

These Platform Terms (which are referred to as the "Terms") apply to Customers who access and use the Bolt Platform to request Bolt Flex Ride-Hailing Services.

These Terms set out how you can access and use the Bolt Platform (to request Bolt Flex Journeys) and the relationship between you and us, and between you and the Service Providers.

By using and accessing the Bolt Platform to request Bolt Flex Journeys, you must agree to these Terms. If you do not agree to these Terms, please do not access or use the Bolt Platform to request Bolt Flex Ride-Hailing Services.

'Bolt Flex' Ride-Hailing Services are provided to Customers by Service Providers and Booked via Bolt Operations Limited.

Bolt Flex is very different from Bolt Standard, and [different terms](#) apply to Bolt Standard, even though the same Bolt Platform is used for both. It is important that you understand the differences before choosing between Bolt Flex and Bolt Standard. A summary of the key differences can be found [here](#).

Key points covered in these include our right to change the Terms and the Bolt Platform, applicable extra charges (such as cleaning or cancellation fees), expected behaviour and possible loss of access for non-compliance, and who provides the Ride-Hailing Services.

These Terms are split into two parts:

Part 1 - General Platform Terms: this sets out how to create your account, how to access the Bolt Platform and how you can use the Bolt Platform.

Full list of topics covered:

1. General Platform Glossary
2. Our relationship with you
3. How we can make changes to these Terms or the Bolt Platform
4. How to access the Bolt Platform
5. Your right to use the Bolt Platform
6. Acceptable Use Policy
7. When our relationship starts, how use of the Bolt Platform can be disabled, and how our relationship can come to an end
8. Our responsibility for losses suffered by you
9. Your content and intellectual property
10. Contact and feedback
11. Resolving complaints and disputes
12. Other important terms
13. How we process your data
14. Part payment by Bolt

Part 2 - Private Hire Terms: this sets out additional terms that will apply to you when requesting Bolt Flex journeys.

Full list of topics covered:

15. Private Hire Glossary
16. Taking a Journey
17. Payment of Fares
18. Journey cancellations
19. Bolt's responsibilities
20. Other costs
21. Your responsibilities
22. How to pay

Part 1: General Platform Terms

1. General Platform Glossary

Throughout these Terms, some words and phrases are capitalised. This means that they have the defined meanings set out below:

"Acceptable Use Policy" means the Policy set out in section 6 of these Terms.

"Account" means the account you use to access the Bolt Platform and request and/or receive Ride-Hailing Services.

"App" means the Bolt application enabling you to access the Bolt Platform.

"Bolt" means Bolt Operations UK Limited (a limited company incorporated and registered in the United Kingdom with company number 12683400, having its registered office at Leather Market, Unit J, Taper Studios, 175 Long Lane, London, England, SE1 4GT).

"Bolt Flex" means the service made available on the Bolt Platform by Bolt, where Bolt makes Ride-Hailing Services available to you on behalf of Service Providers, but Service Providers are ultimately responsible for providing the Ride-Hailing Services to you.

"Bolt Flex Period" means the duration of any period from when you book a Bolt Flex Ride-Hailing Service until you next book a Bolt Standard Ride-Hailing Service.

"Bolt Parties" means Bolt, its group companies and/or any entity that is directly or indirectly under the control of Bolt, its licensors or its employees and a "Bolt Party" means any of these.

"Bolt Platform" means the platform on which you can request different Ride-Hailing Services.

"Bolt Services" means: (i) the provision to you of access to and use of the Bolt Platform to search for rides, view driver information, and manage bookings; (ii) facilitating the booking process, including transmitting your Journey requests to Service Providers, enabling payment processing as an agent on behalf of the Service Provider, and providing limited customer support relating to the use of the Bolt Platform, such as handling technical issues or queries about bookings; and (iii) services Bolt provides in order to fulfil certain legal requirements as a licenced operator (for example, keeping booking records, managing lost property, and handling complaints).

"Bolt Standard" means the service made available on the Bolt Platform by Bolt Services UK Limited, where Bolt Services UK Limited offers, and is responsible for providing, Ride-Hailing Services to you. Your use of Bolt Standard is governed by the terms and conditions available [here](#).

"Bolt Standard Period" means the duration of any period from when you book a Bolt Standard Ride-Hailing Service until you next book a Bolt Flex Ride-Hailing Service.

"Bolt Standard Terms" means General Platform Terms: Service Providers (Bolt Standard Ride-Hailing and Taxi Services available [here](#)).

"Customer" means a party that accesses and uses the Bolt Platform to make a request for (and may be provided with) Bolt Flex Ride-Hailing Services.

"Child Safety Policy" means Bolt's policy for the safeguarding of children available [here](#).

"Fare" means the fare payable by Customers for Journeys.

"Fraud Policy" means Bolt's policy for the prevention of fraud available [here](#).

"Journey" means transportation of Passengers pursuant to the Ride-Hailing Services.

"Passenger" means any individual transported (or to be transported) as a passenger through Bolt Flex Ride-Hailing Services arranged via the Bolt Platform..

"Platform Conduct Guidelines" means the guidelines available [here](#).

"Policies" means together the Acceptable Use Policy, Child Safety Policy, Fraud Policy, Platform Conduct Guidelines and Privacy Notice (and "Policy" means any one of them).

"Privacy Notice" means the privacy notice available [here](#).

"Ride-Hailing Services" means private hire transportation services.

"Services" means services offered to Customers via the Bolt Platform either by Bolt or third

party service providers.

"Service Provider" means a person or entity that has registered on the Bolt Platform as a provider of Bolt Flex Ride-Hailing Services.

"Terms" means the entirety of this agreement including the General Platform Terms (Part 1 of these Terms), and the Private Hire Terms (Part 2 of these Terms).

"VAT" means value added tax.

"we", "our" or "us" means Bolt.

"you" means the party entering into these Terms with us.

"Your Content" means any text, images, or other information that you provide to Bolt or another Bolt Party while using the Bolt Platform.

2. Our relationship with you

a. These Terms apply between you and Bolt.

b. We agree to provide or procure access to the Bolt Platform to you free of charge (save where stated otherwise) for use in accordance with these Terms.

3. How we can make changes to these Terms or the Bolt Platform

a. We are constantly in the process of improving and updating the Bolt Platform. This can include updating or deleting certain elements of the Bolt Platform and this can impact on your use of the Bolt Platform. Where possible, we will give you reasonable notice prior to making any changes to the Bolt Platform, unless the change is required immediately, for example to manage a security threat. By continuing to use the Bolt Platform you will be treated as accepting the changes. You can always stop using the Bolt Platform at any time.

b. These Terms can also be amended by Bolt from time to time. We can make changes to reflect changes in the law and other regulatory requirements or to make minor technical adjustments and improvements at any time without notice to you. With other types of change you will be notified in advance. We will endeavour to provide you with reasonable and appropriate notice depending on the nature of the proposed change. This will usually mean providing at least fifteen (15) days' notice and we will also explain the reasons for and impact of the proposed change on you, before the new Terms become effective. If you are not happy with the updated Terms, please do not continue to use the Bolt Platform. By continuing to use the Bolt Platform after a change has taken effect, you will be deemed to have accepted that change.

c. We may offer you access to additional beta or test features on the Bolt Platform for a limited period from time to time. Additional terms and conditions may apply, which we will tell you about before you sign up.

4. How to access the Bolt Platform

a. To access the Bolt Platform, you must:

i. install the App on your mobile device;

ii. be at least 18 years old; and

iii. register and set up an Account with a user ID and password.

b. You may connect to the Bolt Platform using a third party service (e.g. LinkedIn, Facebook or Twitter). You acknowledge that we can access and use your personal data from that service as permitted by that service. All your personal data will be processed in accordance with the Privacy Notice.

c. During the installation of the App, your mobile number will be linked to the respective Account and added to our database. If you are no longer using your mobile number, you must notify us as soon as possible. If you do not notify us about any change to your number, your mobile operator can issue the same mobile number to another of their users and when using the App, this new person will be able to access your data on the App.

d. You must provide Bolt with valid and up-to-date credit or debit card details (or other means of

payment as Bolt may accept) in order to use your Account and use the Bolt Platform. You confirm that the details you provide are correct and accurate and that you have the right to use the credit or debit card or other payment method provided.

e. You must keep your login details confidential. If you have any concerns that your Account may have been misused, you should contact us via the App straight away to let us know.

5. Your right to use the Bolt Platform

a. We will grant you a right to access the Bolt Platform without charge, as long as you comply with these Terms, the Policies and the applicable app-store terms. You must not let anybody else use your Account to access the Bolt Platform although you can request Services on your Account on behalf of others, in which case the actions of such others will be considered by Bolt to be your own actions for the purposes of these Terms and you will be responsible for ensuring that such others do not put you in breach of these Terms.

b. You agree that you have no rights in or to the App or any portion of the Bolt Platform other than the right to use them in accordance with these Terms.

6. Acceptable Use Policy

This section describes the Acceptable Use Policy.

a. When using the Bolt Platform you must not:

- i. tamper with any security related features of the Bolt Platform;
- ii. use the Bolt Platform if we have temporarily restricted your access or stopped you from using it;
- iii. advocate, promote or engage in any illegal or unlawful conduct or conduct that causes damage or injury to any person or property;
- iv. modify, interfere, intercept, disrupt or hack the Bolt Platform including introducing any software viruses or use the Bolt Platform to commit any fraud against Service Providers, Bolt Parties or any third parties such as contractors, credit card issuers and holders etc.;
- v. collect any data from the Bolt Platform other than in accordance with these Terms;
- vi. submit or contribute Your Content that contains nudity or violence or is abusive, threatening, obscene, misleading or offensive;
- vii. submit or contribute Your Content that you do not own or have the right to use or otherwise infringe the copyright, trademark or other rights of third parties;
- viii. submit or contribute any information or commentary about another person without that person's permission;
- ix. threaten, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety or be likely to harass, embarrass, alarm or annoy any other person;
- x. extract, or try to extract, any data from the Bolt Platform for your own purposes (for example, to build a database);
- xi. resell any Services that have been provided in connection with your Account;
- xii. do anything that would be a failure to comply with the Child Safety Policy (available [here](#)) and/or the Fraud Policy (available [here](#)).

7. When our relationship starts, how use of the Bolt Platform can be disabled, and how our relationship can come to an end

a. These Terms shall apply to you from the date that you agree to these Terms and will apply until you or we terminate them in accordance with these Terms, subject to sections d. and e. below.

b. Bolt Standard Ride-Hailing Services may also be booked on the Bolt Platform via Bolt Services UK Limited and subject to the Bolt Standard Terms. Your rights of access to the Bolt Platform will therefore alternate between the rights granted by these Terms and the Bolt Standard Terms as follows:

i. For the duration of each Bolt Standard Period:

A. your access to the Bolt Platform will continue to be subject to the relevant provisions of the Bolt Standard Terms, including the Acceptable Use Policy referred to therein, and the corresponding provisions of these Terms regarding such access to the Bolt Platform shall be suspended; and

B. the ability to book Bolt Flex Ride-Hailing Services will continue to be made available to you by Bolt pursuant to these Terms.

ii. For the duration of each Bolt Flex Period, Bolt shall procure that:

A. Bolt Services UK Limited will suspend the provisions of the Bolt Standard Terms relating to your access to the Bolt App, including the 'Acceptable Use Policy' referred to therein, so that you will be subject to the access provisions of these Platform Terms only; and

B. the ability to book Bolt Standard Ride Hailing-Services will continue to be made available to you by Bolt Services UK Limited pursuant to the Bolt Standard Terms.

c. Any temporary suspension of these Terms (in part) or the Bolt Standard Terms (in part) shall be without prejudice to the rights and remedies of Bolt and Bolt Services UK Limited in respect of any prior breach of the relevant suspended provisions.

d. If at any time you feel that you can no longer agree to these Terms or any changes made to the Terms or the Bolt Platform, you must immediately uninstall the App and stop using the Bolt Platform.

e. If you would like to delete your Account, please let us know using the communication feature in the Bolt Platform. Please note that in order for us to access your data and delete your Account, we may ask you to verify your identity first.

f. We can take any of the following actions (with or without notice, depending on the severity of the breach) if you breach any part of these Terms, the Policies or if any Bolt Party considers it necessary to protect the integrity of the Bolt Platform, any Bolt Party or the safety of our staff, contractors or Service Providers:

i. immediate, temporary or permanent withdrawal of your right to use and access the Bolt Platform (or access to particular Services);

ii. immediate, temporary or permanent removal of Your Content;

iii. issuing a warning to you;

iv. legal action against you including proceedings for reimbursement of all costs (including, but not limited to, reasonable administrative and legal costs) resulting from the breach; or

v. disclosure of such information to law enforcement and regulatory authorities as we reasonably feel is necessary or as is otherwise required by law or regulation.

g. If the relationship is terminated or we suspend your access to the Bolt Platform as described in this section, we can delete Your Content or any other information we hold about you. You will also lose any rights you have to: (i) use the Bolt Platform; (ii) access any content provided by us or another Bolt Party under the Bolt Platform; (iii) access any content provided by Service Providers; or (iv) access Your Content.

h. The termination of your use of the Bolt Platform and the cancellation of your Account shall not affect any of your obligations to make any payments you are required to make under these Terms.

8. Our responsibility for losses suffered by you

a. We are only responsible to you for any damages, losses and costs which result from us not performing our obligations under the Terms and which could have been reasonably foreseen by Bolt and you when entering into these Terms. Please note that Bolt will not be responsible to you for any Services other than those provided to you by Bolt.

b. We do not make any guarantees that the Bolt Platform, its content and functionality will be

fully available, uninterrupted or error free at all times. We will not be responsible for any losses and costs suffered by you as a result of the Bolt Platform not being fully available at all times.

c. Other Service specific losses and costs which the Bolt Parties will not be responsible for are set out in sections 20 and 21 of Part 2 (Private Hire Terms).

d. The Bolt Parties shall not have any liability in relation to the Services or otherwise save as is expressly set out in these Terms. All limitations and exclusions of liability set out in these Terms will apply to the fullest extent permitted by law. However, nothing set out in these Terms shall limit or exclude the Bolt Parties' liability in relation to:

- i. death or personal injury arising as a result of the negligence of any Bolt Party;
- ii. fraud on the part of any Bolt Party; or
- iii. any other liability that cannot be excluded or limited by law.

9. Your content and intellectual property

a. You confirm that Your Content that you provide to us whilst using the Bolt Platform will meet the Acceptable Use Policy.

b. We will not own Your Content and this will be owned by you (or the relevant third party). You grant us all the rights we need on a worldwide and continuing basis (and without charge) to use, copy, distribute, change, publish, translate, license, sub-license, and exploit Your Content anywhere and in any form for the purposes of providing access to the Bolt Platform (including allowing other Customers to view Your Content). You must ensure that if you include content owned by a third party in Your Content, you have been given the same rights from the owner which are set out above.

c. We are not responsible for any such third party content in any way, but can monitor Your Content and reject, refuse or delete Your Content where we consider that it breaches any part of the Acceptable Use Policy.

d. All intellectual property rights in the Bolt Platform, its content and any related documentation existing anywhere in the world belong to us or our licensors and must not be copied, distributed, uploaded or republished in any way without our prior written consent. You will not have any rights of ownership in the Bolt Platform, its content or any related documents other than the right to use and access it in accordance with these Terms.

10. Contact and feedback

a. If you need to contact us in relation to these Terms or any other document mentioned in them, you can get in touch through the App.

b. By providing your feedback you agree that you are giving up any rights you have in your feedback so that we can use and allow others to use it without any restriction and without any payment to you.

11. Resolving complaints and disputes

a. Should you have any complaint, dispute, conflict, claim or controversy with the Bolt Parties, the Bolt Platform, any Services or Service Providers (for example, disputing a payment), you must first contact us through the App. We will then discuss and agree with you the most effective way of resolving the dispute.

12. Other important terms

a. English law will apply to all disputes and the interpretation of these Terms. The English courts will have non-exclusive jurisdiction over any dispute arising from or related to your use of the Bolt Platform or these Terms, provided that you may raise a dispute in the courts of Scotland or Wales if you live in that country.

b. If any provision of these Terms is held to be unenforceable, the parties shall substitute the affected provision with an enforceable provision that approximates the intent and economic effect of the affected provision. The failure or delay by either party to enforce any term of the

Terms shall not be deemed a waiver of such term.

- c. Nobody else has any rights under these Terms – these are between you and Bolt.
- d. All sums stated in these Terms are inclusive of any VAT that may be chargeable (unless stated otherwise).

13. How we process your data

- a. Your privacy is important to us. You should read our Privacy Notice (available [here](#)) to understand how we process information about you.
- b. Bolt can also respond to information requests, such as those from law enforcement agencies, for example when we have a good faith belief that the response is required by law or furthers a public interest task, affects users, and is consistent with internationally recognised standards. In any scenario, we'll always satisfy ourselves that we have a lawful basis on which to share the information, and we'll make sure that we document our decision – further information about such disclosures can be found in our Privacy Notice: Passengers.

14. Part Payment by Bolt

- a. Bolt can send you promotional codes, which can be applied towards the cost of a Journey provided by Service Providers. Such codes would be exclusively available for Bolt Flex. Any reduction in the booking fare will not affect the Service Providers' earnings; Bolt will cover the difference by making a part payment of the Journey. Expiration dates of promotional codes will be shown in-App once you have applied the promotional code to your Account.
- b. If your Fare is higher than the promotional code which applies, the balance will be automatically deducted from your Account. Each promotional code credit can only be used for one Journey and cannot be carried over to a next Journey / trip and so will be lost.
- c. Bolt can cancel a promotional offer at any time for any reason including, for example, if Bolt considers that the code is being used illegally or fraudulently, the code has been issued by accident, or the code has expired.

Part 2: Private Hire Terms

This Part 2 sets out additional terms that will apply to you when requesting and receiving Bolt Flex Ride-Hailing Services via the Bolt Platform ("Private Hire Terms"). These terms form the contract between you and the Service Provider who provides your Journey. Bolt acts solely as an agent of the Service Provider where indicated, but does not itself provide or accept responsibility for any Flex Ride-Hailing Services unless stated otherwise. To request and receive Bolt Flex Ride-Hailing Services, you must agree to these Private Hire Terms. If you do not agree to these Private Hire Terms, please do not request Bolt Flex Ride-Hailing Services.

The defined meanings set out in the General Platform Glossary (at section 1 above) shall apply. If there is any inconsistency between the General Platform Terms (i.e. Part 1 of these Terms) and the Private Hire Terms (i.e. Part 2 of these Terms), the Private Hire Terms will apply. For the purpose of the Private Hire Terms, any reference to "Driver" shall be replaced by a reference to "Service Provider" where the Driver is acting on behalf of that Service Provider. In such circumstances, the Journey contract will be formed between the Customer and the Service Provider, and Bolt acts as an agent of the Service Provider, rather than the Driver.

This interpretation applies specifically to reflect situations in which Drivers are not providing Ride-Hailing Services on their own behalf but are instead fulfilling Journeys as employees or independent contractors of a Service Provider.

15. Private Hire Glossary

Throughout these Private Hire Terms, some additional words and phrases are capitalised. This means that for the Private Hire Terms only they have the defined meanings set out below:

"Driver" means a properly licensed driver who is authorised to transport a Passenger for Journeys on behalf of the Service Provider or on their own behalf.

"Operator Licences" means any applicable Bolt' operator licences issued by local authorities in accordance with the Local Government (Miscellaneous Provisions) Act 1976 or the Civic Government (Scotland) Act 1982, as applicable.

"Toll Charge" means an additional charge that applies due to the route of a Journey, such as Journeys over toll bridges, Journeys to and from airports and Journeys that pass through certain congestion zones. A list of applicable Toll Charges is available [here](#).

16. Taking a Journey

- a. We operate the Bolt Platform which enables:
 - i. Customers to request, book, receive and pay for Journeys using the App; and
 - ii. Drivers to provide Journeys.
- b. Bolt's provision for the invitation or acceptance of bookings for Journeys is made under its relevant Operator Licences. Drivers will provide Journeys in accordance with the details provided when your booking is confirmed.
- c. When you submit a booking request for a Journey, Bolt may accept your booking request for regulatory purposes (depending on your location and payment history and Driver availability).
- d. You acknowledge that:
 - i. each Driver has authorised Bolt to act as its agent in relation to any contract for Journeys that you make with a Service Provider;
 - ii. Bolt has a right to conclude and negotiate any contract for Journeys that you make with a Driver, including (without limitation) to collect on the Driver's behalf the Fare and/or other fees payable to the Driver via the Bolt Platform; and
 - iii. your payment obligations arising from any contract for Journeys that you make with a Driver shall be deemed fulfilled when the respective payment is credited to our payment account.
- e. The Bolt Platform's payment system allows for two methods of fare agreement:
- f. The App may also provide you with an estimate of the arrival time of the Driver.
- g. You acknowledge that while receiving the Journey:
 - i. the Driver can take any reasonable route to your requested destination; and
 - ii. an extraordinary situation (such as a mechanical breakdown or civil emergencies) can result in your Driver being unable to complete your Journey.

17. Journey Fares

- a. Bolt's payment system is a system under which you can either:
 - i. request a Journey for the price suggested by the Bolt Platform ("Suggested Fare"), which is calculated in accordance with the pricing elements shown to you in the App. The Suggested Fare is provided as a reference and does not constitute an offer; or
 - ii. request a journey for a price of your choice.
- b. For the avoidance of doubt, the Fare agreed between you and the Driver includes any applicable Toll Charges for the anticipated route. As part of your request for a Journey, you can make an offer to a Driver for the fare you are willing to pay to a Driver for the Journey. When a Driver accepts a request in response to your offer, this constitutes the Driver's intention to enter into a contract with you for the provision of the Journey in accordance with these Terms, including in respect of the Driver's commitment to provide the Journey and your commitment to pay to the Driver. A binding Journey contract is only formed between you and the Driver when the Driver accepts your offer on the App either by manually accepting it or by auto accepting if the offer meets the criteria set by the Driver.
- c. Alternatively, a Driver can counter your initial offer with a new fare that the Driver is willing to accept for the provision of the Journey. When you accept the Driver's counteroffer, this constitutes your intention to enter into a contract with you for the provision of the Journey in accordance with these Terms, including in respect of Driver's commitment to provide the

Journey and your commitment to pay to the Driver.

d. Bolt, acting as an agent on behalf of the Driver, reserves the right to adjust the agreed Fare in the event of significant modifications to the agreed upon Journey or unforeseen circumstances. Such adjustments may include, but are not limited to, the following:

- i. A change of destination requested by the Customer after the Fare has been agreed.
- ii. A substantial increase in Journey duration due to unexpected traffic delays.
- iii. The application of additional charges, such as Toll Charges, arising from a change in destination or route.

e. The Fare may be adjusted by Bolt, acting as the agent of the Service Provider, based on the Fare agreed between you and the Driver and both you and the Driver will need to approve the adjusted Fare before you can proceed with the Journey. Bolt does not independently determine or approve Fare adjustments.

18. Journey cancellation

a. You may cancel your booking request for a Journey at any time before you begin your Journey by informing the Drivers through the App. The Service Provider may also cancel the Journey if you are late to arrive at the pick-up location after the Driver has arrived. In either case, the contract between you and the Driver for that Journey will come to an end.

b. When there is a cancellation, a fee may apply as is set out in section 20 below. This fee is determined by Bolt in its capacity as agent for the Service Provider, and is designed to ensure a consistent and fair approach to cancellations across the Bolt Platform. Please also read our Platform Conduct Guidelines for guidance on cancellations (available [here](#)). A Driver may cancel or refuse to fulfil a Journey for the purpose of safeguarding minors in accordance with the Child Safety Policy.

c. A Driver may cancel or refuse to fulfil a Journey if it is considered fraudulent in accordance with the Fraud Policy.

d. Bolt may cancel or refuse to fulfil a Journey if:

- i. Your payment pre-authorisation fails;
- ii. You report that You were unable to cancel your Journey due to a malfunction in the Bolt Platform; or
- iii. a driver is not found after a certain period.

19. Bolt's responsibilities

a. Bolt, acting on its own behalf, is responsible for:

- i. accepting and processing bookings as they are made by You;
- ii. identifying a Driver to complete Your Journey;
- iii. keeping records of bookings;
- iv. monitoring Journeys booked through the App remotely to ensure the safety of Drivers and Passengers, and the effective functioning of the App;
- v. processing and managing complaints, questions, requests regarding lost and found items, and feedback through our customer support team. We encourage all feedback about Journeys to be provided through the App, in accordance with applicable law and in line with the expectations of the applicable licensing authorities.

20. Other costs

a. Waiting fee: A waiting fee will be added to your Fare if you have more than a certain amount of time to meet your Driver at the pick-up location. The App will show you the applicable waiting time fee before you confirm a booking request. This fee is determined by Bolt in its capacity as agent for the Service Provider, and is designed to ensure a consistent and fair approach to waiting fees across the Bolt Platform. The time period before the waiting fee will be charged (the "Waiting Period") may be updated or amended from time to time, based on a variety of factors

including but not limited to your location or selected vehicle category - these temporary variations to the Waiting Period will be set out [here](#).

b. Cancellation fee: When you confirm a request for a Journey you agree that you will have to pay a cancellation fee to the Driver of up to £30 for a scheduled pre-booked Journey, or a cancellation fee of up to £10 for all other Journeys, in the following circumstances:

- i. if you cancel your booking request more than four minutes after entering into a Journey contract with the Driver; or
- ii. if you are more than four minutes late to meet your Driver at the pick-up location and the Journey is cancelled by the Driver. Being more than four minutes late to meet your Driver will entitle the Driver to cancel the Journey.

The cancellation fee that will apply to your Journey will be shown to you in the App at the point of making your booking request.

c. Cleaning fee: You must pay a cleaning fee to the Driver if you or anyone associated with you soils the vehicle in any way (including by staining the vehicle or causing the vehicle to smell). The applicable fee will be determined by the levels of severity or the cost incurred cleaning the vehicle. The maximum fee you will be charged is £60. This fee is determined by Bolt in its capacity as agent for the Service Provider, and is designed to ensure a consistent and fair approach to cleaning fees across the Bolt Platform. If you do not pay the fee to the Driver when we notify you, you authorise us, acting as the agent of the Driver, to deduct that amount from your credit or debit card.

21. Your responsibilities

- a. You agree to comply with the Policies.
- b. You are responsible for ensuring that your personal belongings are stowed safely during a Journey and you must check that you have retrieved all of your personal belongings before exiting the vehicle. Bolt Parties are not responsible for any loss or damage to property.
- c. Other examples of losses or costs where neither Bolt Parties will be responsible to you on the basis that they could not have been reasonably foreseen by Bolt Parties when entering into these Terms include the following:
 - i. arrangements you make relating to or that you have planned following a Journey, for example relating to onward travel arrangements; and
 - ii. damage to or loss of fragile or perishable goods.

This is not a list of all circumstances that could not have been reasonably foreseen, others may be relevant depending on specific circumstances. Otherwise, we are only responsible to you for any damages, losses or costs which result from us not performing our obligations under the Terms and which could have been reasonably foreseen by any of the Bolt Parties and you when entering into these Terms.

- d. You undertake that while receiving the Journey:
 - i. you will not consume or carry drugs or alcohol in the vehicle;
 - ii. you will not carry or use weapons in the vehicle; and
 - iii. you will not use, incite or encourage violence, sexism, racism or discrimination in any form.

22. How to pay

- a. You must pay all Fares (including any Toll Charges) owing to Drivers via the Bolt Platform or by making a cash payment to the Driver if the App states that cash payments are accepted.
- b. Bolt will collect the Fare and will other costs in accordance with section 20 above if applicable. For card payments, Bolt can pre-authorise payment of a Fare prior to the completion of the Journey.
- c. You authorise Bolt, acting as the Driver's agent, to collect Fares incurred through your Account from the credit or debit card (or other accepted payment method) you have provided.

d. Once you have completed the Journey, Bolt will, acting as the Driver's agent, issue a corresponding invoice and (if payment of the Fare has not been pre-authorized) charge the nominated credit or debit card (or other accepted means of payment) for the amount of the Fare.

e. If, due to no fault of Bolt or the Bolt Platform, we are unable to collect a Fare or any other amount owed to a Driver from your selected payment method, we will notify you. In such cases, and acting on behalf of the Driver, Bolt may:

i. recover the outstanding amount through charges applied to your next completed Journey; and/or

ii. temporarily restrict your access to certain features of the Bolt Platform, where the Driver has authorised such action, until the amount is successfully recovered.

f. This does not affect any other rights or remedies available to the Driver (or to Bolt acting on their behalf).

g. If, due to no fault of Bolt or the Bolt Platform, Bolt is unsuccessful in collecting a Fare or any other amount from your credit or debit card (or other means of payment) for the Driver, we will inform you and we can recover the payment on your next Journey and/or temporarily disable all or part of your access to the Bolt Platform (without any responsibility to you) until you pay the Fare. This does not affect any other rights and remedies available to Bolt.