

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

Last updated on: 2nd September 2026

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

Words and phrases capitalised in these Platform Terms have the meanings given in the glossary at section 17 below.

Important:

- *When you are a Driver that accesses the Bolt Platform to review opportunities to provide Ride-Hailing Services on your own behalf you will be a Service Provider for the purposes of these Platform Terms.*
- *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:*
 - *that other person or entity will be the Service Provider for the purposes of these Platform Terms; and*
 - *your engagement will be with that Service Provider, as their Appointed Driver, on the terms agreed between you and them.*

1. About Bolt and our relationship with you

- 1.1. Bolt operates an online platform in Italy (the 'Bolt Platform') that intermediates and matches independent transportation service providers ('Service Providers') a non-exclusive means directly with potential clients ('Customers').
- 1.2. As a Service Provider you may:
 - 1.2.1. register yourself as a Driver to access and review opportunities to provide Ride-Hailing Services on your own behalf; and/or
 - 1.2.2. register Appointed Drivers to access and review opportunities to fulfil Ride-Hailing Services provided on your own behalf in accordance with section 6.
- 1.3. A Commission will be payable by you to Bolt on any amounts payable to you in connection with these Platform Terms as is set out in section 8.
- 1.4. The Bolt Platform is made available to you at your discretion. These Platform Terms do not oblige any person to:
 - 1.4.1. access the Bolt Platform to review opportunities to provide or fulfil Ride-Hailing Services; or
 - 1.4.2. provide or fulfil Ride-Hailing Services.
- 1.5. Nothing in these Platform Terms prevents any person from providing ride-hailing transportation services independently of the Bolt Platform.
- 1.6. By accessing the Bolt Platform, you agree to appoint Bolt as your commercial agent for the purpose of connecting you with potential Customers and facilitating the sale of Ride-Hailing Services to them in

accordance with section 7.

- 1.7. We will process your personal data and the personal data of any Appointed Drivers in accordance with the privacy notice(s) for Italy made available at <https://bolt.eu/en-it/privacy/>.
- 1.8. As a provider of a platform for 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 Regulation (EU) 2019/1150), as well as to the rules set forth by the Digital Services Act (Regulation (EU) 2022/2065).

2. About these Platform Terms

2.1. These Platform Terms:

2.1.1. take effect from the later of:

2.1.1.1. the date that you first registered with the Bolt Platform as a Service Provider; and

2.1.1.2. date that Platform Terms enter into force as stated above;

2.1.2. remain in effect until terminated by you or Bolt in accordance with section 13; and

2.1.3. supersede any previous version of these Platform Terms however described.

2.2. Bolt may make changes to these Platform Terms and/or the Bolt Platform by providing you with at least fifteen (15) days' notice before these changes take effect. If you do not agree with such changes, you can terminate your relationship with Bolt pursuant to section 13.

2.3. Bolt may also make changes to these Platform Terms or your use of the Bolt Platform immediately and without notice when:

2.3.1. you consent to these changes;

2.3.2. we make other changes, updates or revisions to the Bolt Platform that are merely aesthetic, improve functionality, or that similarly provide functional improvements do not significantly or otherwise do not materially impact your use of the Bolt Platform;

2.3.3. we make changes, other than those set out in section 2.3.2, to introduce features available on a temporary basis that are in a state of testing, trial, early access, preview or development and do not affect your rights and obligations;

2.3.4. the changes are necessary to comply with laws or regulations; or

2.3.5. we take urgent precautions in response to imminent danger(s) to Users, cybersecurity risks (including malware, spam and data breaches) or suspect unlawful or illegal activity.

2.4. 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.

2.5. Except for the cases of gross negligence and wilful misconduct and Italian mandatory law restrictions,

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:

- 2.5.1. Bolt makes no guarantee, whether express or implied, in respect of the availability of the Bolt Platform, its content or its function; and
- 2.5.2. 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.
- 2.6. Bolt may charge Customers fees as described in the Terms and Conditions for Customers available on our website. These fees relate to the operation, maintenance and improvement of the platform, and do not constitute charges for Ride-Hailing Services or for any right to use intellectual property.

3. Your rights of access to the Bolt Platform

- 3.1. Subject to these Platform Terms, we grant you a non-exclusive, revocable and royalty free right to use the Bolt Platform as is made available to you, solely for the purposes of:
 - 3.1.1. accessing and reviewing opportunities to provide Ride-Hailing Services; and
 - 3.1.2. providing Ride-Hailing Services at your discretion.
- 3.2. The rights set out in 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, any rights to sub-license or transfer any rights to any other party.
- 3.3. You are solely responsible for ensuring that, pursuant to the applicable law:
 - 3.3.1. you are legally permitted to provide Ride-Hailing Services, and you comply with all the legal obligations stemming from the applicable law (e.g. obligation to complete the electronic service sheet for NCC Services); and
 - 3.3.2. any Appointed Drivers acting on your behalf are legally permitted to fulfil Ride-Hailing Services.
- 3.4. Without prejudice to section 3.3, a Driver right to access the Bolt Platform to review - and where applicable, fulfill opportunities to provide Ride-Hailing Services is granted only:
 - 3.4.1. for such periods that the Driver is lawfully permitted to provide or fulfil Ride-Hailing Services. Accordingly, this right of access:
 - 3.4.1.1. 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 (including, where applicable, proof of Driver’s right to work);
 - 3.4.1.2. will immediately expire if the Service Provider 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.
 - 3.4.2. for such periods that a current and an accurate photographic identity for the Driver has been

provided to Bolt, to ensure the Driver can be clearly identified by Users for safety and security purposes;

- 3.4.3. for such periods that Driver is able verify their identity and/or log-in credentials, to prevent unauthorised access;
 - 3.4.4. in respect of access to any Category, only for so long as the Driver meets the applicable Category requirements (see section 5.20 for more information);
 - 3.4.5. (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 five hundred euros (500€), or such other more favourable amount as may be shown in the Driver App (see section 5.23 for more information).
 - 3.4.6. for such periods that use of the Bolt Platform would not cause significant harm to its integrity or reputation.
- 3.5. For the purposes of preventing unauthorised access only, Bolt may from time to time:
- 3.5.1. request documentation that it considers necessary to verify that Ride-Hailing Services can be lawfully fulfilled; and
 - 3.5.2. require Users to verify their identity and/or log-in credentials.

4. Information submitted to Bolt Platform

- 4.1. You must ensure that all details that you provide, or arrange to be provided, to Bolt in connection to/with your use of the Bolt Platform is accurate and up-to-date including (where applicable) your name, contact details, photographic identification, address, company information and tax registration status. You are solely responsible for the accuracy and completeness of the information that you upload to the Bolt Platform.
- 4.2. You are solely responsible for ensuring that all information and content submitted or uploaded to the Bolt Platform by you (or any Appointed Driver/service provider) is lawful. Please note that 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.

5. Ride-Hailing Services

Overview

- 5.1. Subject to these Platform Terms, Drivers may access and review requests for Ride Hailing services made by Customers and may elect to confirm their willingness to fulfil those requests.
- 5.2. Customers may request Ride-Hailing Services (to be chosen between Taxi or NCC) to be provided immediately or where available at a specified time.
- 5.3. Customers must confirm in advance via the Bolt Platform whether they will pay for the Ride-Hailing Services:

- 5.3.1. via the Bolt Platform (in which case Bolt will arrange to collect payments owed to you as your commercial agent in accordance with section 7);
- 5.3.2. in cash (by paying the relevant Driver, who collects the payment on behalf of the Service Provider).
- 5.4. Bolt does not control Customers or Passengers and as a result:
 - 5.4.1. Bolt does not guarantee the availability of opportunities to provide Ride-Hailing Service; and
 - 5.4.2. Bolt is not responsible for the actions or inactions of Customers and Passengers.

Requests for Ride-Hailing Services

- 5.5. In response to requests for Ride-Hailing Services made by Customers, Bolt will (acting as your appointed commercial agent in accordance with section 7):
 - 5.5.1. provide an estimated Fare for the Ride-Hailing Services to be agreed between Customers and Service Providers, taking into account:
 - 5.5.1.1. the route and time of the requested Ride-Hailing Services;
 - 5.5.1.2. (where available) the Category selected by the Customer;
 - 5.5.1.3. (where applicable) whether the Customer has requested immediate pick-up location immediately or a scheduled pick-up time;
 - 5.5.1.4. other marketplace factors such as the availability of and demand for Drivers; and
 - 5.5.1.5. any applicable laws and regulations determining the estimated Service fare.
 - 5.5.2. subject to sections 5.6 and 5.7, invite Drivers within reasonable proximity of the pick-up location to indicate their willingness to fulfil the Ride-Hailing Services, taking into account (for the purpose of determining the order and/or timing of such invitations):
 - 5.5.2.1. the factors set out in section 5.5.1;
 - 5.5.2.2. other factors aimed at expediting the potential arrangement of the Ride-Hailing Services, such as the estimated arrival time of Drivers at the pick-up location and whether Drivers are already fulfilling Ride-Hailing Services.
- 5.6. Where available:
 - 5.6.1. In certain high-demand locations with large number of online Users, such as at airports, Bolt may implement a “first in, first out” queuing system of inviting Drivers to indicate their willingness to fulfil Ride-Hailing Services. When such a queuing system is used, it will be shown to Drivers in the Driver App.
 - 5.6.2. Drivers may refine the invitations 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.

- 5.7. 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 been recorded between a specific Customer and a specific Driver.
- 5.8. When a Driver is invited via the Driver App to indicate their willingness to fulfil Ride-Hailing Services the Driver App will display, to the extent required and allowed under the applicable laws and regulations:
 - 5.8.1. the components of the applicable Fare (including any Toll Payments to the extent known);
 - 5.8.2. the requested pick-up point;
 - 5.8.3. the requested destination;
 - 5.8.4. a scheduled pick-up time, if this is not 'immediately' (only in case of NCC Services; since for Taxi Services, the request will be forwarded to Service Providers shortly before the scheduled pick-up time);
 - 5.8.5. the Customer payment option the Ride-Hailing Services via the Bolt Platform; and
 - 5.8.6. whether the Customer will pay for the Ride-Hailing Services via the Bolt Platform or in cash.
- 5.9. Upon a Driver indicating their willingness to provide Ride-Hailing Services, the relevant Customer will:
 - 5.9.1. expect the Driver to proceed the relevant pick-up point without unreasonable delay (or, if applicable, to arrive at the specified time);
 - 5.9.2. (if the Ride-Hailing Services do not commence) agree to pay you a Cancellation Fee in accordance with sections 5.15 and 5.16.
- 5.10. Your agreement(s) to provide Ride-Hailing Services will be made with the relevant Customer(s) upon commencement of the applicable Journey Period.
- 5.11. If the Ride-Hailing Services do commence, the Customer will agree to pay you:
 - 5.11.1. the Fare, as displayed in the Driver-App prior to commencement of the Ride-Hailing Services. However, in the case of Taxi Services, the Fare shown in-app is only an estimate, since the exact amount can be correctly calculated only upon completion of the Ride-Hailing Service based on the amount shown on the Taximeter;and;
 - 5.11.2. if applicable, a Cleaning Fee in accordance with sections 5.17 and 5.18;
- 5.12. You and any Appointed Drivers acting on your behalf, may decline or refuse to bind into agreements for Ride-Hailing Services with any Customer at any time, subject only to:
 - 5.12.1. the prohibitions relating to safety risks and Discriminatory Behaviour set out in sections 10.1 and 10.2, as well as for the reasons provided by the applicable law or applicable local regulations defined by the municipality that issued your Taxi or NCC license to verify in which case you are allowed to decline to enter into agreements for Ride-Hailing Services; and
 - 5.12.2. the prohibition on excessively cancelling Ride-Hailing Services after indicating a willingness to fulfil them, as set out in section 10.3.1, which is intended to prevent material or persistent

disruption to both the arrangement of Ride-Hailing Services by other Users and the matching of willing Customers and Service Providers by Bolt (as described in section 5).

- 5.13. When Ride-Hailing Services have concluded (or otherwise ended), the applicable Fare will be calculated:
- 5.13.1. for NCC Services, according to the amount shown in-app prior to commencement of the Ride-Hailing Services;
 - 5.13.2. for Taxi Services, based on the amount displayed by the Taximeter, determined pursuant to the applicable local fares, which take into account both distance travelled and time spent.
- 5.14. 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

- 5.15. You agree that the applicable Cancellation Fee you may charge a Customer, if the Customer cancels their request (or otherwise fails to enter into an arrangement) for Ride-Hailing Services after expiry of the Cooling-Off Period in the amount as is displayed in the Driver App on a per Category and/or per service basis subject to section 5.16.
- 5.16. A Customer's agreement to pay a Cancellation Fee is conditional upon you having a genuine intention to enter into an agreement to provide the applicable Ride-Hailing Services. You will not have a right to charge, and Bolt will not collect on your behalf, a Cancellation fee in circumstances where it appears that no genuine intention existed (for example, if no reasonable attempt has been made by the applicable Driver to arrive at the pick-up location at the relevant time).

Cleaning Fees

- 5.17. You agree that the applicable Cleaning Fee you may charge a Customer, if a vehicle is soiled by a Passenger, shall be fifty euros (50) or such higher amount as is displayed in the Driver App per Category and/or per service basis subject to section 5.18.
- 5.18. A Customer's agreement to pay a Cleaning Fee is conditional upon you being able to evidence that the vehicle was soiled by the relevant Passenger. Bolt will not collect a Cleaning Fee on your behalf if the charge is disputed and you are unable to provide supporting evidence. We recommend that you collect photographic evidence and submit all relevant information to our support team as soon as possible, when it is safe to do so.

How payments are collected

- 5.19. 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

- 5.20. Bolt may make different Categories available in a market to match: (i) Service Providers able to fulfil services in accordance with that 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 vehicle.
- 5.21. The Categories available to a Driver will depend on factors relevant to each Categories and 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).
- 5.22. For more information on the Categories available in a marketplace, please contact our support team.

Access to Ride-Hailing Services Paid in Cash

- 5.23. 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 five hundred euros (500 €), or such other more favourable amount as may be shown to you in the Driver App (see section 3.4.5).
- 5.24. If you do not wish to accept payments for Ride-Hailing Services in cash, we can (where available) disable this functionality at your request. Please contact our support team to arrange this. Disabling cash payments may reduce your opportunities to provide Ride-Hailing Services.

Promotions

- 5.25. 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.
- 5.26. When a promotion is offered by Bolt to Service Providers:
- 5.26.1. Receipt of the benefit is subject to completion of the applicable requirements of that promotion.
 - 5.26.2. The promotion is subject to compliance with these Platform Terms. Bolt reserves the right to deny the benefit of any promotion when there have been breaches of these Platform Terms, including where a Driver behaviour indicates participation in Prohibited Manipulative Conduct.
 - 5.26.3. Access to Bolt Platform will not be conditional in or completion of any promotion.
 - 5.26.4. 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 value of the promotion to you.

6. Appointing Drivers to act on your behalf

Overview

- 6.1. 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 any applicable laws and this section 6.

- 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

- 6.3. 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 italy@bolt.eu with the names and contact details of your proposed Appointed Driver(s). Bolt will then confirm whether any additional information or document is required, depending on the market/region/municipality in which the appointment is being made, as pursuant to section 6.5 below.
- 6.4. Although Bolt has no 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:
- 6.4.1. 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
 - 6.4.2. (in whole or in part) another Service Provider's access due to the individual's actions or omissions while acting as an Appointed Driver for that Service Provider, which caused a material breach of the Service Provider's obligations under these Platform Terms (including any previous version).
- 6.5. The right for any Appointed Driver to access the Bolt Platform to review opportunities to fulfil Ride-Hailing Services on your behalf is only granted for such periods that the Appointed Driver is lawfully able to fulfil Ride-Hailing Services pursuant to the applicable law (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) including (where applicable) evidence of their right to work in the relevant market.
- 6.6. If you have any queries on this process, please contact our support team

Important provisions relating to Appointed Drivers

- 6.7. 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 Drivers will be treated as though they were your own. It is therefore your responsibility to ensure that any Appointed Driver does cause you to breach these Platforms Terms.
- 6.8. You acknowledge that you are fully responsible for the following in respect of each Appointed Driver:
- 6.8.1. agreeing and documenting the terms of their engagement by you, including any terms required under applicable laws;
 - 6.8.2. paying their the remuneration;
 - 6.8.3. paying any Commission payable to Bolt (in accordance with section 8);
 - 6.8.4. compliance with all legal obligations arising from their engagement by you;

- 6.8.5. ensuring that the details provided to Bolt in respect of the Appointed Driver are correct and up-to-date; and
- 6.8.6. any content uploaded to Bolt by the Appointed Driver.
- 6.9. In respect of each Appointed Driver:
 - 6.9.1. 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;
 - 6.9.2. 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 audits related to unusual behaviour (see section 11).
- 6.10. For the avoidance of doubt:
 - 6.10.1. save as is 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;
 - 6.10.1.1. you and your Appointed Drivers; or
 - 6.10.1.2. your Appointed Drivers;
 - 6.10.2. nothing in these Platform Terms is intended to prevent any Appointed Driver from providing ride-hailing transportation services outside of using the Bolt Platform.

7. Bolt's role as your commercial agent

- 7.1. 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:
 - 7.1.1. matching you and any Appointed Drivers with Customers, as described in section 5;
 - 7.1.2. calculating and communicate all Fares, including estimated Fares and applicable Toll Payments, payable for Ride-Hailing Services;
 - 7.1.3. arranging collection of Fares, Cancellation Fees, and Cleaning Fees payable to you by Customers, and forward such payments to you; and
 - 7.1.4. 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 5.12.
- 7.2. 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.

- 7.3. 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.
- 7.4. You authorise Bolt to issue receipts and/or invoices (as appropriate) on your behalf and in electronic format in respect of amounts payable to you. The receipts and/or invoices which Bolt shall issue shall include the relevant information provided by you. You are responsible for ensuring that the receipts and/or invoices issued contain accurate details and are compliant with the relevant legislation such as your VAT status under the relevant tax regime, tax identification number(s), address and any other information that may be required.
- 7.5. For purposes of compliance with e-invoicing tax regulations you are responsible for ensuring that you sign up to the relevant integration tools to enable the issuance of the invoices in a compliant manner. Bolt may at its discretion support you with the relevant integration to the applicable e-invoicing solution. You remain responsible for ensuring that the details provided for e-invoicing are accurate. In the event the relevant Bolt solutions are not working as appropriate, you remain responsible for issuance of the correct invoices to the passengers in compliance with the regulations.
- 7.6. Bolt will endeavour to support with e-invoicing to the extent of its capabilities, however the success of e-invoicing will be dependent on the accuracy of relevant information provided by you and your customers and the support to be provided by third party integration entity.

8. Commission

- 8.1. A Commission will be payable by you to Bolt on all amounts payable to you in connection with Ride-Hailing Services, including cash payments, except any Commission-Free Items.
- 8.2. The initial rate(s) of Commission that apply to you will be the most recent rate(s) we made available to you in writing immediately before you registered as a Service Provider on the Bolt Platform.
- 8.3. We may change the rate(s) of Commission that apply to you, from time to time. Bolt will provide you with prior written notice of any change. Changes to the Bolt Service Fee will become effective at least fifteen (15) days after notification to the Service Provider. If you do not agree with such changes, you may terminate your agreement with Bolt pursuant to section 13.
- 8.4. Your obligation to pay Commission to Bolt will arise at the same time that amounts become payable to you in connection with these Platform Terms.
- 8.5. You agree that Bolt may immediately deduct Commission, and any other sums owed to Bolt from any payments collected by Bolt on your behalf when those payments are credited to or, made available in, our relevant payment account.

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

Your Account Balance and our standard payment schedule

- 9.1. Bolt will arrange to forward payments to you via our 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:

9.1.1. the total of:

9.1.1.1. payments arranged to be collected by Bolt on your behalf pursuant to these Platform Terms; and

9.1.1.2. (where applicable and subject to section 5.25 and 5.26) the value of any promotions made available by Bolt that are due to be received by you;

9.1.2. less the total of:

9.1.2.1. all Commission and other amounts payable by you to Bolt pursuant to these Platform Terms; and

9.1.2.2. any payments previously arranged to be made to you by Bolt in accordance with this section 9.

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.

9.3. 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 on a weekly basis.

9.4. 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 these circumstances, the sum will be retained as part of your Account Balance and become due for payment at a later date when this threshold is exceeded.

9.5. 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 same payment method details that we provide to you for this purpose.

Requesting an Early Payment

9.6. Where available, you may be eligible to request a payment of your earnings before the standard payment time set out in section 9.1 via the Driver App (an 'Early Payment').

9.7. Early Payment requests:

9.7.1. may only be made against a positive Account Balance; and

9.7.2. when fulfilled, will reduce the sums otherwise due to you under the standard payment schedule set out in section 9.1.

9.8. Each Early Payment may be subject to a fee, which if applicable will be shown to you in advance in the Driver App. When requesting an Early Payment you agree that any applicable fee will be deducted from

your Account Balance.

Your Payment Method

- 9.9. You must ensure that the details you provide us in respect of your Payment Method relate to a local bank account in your name and are kept correct and up to date.
- 9.10. 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 Payment Method details as soon as possible.
- 9.11. If we are unable to fulfil our obligation to make payments due to you because the Payment Method details (or other information provided to us) are incorrect, outdated or are otherwise not permitted by these Platform Terms:
 - 9.11.1. we will hold such payments for you on our account for a maximum of one hundred and eighty (180) calendar days only (starting from the date the payment was first due);
 - 9.11.2. 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

- 9.12. 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').
- 9.13. By agreeing to these Platform Terms you agree to receive receipts and invoices from us in an electronic format.
- 9.14. Bolt is not responsible for and cannot guarantee any payments made by any third party. Accordingly, we are not obliged to pay you any amounts we are unable to collect on your behalf for reasons outside of Bolt's control (e.g. the payer's payment method fails). All Ride-Hailing Services are therefore provided by you at your financial risk.
- 9.15. In the event of a failed payment, we will offer your reasonable assistance in procuring amounts due to you from the relevant payer. If Bolt is able to collect such payments on your behalf, we will credit it to your Account Balance.
- 9.16. Payments to you and related functionalities may be interrupted, suspended or limited from time to time be for maintenance or as a result of technical errors.
- 9.17. In the event of an overpayment to you, or any similar payment collection or charging error:
 - 9.17.1. 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;
 - 9.17.2. unless the error is otherwise rectified, you agree to return any overpayments to Bolt as soon as we notify you of the error (but in any event within seven (7) calendar days of notification).
- 9.18. 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 any international sanctions.

- 9.19. 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.
- 9.20. Bolt shall share relevant information about you and your economic activities conducted via the Bolt Platform with tax or other government agencies or 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). You acknowledge and accept that this reporting will take place as part of Bolt's legal obligations.

10. General Prohibitions

- 10.1. You must not use or permit the use of, the Bolt Platform to engage in, or for any purpose connected with:
 - 10.1.1. any unlawful or illegal activity - including sharing of content, data or items prohibited under applicable law, or the unlawful processing of personal data; or
 - 10.1.2. any Prohibited Manipulative Conduct.
- 10.2. During the Service Request Periods, you must ensure that the relevant Driver(s) comply with the Italian Taxi Law provisions regarding Driver's behaviour (e.g. the individual behaviour rules set out at a local level by local regulations) and, more generally, do not:
 - 10.2.1. create unnecessary safety risks for Users, including:
 - 10.2.1.1. driving in violation of traffic laws or road safety standards issued by regulatory authorities;
 - 10.2.1.2. unnecessarily exposing Users to weapons or other dangerous items;
 - 10.2.1.3. using vehicles that are unsafe due to poor condition; or
 - 10.2.1.4. otherwise acting in a manner that recklessly disregards the safety of other Users;
 - 10.2.2. engage in or encourage:
 - 10.2.2.1. any violent, aggressive or threatening behaviour;
 - 10.2.2.2. any Discriminatory Behaviour;
 - 10.2.3. cause significant and unnecessary safety concerns or discomfort for other Users, including:
 - 10.2.3.1. unwanted contact or sexual advances that makes Users feel unsafe or uncomfortable;
 - 10.2.3.2. inviting or allowing individuals unknown to Passengers to enter vehicles during

Ride-Hailing Services; or

- 10.2.3.3. persistently exposing Users to unpleasant and objectionable conditions, such as soiled seating or offensive odours.

10.3. 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:

- 10.3.1. excessively cancelling Ride-Hailing Services after indicating a willingness to fulfil them;
- 10.3.2. excessively remaining 'online' in the Driver App during periods of inactivity;
- 10.3.3. persistently delaying the cancellation of Ride-Hailing Services after deciding not to fulfil them;
- 10.3.4. asking Customers to cancel Ride-Hailing Services, instead of cancelling them properly through the Driver App, after deciding not to fulfil them; or
- 10.3.5. (without prejudice to your right, and the right of Appointed Drivers, to decline or refuse services as is set out in section 5.12) 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.

10.4. You must not provide, or allow the provision of, any information via the Bolt Platform that is misleading, false, unlawful or illegal.

10.5. 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').

10.6. You must not participate in, or allow, any attempt to:

- 10.6.1. falsify, manipulate, scrape, index or mine any data made available through the Bolt Platform;
- 10.6.2. tamper with, mislead, or breach the security systems of the Bolt Platform;
- 10.6.3. modify, jailbreak, decompile, reverse engineer or otherwise attempt to obtain the source code of any part of the Bolt Platform;
- 10.6.4. access the Bolt Platform through any means other than those expressly provided and permitted via Bolt's official applications, websites or other software; or
- 10.6.5. engage in any other use of the Bolt Platform that is likely to have a significant negative impact to its integrity or reputation.

10.7. 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.

- 10.8. 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. Audits related to unusual behaviour

- 11.1. 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 audits without undue delay.
- 11.2. You acknowledge that Bolt may request feedback from Users to assist in detecting non-compliance with these Platform Terms.
- 11.3. Bolt reserves the right to report any unlawful, unusual or suspicious activities to relevant law enforcement agencies and regulatory authorities without providing you or any other party with notice, also in light of its obligation under the Digital Services Act and the applicable law.
- 11.4. Please note that 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

- 12.1. Bolt is entitled to temporarily suspend or restrict access, in whole or in part, to all or part of the Bolt Platform associated with your account:
- 12.1.1. if there has been a breach of your obligations under these Platform Terms or under the applicable law (e.g. sanction from a local authority);
- 12.1.2. where Bolt is conducting an audit relating to:
- 12.1.2.1. Bolt's legal or regulatory obligations;
- 12.1.2.2. a suspected breach of these Platform Terms;
- in which case the relevant access will be suspended for the duration of the audit only;
- 12.1.3. if you and/or your Appointed Drivers fail to verify their identity and/or log-in credentials or to provide the documentation which is necessary to verify that you or your Appointed Drivers can lawfully provide Ride-Hailing Services pursuant to the applicable law;
- 12.1.4. if Bolt needs to make changes to comply with laws or regulations;
- 12.1.5. to deal with urgent technical problems, changes or upgrades; or
- 12.1.6. if Bolt needs to take urgent precautions to protect against:
- 12.1.6.1. imminent danger(s) to Users;
- 12.1.6.2. cybersecurity risks (including malware, spam and data breaches);
- 12.1.6.3. suspected unlawful or illegal activity; or

- 12.1.6.4. other significant harm to the integrity or reputation of the Bolt Platform;
- 12.2. 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:
 - 12.2.1. health and safety concerns;
 - 12.2.2. material or repeated breaches of these Platform Terms; or
 - 12.2.3. we are unable or are advised not to do so, for regulatory or legal reasons.
- 12.3. 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.
- 12.4. If Bolt suspends your access to the Bolt Platform, you may submit a complaint or a request a review of the decision in accordance with our internal complaint handling rules (see section 16.7).

13. How our relationship may end

- 13.1. You may terminate your relationship with Bolt under these Platform Terms immediately and at any time by giving Bolt notice to that effect in writing.
- 13.2. Bolt can terminate its relationship with you in entirety (in full, in part or in respect of a specific feature or access) by:
 - 13.2.1. by giving you at least thirty (30) days' written notice to that effect together with Bolt's reasons for doing so; or
 - 13.2.2. immediately by issuing written notice to you to that effect:
 - 13.2.2.1. a new law, regulation or obligation comes into force (or similar circumstances beyond our control) requiring Bolt to terminate the provision of all or part of the Bolt Platform immediately or on less than thirty (30) days' notice;
 - 13.2.2.2. Bolt exercises any right under applicable law to terminate the relationship; and/or
 - 13.2.2.3. there is a material breach of these Platform Terms; or
 - 13.2.2.4. there are repeated breaches of these Platform Terms.
- 13.3. 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, such as in case of an order by a public judicial or administrative authority. The absence of a statement of reasons will not affect the validity of a termination notice that has otherwise been properly issued by Bolt.
- 13.4. Upon termination of these Platform Terms:
 - 13.4.1. in full, you and any Appointed Drivers will no longer have the right to access the Bolt Platform; or

- 13.4.2. 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 specific feature or access.
- 13.5. Termination of these Platform Terms will not affect any accrued rights or obligations existing at the time of termination.
- 13.6. If Bolt terminates your access to the Bolt Platform, you may submit a complaint or a request a review of the decision in accordance with our internal complaint handling rules (see section 16.7).
- 13.7. For the avoidance of doubt sections 7 (Commercial agent), 8 (Commission), 9 (Provision relating to payments including when Bolt will forward payments to you), 14 (Your liability), 15 (Our liability), 16 (Other provisions) and 17 (Glossary) of these Platform Terms will continue to apply at all times including if all or part of our relationship has been terminated.

14. Your liability

- 14.1. To the maximum extent permitted by law, you agree to indemnify and fully reimburse Bolt for any claims, losses and costs (including the costs of our professional advisors and enforcement agents) incurred as a result of your use of the Bolt Platform including in connection with:
 - 14.1.1. any breach of your obligations in these Platform Terms;
 - 14.1.2. property damage or monetary loss;
 - 14.1.3. loss of profit, business or revenue, contracts, contacts, goodwill, reputation or anticipated savings;
 - 14.1.4. any loss that arising from interruption or use of the Bolt Platform;
 - 14.1.5. loss, damage to (or the inaccuracy of) data;
 - 14.1.6. 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);
 - 14.1.7. any allegation that any materials submitted to Bolt or transmitted through the Bolt Platform:
 - 14.1.7.1. breach the intellectual property rights of any third party; or
 - 14.1.7.2. breach any law or regulation;
 - 14.1.8. the ownership, use, maintenance or operation of a vehicle;
 - 14.1.9. you or any Appointed Drivers inability to lawfully fulfil any Ride-Hailing Services pursuant to the applicable law;
 - 14.1.10. the actions and/or inactions of any Appointed Drivers; and/or
 - 14.1.11. your engagement with any Appointed Drivers.
- 14.2. 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.

- 14.3. 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 legal interest rate for late payments in force in Italy.

15. Our liability

- 15.1. To the maximum extent permitted by law, Bolt shall not be liable to you for any losses, damage, costs or claims resulting from:

- 15.1.1. your use of the Bolt Platform, or the use of the Bolt Platform by any Appointed Drivers;
- 15.1.2. the unavailability, interruption, or improper functioning of the Bolt Platform;
- 15.1.3. the actions (or inactions) of any User of the Bolt Platform;
- 15.1.4. websites, content, applications or services (including payment services) that are not owned, controlled or operated by Bolt, including any delays or errors they cause;
- 15.1.5. incorrect or outdated information that you have provided to Bolt;
- 15.1.6. the content of any third-party websites, content or applications;
- 15.1.7. payment processing delays outside of Bolt's control (for example, delays caused by a third-party payment service provider); or
- 15.1.8. unauthorized access to the Bolt Platform using login credentials that do not belong to, or were not issued to the person accessing it.

- 15.2. The exclusions of liability in section 15.1 include, without limitations, exclusions to any of the following types of loss or damage, whether direct or indirect:

- 15.2.1. property damage or monetary loss;
- 15.2.2. loss of profit, business or revenue; contracts, contacts, goodwill, reputation, or anticipated savings;
- 15.2.3. any loss arising from interruption or use of the Bolt Platform;
- 15.2.4. loss of, damage to or the inaccuracy of data; or
- 15.2.5. any other type of indirect or consequential loss or damage (including, for example, losses could not reasonably have been foreseen at the outset of our relationship).

- 15.3. To the maximum extent permitted by law, Bolt maximum aggregate liability to you in connection with these Platform Terms is capped at five hundred (500) euros. This cap applies regardless of the number of claims made or the number of events giving rise to liability.

- 15.4. All limitations and exclusions of liability set out in these Platform Terms will apply to the fullest extent permitted by law.
- 15.5. Nothing in these Platform Terms will limit or exclude Bolt's liability for:
 - 15.5.1. damage arising as a result of Bolt's gross negligence or wilful misconduct; nor
 - 15.5.2. any other liability that cannot be excluded or limited by law.

16. Other provisions

Intellectual property

- 16.1. All copyrights, trademarks and design rights 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 will not acquire any rights of ownership to any intellectual property. You must not use nor permit the use of the Intellectual Property without Bolt's express prior written consent.

Notices

- 16.2. 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: Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia.
- 16.3. Bolt may issue notices to you in connection with these Platform Terms either 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.
- 16.4. Except where expressly stated otherwise in these Platform Terms, notices issued in connection with these Platform Terms must be provided in Italian and shall be deemed to be properly served:
 - 16.4.1. if delivered by hand at the time the notice is left at the applicable address;
 - 16.4.2. if sent by post, on next day after posting;
 - 16.4.3. if sent by email, at the time the email is sent; or
 - 16.4.4. if delivered via the Driver App, at the time the notice is made available to you through the Driver App.
- 16.5. If the time at which the notice is deemed properly served under section 16.3 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

- 16.6. 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.
- 16.7. 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 a Prohibited Manipulative Conduct.

Disputes

16.8. In circumstances where Bolt has:

16.8.1. removed content from the Bolt Platform (see section 4.2); and/or

16.8.2. suspended access to the Bolt Platform (see section 12); and/or

16.8.3. terminated access to the Bolt Platform (see section 13); and/or

16.8.4. 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](#).

16.9. In the event of a dispute arising out of the provision of the Bolt Platform that cannot be resolved through direct negotiations, either party may propose to engage in mediation by an independent and impartial mediator. To this end, Bolt hereby identifies the following mediators with whom it is willing to engage in an attempt to reach an out-of-court settlement:

- Rimedia Mediator: mediazione@rimediasrl.com;
- Media Law: info.adr@rimediasrl.com; or
- European Mediation Service: [Consumer Redress in the EU](#).

The costs of mediation shall be borne equally by both parties, unless otherwise agreed or suggested by the mediator. Participation in mediation does not affect either party's right to initiate judicial proceeding at any time before, during or after the mediation process.

16.10. 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, which shall have exclusive jurisdiction. This provision is without prejudice to any mandatory rights a consumer may have under applicable law, including the right to bring proceedings in the courts of their place of residence.

Our partners and affiliates

16.11. You agree that Bolt may, at its discretion, arrange for its obligations under these Platform Terms to be performed on its behalf by its partners or affiliates. You also acknowledge that Bolt may appoint its partners or affiliates to exercise its rights under these Platform Terms. This will not adversely affect your rights or the obligations owed to you under these Platform Terms.

Taxes

16.12. You are responsible for providing Bolt with the relevant tax information to enable Bolt generate invoices to your customers on your behalf in compliance with the relevant tax legislation. The relevant information include but are not limited to your VAT status under the relevant tax regime, tax identification number(s), address, invoicing name and any other information that may be required under the tax legislation.

- 16.13. You are responsible for ensuring that the invoices raised via Bolt platform for provision of transportation services are compliant with local e-invoicing requirements including cooperation with respect to provision of relevant information to the appointed e-invoicing integration partners for compliance purposes.

Interpretation

- 16.14. All headings and defined terms in these Platform Terms are for reference only and do not affect the interpretation of any provision.
- 16.15. In these Platform Terms, unless expressly stated otherwise:
- 16.15.1. a reference to a “section” means a section of these Platform Terms;
 - 16.15.2. a reference to a “party” means a party to these Platform Terms, and “parties” shall be interpreted accordingly;
 - 16.15.3. words in the singular include the plural and vice versa;
 - 16.15.4. a reference to one gender includes all genders;
 - 16.15.5. a reference to a “person” includes an individual, company, partnership, trust, or other legal entity;
 - 16.15.6. references to “including” or similar expressions do not limit what else may be included.
- 16.16. 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.
- 16.17. 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.
- 16.18. Bolt operates as the provider of an online platform for intermediation and matching services. Accordingly:
- 16.18.1. 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;
 - 16.18.2. If any provision of these Platform Terms is found or held by a court or other competent authority to imply or presume an obligation to personally perform or fulfil Ride-Hailing Services, or to imply or presume 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.
- 16.19. The parties acknowledge and agree that the Service Providers, and any Appointed Drivers, are independent contractors.

Jurisdiction

- 16.20. 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, subject to the mandatory laws of Italy, including the mandatory provisions of the applicable law.

17. Glossary of defined terms

In these Platform Terms the following definitions apply:

- 17.1. **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.
- 17.2. **Appointed Driver** means an individual registered and appointed by a Service Provider as a Driver in accordance with section 6.
- 17.3. **Bolt ('we' / 'us' / 'our')** means Bolt Operations OÜ a private limited company incorporated and registered under the laws of the Republic of Estonia with registration code 14532901, VAT No. E338024195, registered office Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia which can be contacted at the following e-mail address italy@bolt.eu.
- 17.4. **Bolt Platform** means the entirety of the technology infrastructure made available by Bolt that is used to facilitate online technological intermediation of Ride-Hailing Services pursuant to these Platform Terms (including the Driver App).
- 17.5. **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 5.15 and 5.16.
- 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.
- 17.7. **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 5.17 and 5.18.
- 17.8. **Collection Period** means the applicable period that:
- 17.8.1. 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
 - 17.8.2. ends at the commencement of the Journey Period or, if earlier, when the request for Ride-Hailing Services is cancelled or declined.
- 17.9. **Commission** means a commission payable by you to Bolt in exchange for Bolt's services provided to you in acting as your authorised commercial agent under these Platform Terms as is set out further in section 8.
- 17.10. **Commission-Free Items** means the fees and payments on which a Commission is not charged which

are (inclusively) all gratuities, cleaning fees and Toll Payments.

- 17.11. **Cooling-Off Period** means (as applicable) the period of two (2) minutes starting from when a Driver indicates (via the Driver App) their willingness to provide Ride-Hailing Services to the relevant Customer further to that Customer's request for Ride-Hailing Services.
- 17.12. **Customer** means a party that makes a request for (and may be provided with) Ride-Hailing Services.
- 17.13. **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.
- 17.14. **Drivers** means an individual registered with Bolt by you to access and review opportunities to fulfil Ride-Hailing Services on your behalf including (as applicable):
 - 17.14.1. you; and/or
 - 17.14.2. Appointed Drivers;
- 17.15. **Driver App** means the mobile application(s) made available by Bolt enabling Drivers to review opportunities to fulfil Ride-Hailing Services.
- 17.16. **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).
- 17.17. **Fare** means the price payable for the provision of Ride-Hailing Services.
- 17.18. **Journey Period** means the applicable period that:
 - 17.18.1. starts when a Driver arrives at a pick-up location and commences the Ride-Hailing Services by picking up the Customer (or Passenger as applicable) and agreeing to transport them to the destination requested; and
 - 17.18.2. ends when the Ride-Hailing Services conclude or otherwise come to an end for any other reason.
- 17.19. **NCC Service** means a type of Ride-Hailing Service provided by a Service Provider holding a Rental with Driver License pursuant to the Applicable Italian Taxi Law. This service is offered in response to specific bookings made by a differentiated user base and involves the transportation of the passenger from one location to another. NCC vehicles are not permitted to circulate freely in search of passengers.
- 17.20. **Passenger** means any individual transported (or to be transported) as a passenger pursuant to Ride-Hailing Services.
- 17.21. **Payment Method** means the payment method for transferring sums to you in accordance with these Platform Terms, the details of which you have provided to Bolt.
- 17.22. **Platform Terms** means the entirety of these terms and conditions entitled 'Platform Terms for Ride-Hailing: Service Providers in Italy' as may be updated from time to time in accordance with section 2.

- 17.23. **‘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:
- 17.23.1. the request, acceptance or completion of Ride-Hailing Services in a manner that appears excessive, artificial or unusually coordinated; and
 - 17.23.2. repetitive behaviour that appears designed to falsify a real demand for Ride-Hailing Services or an intention to fulfil them.
- 17.24. **Service Request Periods** means together (in relation to a request for Ride-Hailing Services) the Collection Period and the Journey Period.
- 17.25. **Service Provider** means a person or entity that has registered to the Bolt Platform to access and review opportunities in Italy to provide Ride-Hailing Services on their own behalf.
- 17.26. **Ride-Hailing Services** means ride-hailing transportation services provided by Service Providers to Customers which are arranged via the Bolt Platform.
- 17.27. **Taxi Service** means a type of Ride-Hailing Service provided by a Service Provider holding a Taxi License pursuant to the Applicable Italian Taxi Law. Taxis are authorized to circulate freely, accept on-demand ride requests from the general public, and operate without the need for prior booking.
- 17.28. **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).
- 17.29. **Users** means all users and beneficiaries of the Bolt Platform including all Service Providers, Drivers, Customers and Passengers.
- 17.30. **You (or ‘you’)** means a Service Provider that is subject to these Platform Terms.

End of Platform Terms

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