bolt may take reasonable steps to rectify the error, including by reducing your Account Balance or by deducting any amount erroneously transferred to you from your future Account Balance; and
    2. unless the error is otherwise rectified, you agree to return any overpayments to Bolt as soon as we notify you of the error (and in any event within seven (7) calendar days of notification).
18. Bolt reserves the right to cancel, suspend, limit, or refuse payments to you, or collections to be made on your behalf, if Bolt has reasonable grounds to suspect that such payments or collections would be in error or unlawful, relate to Prohibited Manipulative Conduct, or relate to any other use of the Bolt Platform that is unlawful, illegal, or prohibited by international sanctions.
19. Where possible, Bolt will try to contact you in advance to inform you of the occurrence of any issues referred to in sections {9.15} to {9.18} (inclusive) and, where applicable, attempt to resolve them, unless prohibited from doing so by regulatory or legal requirements, or unless Bolt has been advised by a competent authority, payment service provider, or legal adviser not to do so.
20. If you are a value added tax (VAT) payer within the meaning of Act No. 235/2004 Coll., on Value Added Tax, as amended, you are obliged to comply with the obligation set out in Section 96(2) of this Act, i.e. the obligation to notify the tax administrator of, and to have published by the tax administrator, the numbers of all your accounts held with payment service providers, provided that these accounts are used for your economic activity, in the scope and manner stipulated by this Act.

    If you are a VAT payer and the bank account that you have provided to Bolt as a payment method is not published in this manner, Bolt will not make any payments of financial amounts to such an account, and the provisions of Section {9.11} of these Platform Terms and Conditions shall apply.

    If you are not a VAT payer, this provision does not apply to you.

10. General prohibitions

1. You must not use, or permit the use of, the Bolt Platform to engage in, or for any purpose connected with:
    1. any unlawful or illegal activity — including the sharing of content, data, or items prohibited under applicable law, or the unlawful processing of personal data; or
    2. any Prohibited Manipulative Conduct.

2. During all Service Request Periods, you must not — and must ensure, in respect of each such period, that he Ride-Hailing Services are provided in a lawful manner and under conditions that ensure the safety and comfort of Users, in accordance with generally accepted standards. In particular, the Service Provider ensures that the Driver(s) acting on its behalf will not::
    1. create unnecessary safety risks for other Users, including:
        - driving in violation of traffic laws or road safety standards issued by regulatory authorities;
        - unnecessarily exposing Users to weapons or other dangerous items;
        - using vehicles that are unsafe due to poor condition; or
        - otherwise acting in a manner that recklessly disregards the safety of other Users;
        - to record or publicly disclose the image of Users without their consent, and to engage in any unlawful activity - including sharing content, data, or materials prohibited by applicable law, or the unlawful processing of personal data during the Service Request Period and after its completion.
    2. engage in or encourage:
        - any violent, aggressive or threatening behaviour;
        - any Discriminatory Behaviour;
    3. cause significant and unnecessary safety concerns or discomfort for other Users, including:
        - unwanted contact or sexual advances that makes others feel unsafe or uncomfortable;
        - inviting or allowing individuals unknown to Passengers to enter vehicles during Ride-Hailing Services; or
        - provide Ride-Hailing Services in a manner inconsistent with generally accepted standards and good manners.
3. The proper functioning of the Bolt Platform depends on all Users acting in ‘good faith’ and with reasonable consideration for others. Accordingly, you must not use the Bolt Platform, or allow the use of it, in any way that significantly or persistently disrupts, interferes with, or delays the arrangement of Ride-Hailing Services by other Users, or the matching of willing Customers and Service Providers by Bolt (as described in section {5}), including by:
    1. excessively cancelling Ride-Hailing Services after indicating a willingness to fulfil them;
    2. excessively remaining ‘online’ in the Driver App during periods of inactivity;
    3. persistently delaying the cancellation of Ride-Hailing Services after deciding not to fulfil them;
    4. asking Customers to cancel Ride-Hailing Services, instead of cancelling them properly through the Driver App, after deciding not to fulfil them; or

5. otherwise engaging with the Driver App in a manner that is inconsistent with a genuine, good faith intention to review, and where applicable fulfil, Ride-Hailing Service requests.

4. You must not provide, or allow the provision of, any information via the Bolt Platform that is misleading, false, unlawful or illegal.
5. You must not allow any person to access the Bolt Platform using login details that do not match the information provided to Bolt in connection with sections {3.4.1} ('eligibility to lawfully fulfil services'), {3.4.2} ('photographic identity'), {4.1} ('personal information') or {6.5} ('information relating to Appointed Drivers').
6. You must not participate in, or allow, any attempt to:
    1. falsify, manipulate, scrape, index or mine any data made available through the Bolt Platform;
    2. tamper with, mislead, or breach the security systems of the Bolt Platform;
    3. modify, jailbreak, decompile, reverse engineer or otherwise attempt to obtain the source code of any part of the Bolt Platform;
    4. access the Bolt Platform through any means other than those expressly provided and permitted via Bolt's official applications, websites or other software; or
    5. engage in any other use of the Bolt Platform that is likely to have a significant negative impact to its integrity or reputation.
7. For the avoidance of doubt, the prohibition of Discriminatory Behaviour set out in section {10.2.2} does not restrict your right, or the right of any Appointed Driver, to decline requests or disengage from interactions for legitimate and lawful reasons.
8. Bolt has a zero-tolerance policy towards aggressive, intimidating or manipulative behaviour. You must not, and must not allow any Appointed Drivers to, threaten, intimidate, dishonestly manipulate or otherwise abuse any employees, partners or agents of Bolt.

11. Investigations into unusual behaviour

1. If Bolt becomes aware of information indicating a potential breach of these Platform Terms, you must arrange for all necessary cooperation with Bolt's reasonable investigations without undue delay.
2. You acknowledge that Bolt may request feedback from Users to assist in detecting non-compliance with these Platform Terms.
3. Bolt reserves the right to report any unlawful, unusual or suspicious activities to relevant law enforcement agencies or regulatory authorities without providing notice to you or any other party.
4. Bolt may be required to disclose confidential information in accordance with applicable laws, court orders or regulatory investigations.

12. How access to the Bolt Platform may be temporarily suspended

1. Bolt is entitled, with immediate effect, to temporarily suspend or restrict access, in whole or in part, to any aspect of the Bolt Platform associated with your account:
    1. if there has been a breach of your obligations under these Platform Terms;
    2. where Bolt is conducting an investigation relating to:
        - Bolt's legal or regulatory obligations; or
        - a suspected breach of these Platform Terms,

        in which case the relevant access will be suspended for the duration of the investigation only;
    3. if you and/or your Appointed Drivers fail to verify their identity and/or log-in credentials;
    4. if Bolt needs to make changes to comply with laws or regulations;
    5. to deal with urgent technical problems, changes, or upgrades; or
    6. if Bolt needs to take urgent precautions to protect against:
        - imminent danger(s) to Users;
        - cybersecurity risks (including malware, spam, or data breaches);
        - suspected unlawful or illegal activity; or
        - other significant harm to the integrity or reputation of the Bolt Platform.
2. Bolt will try to contact you in advance of any such suspension, unless there is an urgent issue, an emergency, or another appropriate reason, including:
    1. health and safety concerns;
    2. material or repeated breaches of these Platform Terms; or
    3. where we are unable, or are advised not to do so, for regulatory or legal reasons.
3. While your access is restricted or suspended, you will (where available) be able to access historical details relating to the Ride-Hailing Services you have provided via the Bolt Platform.
4. If Bolt suspends your access to the Bolt Platform, you may submit a complaint or request a review of the decision in accordance with our internal complaint handling rules (see section {16.8}).

13. How our relationship may end

1. You may terminate your relationship with Bolt under these Platform Terms immediately and at any time by giving Bolt notice in writing to that effect.
2. Bolt may terminate its relationship with you, either entirely or in relation to a specific feature or type of access, as follows:
    1. by giving you at least thirty (30)} days' notice in writing to that effect, together with Bolt's reasons for doing so; or
    2. immediately, by issuing written notice to you to that effect, if:
        - a new law, regulation, or obligation comes into force (or similar circumstances beyond Bolt's control) requiring Bolt to terminate the

provision of all or part of the Bolt Platform immediately or on less than thirty (30) days' notice;

- Bolt is exercising its right to terminate for an imperative reason pursuant to national law;
- there is a material breach of these Platform Terms; or
- there are repeated breaches of these Platform Terms.

3. Where required to do so, Bolt will provide you with a statement of reasons for any termination under section {13.2}, except to the extent that we are unable to do so or are advised not to do so for regulatory or legal reasons. The absence of a statement of reasons will not affect the validity of a termination notice that has otherwise been properly issued by Bolt.
4. Upon termination of these Platform Terms:
    1. in full, you and any Appointed Drivers will no longer have the right to access the Bolt Platform; or
    2. in respect of a specific feature or access, you and/or the relevant Appointed Drivers (as applicable) will no longer have the right to access the part(s) of the Bolt Platform relating to that feature or access.
5. Termination of these Platform Terms will not affect any accrued rights or obligations existing at the time of termination.
6. If Bolt terminates your access to the Bolt Platform, you may submit a complaint or request a review of the decision in accordance with our internal complaint handling rules (see section {16.8}).
7. For the avoidance of doubt, the following sections of these Platform Terms will continue to apply at all times, including after the termination of all or part of our relationship: {7} (the scope of Bolt's role as your agent), {8} (commission), {9} (payments), {14} (your liability), {15} (our liability), {16} (intellectual property, notices, disputes, our partners and affiliates, tax, interpretation and jurisdiction) and {17} (glossary of defined terms).

14. Your liability

1. To the maximum extent permitted by law, you agree to indemnify and fully reimburse Bolt for any claims, losses, liabilities, and costs (including the costs of Bolt's professional advisors and enforcement agents) incurred as a result of your use of the Bolt Platform, including in connection with:
    1. any breach of your obligations under these Platform Terms;
    2. property damage or monetary loss;
    3. loss of profit, business, revenue, contracts, contacts, goodwill, reputation, or anticipated savings;
    4. any loss arising from the interruption or use of the Bolt Platform;
    5. loss of, damage to, or inaccuracy of data;
    6. any other type of indirect or consequential loss or damage (for example, losses that could not reasonably have been foreseen at the beginning of our relationship);

7. any allegation that any materials submitted to Bolt or transmitted through the Bolt Platform:
    - breach the intellectual property rights of any third party; or
    - breach any law or regulation;
8. the ownership, use, maintenance, or operation of a vehicle;
9. your or any Appointed Driver's inability to lawfully fulfil any Ride-Hailing Services;
10. the actions or inactions of any Appointed Drivers;
11. your engagement with any Appointed Drivers; and/or
12. any failure by you, or by any Appointed Driver acting on your behalf, to properly account for or pay taxes arising from services arranged via the Bolt Platform (including where Bolt is required by law to account for taxes otherwise payable by you or your Appointed Drivers due to any omission by you or them).

2. Except where otherwise stated in these Platform Terms, you agree to pay any amounts payable to Bolt under these Platform Terms (including any indemnified losses, overpayments, interest, or enforcement costs) immediately on demand. Bolt may, where applicable, recover such amounts by deducting them from any sums collected on your behalf or by issuing a separate invoice.
3. Any late payment by you of sums payable to Bolt under these Platform Terms shall be payable by you together with interest on the unpaid sum, calculated at 0.04% (zero point zero four percent) of the unpaid amount per day you are late.
4. The Service Provider bears full responsibility for:
    1. establishing cooperation with the Appointed Drivers, in particular determining the form and terms of cooperation with the Appointed Drivers;
    2. calculating and remitting all public-law liabilities related to the cooperation with the Appointed Drivers, insofar as - due to the form of cooperation with a given Appointed Driver - such obligation rests with the Service Provider.

15. Our liability

1. Bolt shall not be liable to you for any losses, damages, costs, or claims arising from or in connection with:
    1. your use of the Bolt Platform, or the use of the Bolt Platform by any Appointed Driver;
    2. the unavailability, interruption, or improper functioning of the Bolt Platform;
    3. the actions or inactions of any User of the Bolt Platform;
    4. websites, content, applications, or services (including payment services) that are not owned, controlled, or operated by Bolt, including any delays or errors they cause;
    5. incorrect or outdated information you have provided to Bolt;
    6. payment processing delays outside of Bolt's control (for example, delays caused by a third-party payment service provider); or
    7. unauthorised access to the Bolt Platform using login credentials that belong to you any other person acting on your behalf.

2. The exclusions of liability in section {15.1} include, without limitation, exclusions for any of the following types of loss or damage, whether direct or indirect:
    1. property damage or monetary loss;
    2. loss of profit, business, revenue, contracts, contacts, goodwill, reputation, or anticipated savings;
    3. any loss arising from the interruption or use of the Bolt Platform;
    4. loss of, damage to, or inaccuracy of data; or
    5. any other type of indirect or consequential loss or damage (including, for example, losses that could not reasonably have been foreseen at the outset of our relationship).
3. Bolt's maximum aggregate liability to you in connection with these Platform Terms is capped at five hundred euros (EUR 500). This cap applies regardless of the number of claims made or the number of events giving rise to liability.
4. All limitations and exclusions of liability set out in these Platform Terms apply to the fullest extent permitted by law.
5. Nothing in these Platform Terms limits or excludes Bolt's liability for:
    1. death or personal injury caused by Bolt's negligence; or
    2. any other liability that cannot lawfully be limited or excluded.

16. Other important provisions

Intellectual property

1. All copyrights, trademarks, design rights, and other intellectual property in the Bolt Platform — including its source code, databases, logos, and visual designs (together, the "Intellectual Property") — are owned by, or licensed to, Bolt. By using the Bolt Platform, you do not acquire any ownership rights in the Intellectual Property. You must not use, or permit the use of, the Intellectual Property without Bolt's express prior written consent.

Notices

2. Unless stated otherwise in these Platform Terms, notices to Bolt in connection with these Platform Terms must be issued in writing to Bolt's registered address: Pernerova 697/35, Karlín, 186 00 Praha 8.
3. Bolt may issue notices to you in connection with these Platform Terms by letter or by email, using the most recent contact information you have provided to us from time to time, or — if you are a Driver — via the Driver App.
4. Except where expressly stated otherwise in these Platform Terms, notices issued in connection with these Platform Terms must be provided in Czech and will be deemed properly served:
    1. if delivered by hand, at the time the notice is left at the applicable address;
    2. if sent by post, 3 days after posting;
    3. if sent by email, at the time the email is sent; or

4. if delivered via the Driver App, at the time the notice is made available to you through the Driver App.

5. If the time at which a notice is deemed properly served under section {16.4} falls after 17:00 on any day, or at any time on a Saturday, Sunday, or public holiday, the notice shall instead be deemed properly served at 09:00 on the next day that is not a Saturday, Sunday, or public holiday.

Enforcement

6. Bolt may, acting reasonably and in good faith, determine whether there has been a breach of these Platform Terms. Any right or discretion granted to or retained by Bolt under these Platform Terms may be exercised accordingly.

7. Without limiting any other right or discretion afforded to Bolt under these Platform Terms, Bolt may, acting reasonably and in good faith, determine whether conduct is Prohibited Manipulative Conduct.

Disputes

8. In circumstances where Bolt has:

    1. removed content from the Bolt Platform (see section {4.2});
    2. suspended access to the Bolt Platform (see section {12});
    3. terminated access to the Bolt Platform (see section {13});
    4. otherwise taken a decision in connection with these Platform Terms that you disagree with;

   you may submit a complaint or request a review of the decision in accordance with our internal complaint handling rules, available {here}.

9. To the maximum extent permitted by law, any disputes arising out of or in connection with these Platform Terms that are not resolved through our internal complaint process shall be submitted to the courts of Estonia, before the Harju County Court, which shall have exclusive jurisdiction.

Our partners and affiliates

10. You agree that Bolt may assign, transfer or novate our rights and obligations under these Platform Terms at any time without your prior consent, and that we may delegate the performance of our obligations or appoint our partners or affiliates to exercise our rights under these Platform Terms or assign all of its rights and obligations arising from these Terms and Conditions to Bolt's partners or affiliates. This will not adversely affect your rights or the obligations owed to you under these Terms.

Tax

11. All payments, amounts and sums referred to in these Platform Terms, or displayed on the Bolt Platform, are inclusive of any applicable value added tax, unless expressly stated otherwise.

12. Bolt shall collect, verify and share relevant information about you and your economic activities conducted via the Bolt Platform with tax authorities in accordance with the reporting rules for digital platforms set out in Council Directive (EU) 2021/514 of 22 March 2021, amending Directive 2011/16/EU on administrative cooperation in the field of taxation (DAC7), and any other applicable

tax reporting requirements. You acknowledge and accept that Bolt will do so to comply with its legal obligations.

13. Please note that Bolt will seek to recover, from you, the cost of any taxes it is required by law to pay as a result of any failure by you or your Appointed Drivers to properly account for or pay taxes due (see section {14.1.12}). Accordingly, you are responsible to Bolt for ensuring that you and any Appointed Drivers comply with all applicable tax obligations arising from your use of the Bolt Platform.

Interpretation

14. All headings and defined terms in these Platform Terms are for reference only and do not affect the interpretation of any provision.

15. In these Platform Terms, unless expressly stated otherwise:

    1. a reference to a “section” means a section of these Platform Terms;
    2. a reference to a “party” means a party to these Platform Terms, and “parties” shall be interpreted accordingly;
    3. words in the singular include the plural and vice versa;
    4. a reference to one gender includes all genders;
    5. a reference to a “person” includes an individual, company, or other legal entity;
    6. references to “including” or similar expressions do not limit what else may be included.

16. If any provision of these Platform Terms is found or held by a court or other competent authority to be unenforceable, the parties agree to replace it with a valid and enforceable provision that, so far as possible, preserves the original intent and commercial effect.

17. In the event of any conflict between these Platform Terms and any other agreement or arrangement between you and Bolt, these Platform Terms shall prevail unless expressly stated otherwise.

18. Bolt operates as the provider of an online platform for intermediation and matching services. Accordingly:

    1. Nothing in these Platform Terms is intended to imply or determine that Service Providers or Drivers (including Appointed Drivers) owe any obligation to Bolt to personally perform or fulfil Ride-Hailing Services, or that they have an employment relationship with Bolt.
    2. If any provision of these Platform Terms is found or held by a court or other competent authority to imply an obligation to personally perform or fulfil Ride-Hailing Services, or to imply the existence of an employment relationship with Bolt, the parties agree to replace it with a valid and enforceable provision that removes that implication but, so far as possible, preserves the original intent and commercial effect.

Jurisdiction

19. To the maximum extent permitted by law, these Platform Terms and your use of the Bolt Platform shall be governed by, and construed in accordance with, the laws of Estonia.

17. Glossary of defined terms

In these Platform Terms the following definitions apply:

1. '**Account Balance**' means the sum of payments that Bolt has collected on your behalf less sums payable to Bolt, as is calculated in accordance with section {9.1}.
2. '**Appointed Driver**' means an individual registered and appointed by a Service Provider as a Driver in accordance with section {6}.
3. '**Bolt**' ('**we**' / '**us**' / '**our**') means the owner and operator of the Bolt App, Bolt Operations OÜ, company registration number: 14532901, with registered office at Vana-Lõuna tn 15, Tallinn 10134, Estonia, but also Bolt Group companies and its partners (local subsidiaries, agents, affiliates, payment intermediaries, etc.). A list of Bolt Group companies and partners can be found at https://bolt.eu/cities/.
4. '**Bolt Platform**' means the technology platform made available by Bolt — including the Driver App — through which Ride-Hailing Services are intermediated under these Platform Terms, and through which other tools, features or services may be made available or intermediated.
5. '**Cancellation Fee**' means a fee charged by you to Customers in the event that a Customer cancels their request or otherwise fails to enter into an arrangement for Ride-Hailing Services after the expiry of the applicable Cooling-Off Period as is set out further in sections {5.16} and {5.17}.
6. '**Categories**' means the categories of Ride-Hailing Services available via the Bolt Platform in the market (which may, for example, include categories for 'electric' or 'premium' vehicles) and '**Category**' means any one of them.
7. **'Cleaning Fees'** means a fee charged by you to Customers in circumstances where a Passenger has soiled a vehicle during the provision of Ride-Hailing Services as is set out further in section {5.18} and {5.19}.
8. '**Collection Period**' means the applicable period that:
    1. starts when a Driver indicates (via the Driver App) their willingness to provide or fulfil Ride-Hailing Services to the relevant Customer further to that Customer's request for Ride-Hailing Services; and
    2. ends at the commencement of the Journey Period or, if earlier, when the request for Ride-Hailing Services is cancelled or declined.
9. '**Service Fee**' means a fee payable by you to Bolt in exchange for Bolt's services provided to you under these Platform Terms as is set out further in section {8}.
10. '**Service-Free Items**' means the fees and payments on which a Service Fee is not charged which are (inclusively) all gratuities, Cleaning Fees and Toll Payments.
11. '**Cooling-Off Period**' means (as applicable) the period of two (2) minutes starting from the time a Driver indicates (via the Driver App) their willingness to provide Ride-Hailing Services to the relevant Customer in response to that Customer's request for Ride-Hailing Services.
12. '**Customer**' means a party that makes a request for (and may be provided with) Ride-Hailing Services.
13. **[Bolt Send Markets]** '**Delivery Services**' means delivery services provided by Service Providers to Customers for the transportation of goods from a pick-up location to a destination without the transportation of a Passenger, as is further described in sections {5.28} to {5.32} (inclusive).

14. '**Discriminatory Behaviour**' means any conduct — including speech, actions, or treatment of others — that shows bias, prejudice, or hostility based on protected characteristics such as race, ethnicity, nationality, gender, sexual orientation, gender identity, religion, disability, or age.
15. '**Driver**' means an individual registered with Bolt by you to access and review opportunities to fulfil Ride-Hailing Services on your behalf including (as applicable):
    1. you; and/or
    2. Appointed Drivers;
16. '**Driver App**' means the mobile application(s) made available by Bolt enabling Drivers to review opportunities to fulfil Ride-Hailing Services.
17. '**Early Payment**' means a payment of your earnings before the standard payment time as is further described in sections {9.5} to {9.7} (inclusive).
18. '**Fare**' means the price payable for the provision of Ride-Hailing Services.
19. '**Journey Period**' means the applicable period that:
    1. starts when a Driver collects the Passenger(s) **[Bolt Send Markets]** (or goods, as applicable)} from the applicable pick-up location in order to transport them to the destination requested; and
    2. ends when the Ride-Hailing Services conclude or otherwise come to an end for any other reason.
20. **'Passenger'** means any individual who is or will be transported as a passenger pursuant to the provision of Ride-Hailing Services.
21. '**Payment Method**' means the payment method for transferring amounts payable to you in accordance with these Platform Terms, the details of which you have provided to Bolt.
22. '**Platform Terms**' means the entirety of these terms and conditions entitled 'Platform Terms for Ride-Hailing: Service Providers (Czechia)' together with any addendums forming an integral part of these Platform Terms, any marketing services terms and conditions, special conditions displayed on the Bolt Platform, e.g. regarding price information or service descriptions, and recommendations for Service Providers.
23. '**Prohibited Manipulative Conduct**' means any use of the Bolt Platform that indicates an intention — or an attempt — to manipulate, exploit or harm any person or the Bolt Platform itself, or to exploit or improperly fulfil any promotion criteria made available by Bolt. This includes:
    1. the request, acceptance or completion of Ride-Hailing Services in a manner that appears excessive, artificial or unusually coordinated; and
    2. repetitive behaviour that appears designed to falsify a real demand for Ride-Hailing Services or an intention to fulfil them.
24. '**Service Request Periods**' means together (in relation to a request for Ride-Hailing Services) the Collection Period and, if the Ride Hailing Services commence, the Journey Period.
25. '**Service Provider**' means an individual or legal entity that has registered to the Bolt Platform to access and review opportunities in Czechia to provide Ride-Hailing Services on their own behalf.

26. ‘**Ride-Hailing Services**’ means ride-hailing transportation services provided by Service Providers to Customers which are arranged via the Bolt Platform **[Bolt Send Markets]** (including Delivery Services).
27. ‘**Toll Payments**’ means payments to be made to Service Providers as an additional charge due to the route of Ride-Hailing Services creating additional costs or inconveniences such as journeys over toll bridges, journeys that pass through congestion zones or journeys that incur airport parking fees.
28. ‘**Users**’ means all users and beneficiaries of the Bolt Platform including all Service Providers, Drivers, Customers and Passengers.
29. ‘**You**’ (or ‘**you**’) means a Service Provider that is subject to these Platform Terms.

End of Platform Terms

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