

Effective of 01st of December 2024

These General Terms set forth the main terms and conditions applying to and governing the usage of the Bolt Services. In order to provide Transportation Services via using the Bolt Platform you must agree to the terms and conditions that are set forth below.

1. DEFINITIONS

1.1. Agreement – this agreement between Transportation Service Provider and Bolt regarding the use of Bolt Services which consists of:

1.1.1. these General Terms;

1.1.2. the guidelines, if applicable; and

1.1.3. other terms referred to in this Agreement as may be amended from time to time.

1.2. Bolt (also referred to as “we”, “our” or “us”) – Bolt Operations OÜ a private limited company incorporated and registered under the laws of Republic of Estonia with registration code 14532901, registered office Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia, or other Bolt group company or cooperation partner where Bolt Services are not provided by Bolt Operations OÜ. The Bolt group company within the meaning of these General Terms is a company in which a majority ownership interest is held by Bolt and a company which holds a majority of the ownership interest of Bolt, a company controlled by Bolt and a company controlling Bolt, a company of Bolt’s group, a Bolt’s cross-shareholding company, or a party to an inter-company agreement with Bolt.

1.3. Bolt App – a smartphone application for Transportation Service Providers, authorised persons acting on behalf of the Transportation Service Providers and Passengers to request and receive Transportation Services or other services available via the Bolt App in your market.

1.4. Bolt Driver Account – access to a website containing information and documents regarding usage of the Bolt Services in course of the provision of Transportation Services, including accounting documentation. A Transportation Service Provider may access the Bolt Driver Account at <http://partners.bolt.eu> by entering username and password.

1.5. Bolt Fee – the fee that a Transportation Service Provider is obliged to pay to Bolt for using the Bolt Services

1.6. Bolt Services – services that Bolt provides, including provision and maintenance of the Bolt Platform, In-app Payment, customer support, communication between the Transportation Service Provider or any authorised person acting on Transportation Service Provider’s behalf, and the Passenger as well as other similar services.

1.7. Bolt Platform – the ecosystem based on the Bolt apps, Bolt Driver Account, Fleet Owner Portal and other Bolt software, and web portals, including the software, apps and portals themselves and the various functionalities provided thereby which is a foundation for the digital marketplace for Bolt Services

1.8. Driver a person who uses the Bolt Platform on behalf of the Transportation Service Provider.

1.9. Early Cashout – means payment of your earnings to you in accordance with section 6.5.

1.10. Fare – the fee a Passenger is obliged to pay the Transportation Service Provider for provision of the Transportation Services.

1.11. Fleet Owner Portal - a portal that provides a Transportation Service Provider with visibility on its activities or that provides a third party company with visibility on the activity of the Transportation Service Providers.

1.12. Highest Rate of Bolt Fees - the highest rate of Bolt Fees, that we have communicated to the Transportation Service Provider.

- 1.13. Passenger – a person requesting Transportation Services by using the Bolt App.
- 1.14. Prohibited Items - items listed in section 4.19 of these Terms that the Passenger and the Transportation Service Provider as well as the Drivers acting on behalf of the Transportation Service Provider are not allowed to carry and exploit while using/providing the Transportation Services, unless otherwise stated by law.
- 1.15. In-app Payment – cards, carrier billing and other payment methods used by the Passenger via the Bolt App to pay for the Transportation Services.
- 1.16. Tip - a gratuity offered by the Passenger at their sole discretion in addition to the Fare paid.
- 1.17. Transportation Service Provider (also referred to as „you“) – the person providing Transportation Services and, if applicable, other services governed by separate terms via the Bolt Platform.
- 1.18. Transportation Services – transportation service a Transportation Service Provider is providing to Passenger whose request Transportation Service Provider or a Driver acting on Transportation Service Provider's behalf has accepted through the Bolt App.

2. ENTRY INTO THE AGREEMENT

- 2.1. Prior to using the Bolt Services, you must sign up by providing the requested information in the signup application on the Bolt website and uploading necessary documentation as required by us. You may sign up either as a legal or a natural person. Upon successful completion of the signup application, we will provide you or a Driver providing Transportation Services on your behalf with a personal account accessible via a username and password. By clicking the „Sign up“ button located at the end of the signup application, you represent and warrant that:
- 2.1.1. pursuant to valid legal acts, you are entitled to enter into an agreement with us to use the Bolt Platform for providing the Transportation Service;
- 2.1.2. you have carefully studied, fully understand and agree, to be bound by the Agreement, including all obligations that arise and from these General Terms Agreement;
- 2.1.3. all the information you or any Drivers acting on your behalf have presented to us is accurate, correct and complete;
- 2.1.4. you and any Drivers acting on your behalf will keep Bolt Driver Account and, if applicable, the Fleet Owner Portal Account accurate and profile information updated at all times;
- 2.1.5. you or any Drivers acting on your behalf will not authorize other persons to use your Bolt Driver Account and, if applicable, the Fleet Owner Portal Account nor transfer or assign it to any other person; this does not affect the right to have other drivers carry out passenger transportation services on your behalf.
- 2.1.6. you and any Drivers acting on your behalf will not use the Bolt Services for unauthorised or unlawful purposes and impair the proper operation of the Bolt Services;
- 2.1.7. at all times, you and any Drivers acting on your behalf fully comply with all laws and regulations applicable in a city where you are providing Transportation Services in, including, (but not limited to,) laws regulating passenger transportation services.
- 2.1.8. you and Drivers acting on your behalf are at least 18 years old.
- 2.2. You are obliged to provide your bank requisites in the course of filling the payment details upon registration. In case you are a legal person, you must insert the bank account of the company that is providing Transportation Services to the Passengers. We are transferring In-app Payment fees to the bank account that you have provided. We are not liable for any incorrect money transactions in case you have provided wrong bank requisites or if you have not updated Bolt on the changes in your bank account number.
- 2.3. After submitting the signup application, you will receive an email with additional conditions

that must be met in order to use Bolt Services. These conditions may include providing a valid driving license, satisfactory technical state of the vehicle, owning a GPS-supporting mobile device and other conditions as described in the pertinent email. If applicable, the documents referred to above shall be provided by the Transportation Service Provider with respect to all Drivers that will render Transportation Services on behalf of the Transportation Service Provider. Failure to comply with the provided requirements and conditions may result in termination of the Agreement and termination of the right to use the Bolt Services.

2.4. Bolt may assign any of our obligations arising from the Agreement to Bolt group companies and partners, to which assignment you hereby give your prior written consent. This includes, among else, assigning the rights and obligations regarding reviewing documents related to signup applications, guidance, collection of Bolt Fees, forwarding you the fees due, mediating In-app Payment, licensing the Bolt App, etc.

2.5. A Transportation Service Provider bound by these General Terms may itself register accounts to its Drivers that shall provide Transportation Services via the Bolt Platform on behalf of the Transportation Service Provider which is bound by these General Terms. In such a case the Transportation Service Provider shall ensure that Drivers conform to the requirements of the Agreement and any further agreements concluded between the Transportation Service Provider and Bolt. Such Transportation Service Provider shall remain solely liable for any infringement conducted by the Driver acting on behalf of the Transportation Service Provider.

3. RIGHT TO USE Bolt APP, Bolt DRIVER ACCOUNT AND Bolt FLEET OWNER PORTAL

3.1. License to use the Bolt App, the Bolt Driver Account and the Bolt Fleet Owner Portal (License). Subject to your compliance with the Agreement, wWe hereby grant you and Drivers acting on your behalf a non-exclusive, revocable License to use the Bolt App, and, if applicable, the Bolt Driver Account and / or the Bolt Fleet Owner Portal solely in connection with your use of the Bolt Services. The License does not grant you or persons acting on your behalf the right to sublicense or transfer any rights to the third persons. Regardless of the above, the Transportation Service Provider on whose behalf Transportation Services are provided may sub-license the Bolt App and the Bolt Driver Account to the respective Drivers.

3.2. In course of using the Bolt App and/or, if applicable, the Bolt Driver Account and/or the Fleet Owner Portal you or Drivers acting on your behalf may not:

3.2.1. decompile, reverse engineer, or otherwise attempt to obtain the source code of the Bolt App, the Bolt Driver Account, the Fleet Owner Portal or any other software of Bolt;

3.2.2. modify the Bolt App, the Bolt Driver Account or the Fleet Owner Portal in any manner or form or use modified versions of the Bolt App, or Bolt Driver Account or the Fleet Owner Portal;

3.2.3. transmit files that contain viruses, corrupted files, or any other programs that may damage or adversely affect the operations on the Bolt Platform;

3.2.4. attempt to gain unauthorised access to the Bolt App, the Bolt Driver Account, the Fleet Owner Portal or any other Bolt Services.

3.3.. The License referred to under section 3.1 of these Terms revokes automatically and simultaneously with termination of the Agreement. After termination of the Agreement you and any persons acting on your behalf must immediately stop using the Bolt App, and, if applicable, and the Bolt Driver Account and/or the Fleet Owner Portal.

3.4. All copyrights and trademarks, including source code, databases, logos and visual designs are owned by Bolt and protected by copyright, trademark and/or trade secret laws and international treaty provisions. By using the Bolt Platform or any other Bolt Services you or Drivers acting on your behalf do not acquire any rights of ownership to any intellectual property.

3.5. Rooting, jailbreaking or modifying the mobile device at a hardware or operating system

level in any manner which is against the manufacturer's instructions makes the device susceptible to mobile threats. You acknowledge that we are not liable for any losses in connection with the use of such a modified mobile device, and that we have no obligation to support the use of such a device.

3.6. You may not, and may not allow any other party to launch or cause to launch any programs or scripts for the purpose of scraping, indexing, surveying, or otherwise data mining any part of Bolt's mobile applications and/or websites or data.

3.7. To ensure safety and compliance with local regulation on the Bolt Platform, Bolt may ask Transportation Service Provider or a Driver acting on behalf of the Transportation Service Provider to verify the identity of the Transportation Service Provider or the identity of a Driver acting on behalf of the Transportation Service Provider. This is done to ensure that the person using the Bolt App is the same person whose information is provided upon registration and the uploaded required licences. Such a person will not be able to provide Transportation Services until the Transportation Service Provider or Driver acting on behalf of the Transportation Service Provider's behalf passes the verification process. If the Transportation Service Provider or a Driver acting on behalf of the Transportation Service Provider fails to pass the verification process, the Bolt Driver Account of the respective person may be suspended or terminated, depending on the circumstances.

4. PROVIDING THE TRANSPORTATION SERVICES

4.1. You acknowledge that there is a contract separate from the Agreement formed between you and the Passenger, once the following conditions are fulfilled: when Passenger makes an order request, the Passenger is inviting you or Drivers acting on your behalf to make an offer to provide Transportation Services, which Bolt relays to you as the commercial agent of the Transportation Service Provider. When you or a Driver acting on your behalf has made the offer, the Passenger agrees that this will be accepted by yourself or by a Driver acting on your behalf, unless the Passenger cancels the order within the relevant time period. The contract between you and the Passenger is governed by the information displayed to you in the Bolt App and by Dutch law.

4.2. You and, if applicable, Drivers acting on your behalf, must have all licenses (including a valid driver's license), permits, car insurance, liability insurance, if applicable, registrations, certifications and other documentation that are required in the applicable jurisdiction for providing the Transportation Services. It is your obligation to maintain the validity of all aforementioned documentation, including for Drivers acting on your behalf. Bolt reserves the right to require you to present evidence and submit for review all the necessary licenses, permits, approvals, authority, registrations and certifications.

4.3. You and Drivers acting on your behalf, must provide the Transportation Services in a professional manner in accordance with the business ethics applicable to providing such services and endeavour to perform the Passenger's request in the best interest of the Passenger. Among else, you and, if applicable, Drivers acting on your behalf, (i) must take the route least costly for the Passenger, unless the Passenger explicitly requests otherwise; (ii) may not make any unauthorised stops; (iii) may not have any other passengers in the vehicle other than the Passenger and the passengers accompanying the Passenger; and (iv) must adhere to any applicable traffic acts and regulations, i.e must not conduct any actions that may disrupt driving or the perception of traffic conditions, including holding a phone in his/her hand while the vehicle is moving.

4.4. You and, if applicable, Drivers acting on your behalf, retain the sole right to determine when the Transportation Services are provided. You and, if applicable, Drivers acting on your behalf,

shall accept, decline or ignore Transportation Services requests made by Passengers at your own choosing.

4.5. Transportation Service Providers and Drivers acting on their behalf, are obliged to provide and maintain all equipment and means that are necessary to perform the Transportation Services at their own expense, including a vehicle, and a smartphone. Transportation Service Provider and Drivers acting on their behalf, are also responsible for paying all costs incurred you incur in the course of performing the Transportation Services including, but not limited to, fuel, mobile data plan costs, duty fees, amortisation of the vehicle, insurance, relevant corporate or payroll taxes etc. Please bear in mind that using the Bolt App may bring about consummation of large amount of data on your mobile data plan. Thus, we suggest subscribing for a data plan with unlimited or very high data usage capacity. You are solely responsible for informing Drivers acting on your behalf of the above requirements.

4.6. You are entitled to charge a Fare for each instance you have accepted a Passenger on the Bolt Platform and completed the Transportation Service as requested. The Fare is calculated based on a default base fare, the distance of the specific journey as determined by the GPS-based device and the duration of the specific journey. The default base fare may fluctuate based on the local market situation. Additionally, you shall always have the right to charge the Passenger less than the Fare indicated by the Bolt App. However, charging the Passenger less than the Bolt App indicates, does not decrease the Bolt Fee.

4.7. A Passenger may be offered to use a ride option that allows the Passenger to agree on a fixed Fare for a given instance of Transportation Service provided by you or by any persons acting on your behalf (i.e Upfront Fare). Upfront Fare is communicated via the Bolt App to a Passenger before the ride is requested, and to you or to a Driver acting on your behalf when the ride is accepted. The Fare calculated in accordance with section 4.6 shall be applied instead of Upfront Fare if the Passenger changes the destination during the ride, the ride takes materially longer than estimated due to traffic or other factors, or when other unexpected circumstances impact the characteristics of the ride materially (e.g. a route is used where tolls apply).

4.8. In markets with In-app Payment, if you or a Driver acting on your behalf finds that there has been an error in the calculation of the Fare and wish to make corrections in the calculation of the Fare, you or a Driver acting on your behalf must submit a petition in the section „Fare Review“ of the Bolt App. If a petition in the section „Fare Review“ of the Bolt App has not been submitted, then Bolt shall not recalculate the Fare or reimburse you for an error made in the calculation of the Fare. This option is not applicable in markets with only cash payment.

4.9. Bolt may adjust the Fare for a particular order completed, if we detect a violation (such as taking a longer route or not stopping the fare meter of the Bolt App after the Transportation Services have been completed) or in case a technical error affecting the final Fare is identified. Bolt may also reduce or cancel the Fare in case we have reasonable cause to suspect a fraud or a complaint by the Passenger indicates a violation by you or a Driver acting on your behalf. Bolt will only exercise its right to reduce or cancel the Fare in a reasonable and justified manner.

4.10. Passengers may have the option to pay the Fare for the Transportation Services either directly to you or via the In-app Payment, in markets where this option is available, as described in section 6 of these General Terms. In case the Passenger pays the Fare directly, it is your obligation to collect the Fare. In case the Passenger fails or refuses to pay, Bolt will send a notice of the owed amount to the Passenger on behalf of you. Such authorisation derives from the mandate of Bolt acting as an agent authorised to collect payments on your behalf and does not entail that Bolt has an obligation to compensate the Fare not paid by the Passenger. If the passengers in the vehicle does not pay the Fare for the provision of Transportation Service, the Fare will be paid by the Passenger who has ordered the provision of Transportation Service. If

Passenger justifiably refuses to pay the Fare on the account that your information or the information of a Driver acting on your behalf stated in the Bolt App is incorrect, then Bolt will not reimburse you for such expenses.

4.11. Passengers are given the option to tip you after a successful provision of Transportation Services. The Passenger can Tip you only by means authorised by Bolt for Tipping. The Tip will not affect the amount of Bolt Fees and Bolt will not collect a Bolt Fee on the Tip paid by the Passenger. You are obliged to fully comply with any tax obligations arising from the Tipping. We may limit the maximum value of a Tip at our sole discretion.

4.12. You hereby authorise Bolt to issue an invoice or receipt on your behalf to compensate you for any fares, contractual penalties or other fees that Bolt mediates you. After each successful provision of Transport Services, Bolt will issue a receipt or invoice, as applicable, and forward it to the Recipient. The receipt or, if applicable, invoice of each provision of Transportation Services is available to you via the Bolt Driver Account or, if applicable, via the Fleet Owner Portal

4.13. Passengers may cancel a request for Transportation Services that a Transportation Service Provider or a Driver acting on its behalf has accepted via the Bolt App. The Transportation Service Provider may be entitled to the Fare for cancelled Transportation Services (Cancellation Fee) in the event that a Passenger cancels accepted request for Transportation Services after a certain time period displayed in Bolt App. The Transportation Service Provider may be entitled to the Fare for a long wait time (Wait Time Fee) in the event that a Passenger shows up for a ride after a certain time period displayed in the Bolt App.

4.14. If, in the course of the provision of the Transportation Services, a Passenger or its co-passengers negligently damage the vehicle or its furnishing (among else, by blemishing or staining the vehicle or causing the vehicle to stink), you shall have the right to request the Passenger to pay a penalty up to 50 EUR and request compensation for any damages exceeding the penalty. If the Passenger does not consent to paying the penalty and/or compensating the damage, you must notify us and we will then try to collect the penalty and/or relevant costs on your behalf from the Passenger. However, bear in mind that we are not taking any liability for any damages in relation to cleaning or maintenance of the vehicle caused by the Passenger or any co-passenger.

4.15. You hereby acknowledge that you are obliged to fully comply with all tax obligations that arise to you from the applicable laws in relation to providing the Transportation Services, including (i) paying income tax, social security contributions or any other tax applicable; and (ii) fulfilling all tax registration obligations for calculations in regard to accounting and transfers to applicable authorities as required by the applicable law. In case the tax authority will submit a valid application to us to provide information regarding the activities of you or any Drivers acting on your behalf, we may make available to the tax authority the information regarding the activities of you or any Drivers acting on your behalf to the extent set forth in valid legal acts. Additionally, it is your obligation and the obligation of Drivers acting on your behalf to adhere to all applicable tax regulations that may apply in connection with the provision of Transportation Services. You hereby agree to indemnify Bolt against all state fees, claims, payments, fines or other tax obligations that Bolt will incur in connection with the obligations arising from applicable tax regulations not having been met by you or by Drivers acting on your behalf (including paying the income tax and social security contributions).

4.16. If any of the information you or Drivers acting on your behalf provide to Bolt is deemed to be illegal content under applicable laws or otherwise contravenes these General Terms, Bolt reserves the right to:

(i) remove, disable access or demote such content,

(ii) suspend, terminate or restrict any monetary payment due from Bolt to you, (iii) suspend or terminate the Bolt Services in whole or in part, and
(iv) suspend or close your Bolt Driver Account or, if applicable, your Fleet Owner Portal account.

4.17. All content uploaded to the Bolt Platform by you or any person authorised to act on your behalf is subject to the sole responsibility of the Transportation Service Provider, and Bolt is under no obligation to actively monitor or review such content. Nevertheless, Bolt is entitled to remove any allegedly illegal content at its own discretion and after the receipt of a notice and/or order regarding the existence of such content on the Bolt Platform. {Should the Transportation Service Provider disagree with Bolt's decision on removal of the content, the Transportation Service Provider is solely responsible for proving that the content is not illegal or incompatible with these General Terms within Bolt's internal complaint-handling procedure.}

4.18. To ensure the safety on Bolt Platform, neither you nor the Drivers acting on your behalf are allowed to carry Prohibited Items while using the Bolt App and Bolt Services, unless otherwise stated in the applicable laws. The Transportation Service Provider may refuse the provision of the Transportation Services to the unauthorized possessor of the Prohibited Items. Bolt may at any time discontinue the provision of Bolt Services to the Transportation Service Provider and, as the case may be, to the Drivers acting on behalf of the Transportation Service Provider, that do not comply with this section of these Terms and applicable laws, and report an unauthorized use of the Prohibited Items to the authorities. The Prohibited Items include, among other things:

4.18.1. firearms and their parts, ammunition, melee weapons, other items specially designed for attack and defense (e.g knuckles, stilettos);

4.18.2. flammable, combustible, explosive and radioactive or other ionizing substances, munitions, gas, infectious, poisonous or corrosive materials which by their nature may pose danger to the environment;

4.18.3. drugs and other psychotropic substances which are subject to special control in accordance with the legislation;

4.18.4. any other items that are not allowed to be carried or transported by law and items that cannot be carried or transported without additional licenses, permits and approvals.

4.19 Conduct and Use of Platform

4.19.1 During Transportation Services you must ensure that you or your Drivers do not:

- (i) create unnecessary safety risks for Passengers;
- (ii) use or encourage violence, sexism, racism or discrimination in any form; and/or
- (iii) cause or allow material unnecessary discomfort to Passengers.

4.19.2 You must not use (or allow the use of) the Bolt platform in any manner that:

- (i) is materially inconsistent with a genuine intention to provide Transportation Services (for example, repeatedly agreeing to provide Transportation Services but then not taking any steps to fulfil those Transportation Services);
- (ii) materially interferes or interrupts the agreement to and/or fulfilment of Ride-Hailing Services by other Users (for example, excessively indicating a willingness to provide but then deciding not to fulfil Transport Services).

4.19.3 You are entitled to decline or refuse Transport Services at any time (subject to section 4.19.2).

4.19.4 You must not use (or allow the use of) the Bolt platform in any manner that:

- (i) is unlawful or illegal;
- (ii) is indicative of:
 - (a) an unlawful or illegal purpose;
 - (b) financial (or data related) manipulation and/or exploitation;

5. BOLT FEES

5.1. In order to use the Bolt Services, you are obliged to pay a Bolt Fee. The Bolt Fee is paid based on the Fare of each Transportation Service order that you have or the Driver acting on your behalf has completed. The amount of the Bolt Fee is made available to you via e-mail, Bolt App, Bolt Driver Account or other pertinent means. Please note that the Bolt Fees chargeable change from time to time, considering the principles of dynamic commission pricing that take into account (i) the balance of the supply and demand for the Transportation Service, (ii) characteristics of the ride ordered, and (iii) conditions of any applicable campaigns. The Bolt Fees shall not go above the highest rate for Bolt Fees that we have communicated to you ('Highest Rate of Bolt Fees') within the Bolt App or via email. However, we may increase the applicable Highest Rate of Bolt Fees at any time by giving you 15 days prior notice.

5.2. You must pay the Bolt Fee and any other fees due to us for the previous month at latest by the 15th date of the following month. Upon delay with payment of the Bolt Fee, you shall be obliged to pay an interest in the amount of 0,04% (zero point zero four percent) of the unpaid amount per day. You are obliged to cover all costs incurred by us, which are related to debt collection activities.

6. IN-APP PAYMENTS

6.1. We may enable Passengers to pay for the Transportation Service via cards, carrier billing and other payment methods (Bolt Business, Bolt Balance etc) directly in the Bolt App (i.e. In-app Payment). You hereby authorise us to act as your commercial agent in relation to any agreement concluded with you in accordance with this Agreement via the Bolt App. You hereby grant us a right to collect the Fares or other fees payable via an In-app Payment and to forward relevant funds to you in line with this Agreement. You acknowledge that in this case the payment obligation of the Passenger arising from any agreement concluded via Bolt App is deemed to be fulfilled when the respective payment is credited to our payment account.

6.2. Bolt reserves the right to distribute a promo code to Passengers at our discretion on a per promotional basis. You are required to accept the use of promo code only when the Passengers applies the code in-app to a trip using card payment. Promo codes may not be applied to cash paid trips. If the use of promo codes is suspected as being fraudulent, illegal, used by a Driver in conflict with our Terms and Conditions relating to promo code use, then the promo code may be cancelled and the outstanding amount will not be reimbursed by Bolt to the Driver.

6.3. The Passenger may be distributed a promo code on a per promotional basis. You are required to accept the use of promo code only when the Passenger applies the code using In-App Payment. Promo codes may not be applied to cash paid trips. If the use of promo codes is suspected as being fraudulent, illegal, used by a Transportation Service Provider in conflict with these General Terms relating to promo code use, then the promo code may be cancelled, and the outstanding amount corresponding to the value of the promo code will not be reimbursed by Bolt to the Transportation Service Provider.

6.4. You are entitled to review In-app Payment reports in the Bolt Driver Account, the Bolt App or the Fleet Owner Portal, as applicable. The reports will show the amounts of the In-app Payments brokered in the previous week as well as the withheld amounts of the Bolt Fee. You must notify us of any important circumstances which may affect our obligations to collect and distribute the Fares paid via In-app Payment.

6.5. Where the Early Cashout feature is available, you may be eligible to request a payout of your earnings before the regular payout time via the Bolt App. When a request for an Early Cashout is accepted by Bolt, any sums due to you pursuant to the weekly timings outlined will be reduced accordingly.

The completion time of the Early Cashout transfer will depend on the timing of the Early Cashout request (e.g. does it take place within working hours) and on the timing and capabilities of the payment service providers involved.

Bolt is entitled for any reason and at any time to change the requirements applicable to Early Cashouts where commercially reasonable and by providing reasonable notice to you. Bolt may as well partly or fully suspend the availability of the Early Cashouts, for example, if it spots any irregular activity on your account.

You can only request Early Cashout for earnings relating to services you have successfully completed and amounts due to you that show in your payout balance in the Driver App.

Each Early Cashout may be subject to a fee which if applicable will be shown to you in advance in the Bolt App. When requesting Early Cashout you agree that this fee will be deducted from the amount to be paid to you as Early Cashout.

You may be eligible to request Early Cashout if:

- (i) your account is active and has not been suspended for any reason;
- (ii) the amounts that you request to be paid via Early Cashout are not yet in the process of being transferred to you via a regular payout or an earlier Early Cashout;
- (iii) we have not detected irregular activity associated with your account; and
- (iv) you are compliant with these General Terms, including those regulating overall eligibility of regular payouts.

6.6. We are not obliged to pay you the Fare due from the Passenger if the In-app Payment failed because Passenger's credit card or other payment method is cancelled or is unsuccessful for other reasons, nor are we liable for non-payment by Passengers in any other way. In such case we will help you in requesting the Fare due from the Passenger and shall transmit it to you once the Passenger has made the requested payment.

6.7. Before providing Transportation Services, you must verify that the service is being actually provided to the right Passenger or the Passenger has expressly confirmed he/she allows other passengers to ride under Passenger's account. You and Drivers acting on your behalf are under no obligation to transport any persons designated by the Passenger unaccompanied by the adult if such persons are less than 18 years old, unless such person has obviously parental consent, is in danger or unless there are other serious circumstances (such as an emergency) that necessitate the transport of such person. If you make a mistake in identifying the Passenger, and the In-app Payment is charged to a person, who has not been provided or has not approved the Transportation Services for other passengers, then we shall reimburse the person for the Fare. In such case you are not entitled to receive the Fare from us. Additionally, for every wrongfully applied In-app Payment, we shall be entitled to charge you a contractual penalty up to 10 Euros.

6.8. Please note that we will deduct any Fares or Tip paid via In-app Payment against the amounts that you are obliged to pay to us (i.e. the Bolt Fee and contractual penalties). We reserve the right to fulfil any of your financial liabilities to any Bolt group companies, in which case we will acquire the right to submit a claim against you.

6.9. If we are not able to pay the Fees or Tip to you due to you not including your bank account details in your Bolt Driver's Account or if the bank account details have been noted incorrectly,

then we will hold such payments for 180 days. If you do not notify us of the correct bank account details within 180 days from the date that the right to claim such payments has been established, your claim regarding the payment of the Fare or Tip not transferred to you shall expire.

7. CUSTOMER SUPPORT

We offer to provide the Transportation Service Providers and Drivers acting on their behalf customer support regarding the use of the Bolt Services. We have the right to stop providing the customer support services in case you are in delay with any of the payments for more than 5 (five) calendar days.

8. MARKET OVERVIEWS AND CAMPAIGNS

8.1. We may send you or Drivers acting on your behalf, via the Bolt App, Bolt Driver Account, SMS, e-mail or other means, market overviews, in order to increase your awareness regarding when the demand by the Passengers is highest. Such market overviews are merely recommendatory and do not constitute any obligations for you or Drivers acting on your behalf. As the market overview estimations are based on previous statistics, we cannot give any guarantees that the actual market situation will correspond to the estimations provided in the market overview.

9. RELATIONSHIP BETWEEN YOU, US AND THE PASSENGERS

9.1. You hereby acknowledge and agree that we provide an information society service and do not provide Transportation Services. By providing the Bolt Platform and Bolt Services, we act as a marketplace connecting Passengers with Transportation Service Providers or Drivers acting on their behalf to help them move around cities more efficiently. You acknowledge that you are providing the Transportation Services on the basis of a contract for carriage of passengers and that you provide the Transportation Services as an economic and professional activity. All Transportation Service Providers acting on the Bolt Platform shall be considered traders within the meaning of the Directive (EU) 2005/29. Bolt, as the operator of Bolt App acts as the commercial agent of the Transportation Service Providers for the mediation of conclusion of contracts between the Transportation Service Provider and the recipient of the Transportation Service, and thus, among other things, accepts payments from the Passengers or any other recipient of a Transportation Service and forwards the payments to the Transportation Service Provider.

9.2. You acknowledge that no employment agreement nor an employment relationship has been or will be established between you and us or between us and Drivers acting on your behalf. You also acknowledge that no joint venture or partnership exists between you and us or between us and Drivers acting on your behalf. You may not act as an employee, agent or representative of us nor bind any contract on behalf of us. If due to the implication of mandatory laws or otherwise, you shall be deemed an employee of us, you hereby agree to waive any claims against us that may arise as a result of such implied employment relationship.

9.3. You may not transfer your rights and obligations deriving from the General Terms or Agreement to any third party. This clause expressly intends to have effect under Dutch property law and contract law.

10. PROCESSING OF PERSONAL DATA, ACCESS TO DATA

10.1. Your personal data and the personal data of the Drivers acting on your behalf will be processed in accordance with the Privacy Notice, available at

<https://bolt.eu/en/legal/privacy-for-drivers/>

10.2. Bolt has access to all personal data and other data provided or generated in connection with your use of the Bolt Services or in connection with the use of the Bolt Services carried out on your behalf. Bolt shall take all reasonable steps to ensure confidentiality of such data and comply with all applicable Privacy Policies and laws whenever such data contains personal data. Except where otherwise provided by applicable Privacy Policies and laws, Bolt maintains access to such data also after the Agreement between you and Bolt is terminated.

10.3. You and the Drivers acting on your behalf have access to personal and other data provided by you or generated in connection with your use of the Bolt Services, to the extent that is made available to you (or to the Drivers acting on your behalf) under the Bolt Driver Account through the Bolt App or, if applicable, under the Fleet Owner Portal. You shall take all reasonable steps to ensure confidentiality of such data and comply with applicable Privacy Policies and laws as long and to the extent that such data contains personal data of Passengers.

11. LIABILITY

11.1. The Bolt Platform is provided on an "as is" and "as available" basis. We do not represent, warrant or guarantee that access to the Bolt Platform will be uninterrupted or error free. As the usage of Bolt Platform for requesting Transportation Services depends on the behavior of Passengers, we do not warrant that your usage of the Bolt Platform will result in any Transportation Service requests.

11.2. To the maximum extent permitted under the applicable law, we, nor Bolt's representatives, directors and employees are not liable for any direct or indirect loss or damage, liability or expense (including any fees, penalties, attorney's fees etc.) that you may incur or in connection with (i) your use of the Bolt Services, (ii) your breach or violation of the Agreement or any applicable laws or regulations; (iii) your violation of the right of any third party, including but not limited to:

11.2.1. any direct or indirect property damage or monetary loss;

11.2.2. loss of profit or anticipated savings;

11.2.3. loss of business, contracts, contacts, goodwill, reputation and any loss that may arise from interruption of the business;

11.2.4. loss or inaccuracy of data; and

11.2.5. expense, penalty, or fine from any state authority; and

11.2.6. any other type of loss or damage.

11.3. The financial liability of us in connection with violating the Agreement will be limited to 500 euros. You shall have the right to claim for damages only if we have deliberately violated the Agreement.

11.4. We shall not be liable for the actions or non-actions of the Passenger or co-passengers and shall not be liable for any loss or damage that may incur to you, Drivers acting on your behalf or the vehicle used on the Bolt Platform for providing Transportation Services as a result of actions or non-actions of the Passenger or co-passengers.

11.5. You shall be fully liable for breach of the Agreement or any other applicable laws or regulations and must stop and remedy such breach immediately after receipt of a respective demand from us or any governmental authority or regulator. You shall indemnify us for any direct and/or indirect loss and/or damage, loss of profits, expense, penalty, fine that we may incur in connection with your breach of the, Agreement and laws and regulations. If Passenger or a third party presents any claims against us in connection with your provision of Transportation Services or in connection with Transportation Services provided on your behalf,

then you shall compensate such damage to us in full within 7 (seven) days as of your receipt of the respective request from us. In case we are entitled to present any claims against you, then you shall compensate us for any reasonable legal costs related to evaluation of the damages and submission of claims relating to compensation for such damage.

11.6. The Transportation Service Provider is solely responsible for complying and ensuring compliance of any Drivers providing Transportation Services on its behalf, with all relevant laws and regulations as well as with the Agreement for operating and using the chosen means of transport (e.g. licenses, insurances, etc), including all applicable consumer laws.

12. TERM, SUSPENSION AND TERMINATION

12.1. The conditions expressly specified in these General Terms shall enter into force as of the moment that you submit your signup application to create an Account. Any other terms, guidelines and documents that constitute an integral part of the Agreement shall enter into force once the specific document or message has been made available to you and you commence or continue providing Transportation Services on the Bolt Platform.

12.2. You may terminate the Agreement at any time for convenience by notifying Bolt at least 7 (seven) days in advance, after which your right to use the Bolt Platform and Bolt Services shall terminate.

12.3. Bolt is entitled to immediately terminate the Agreement and block your access to the Bolt Platform and access to the Bolt Platform of Drivers acting on your behalf without giving any advance notice in case you repeatedly violate or a Driver acting on your behalf repeatedly violates the Agreement (including these General Terms), any applicable laws or regulations, disparage Bolt, engage in a fraudulent behaviour, or cause harm to Bolt's brand, reputation or business as determined by Bolt in our sole discretion. In the aforementioned cases we may, at our own discretion, prohibit you or Drivers acting on your behalf from registering a new Bolt Driver Account or a new Fleet Owner Portal account

12.4. We may also immediately suspend (block) your access or access of Drivers acting on your behalf to the Bolt Platform, including to the Bolt Driver Account and Fleet Owner Portal account for the period of investigation, if we suspect an infringement of the Agreement or fraudulent activity from you or from Drivers acting on your behalf. The block of access will be removed once the investigation disproves such suspicions.

12.5. Additional requirements and safeguards provided in Regulation (EU) 2019/1150 (Regulation) shall apply where the termination of the Agreement or blocking of the access to the Bolt Platform affects the rights of the Transportation Service Providers or Drivers acting on their behalf using the Bolt Services for the provision of Transportation Services in the member state of the European Union or European Economic Area (Member State).

12.6. As Bolt is the provider of a Bolt Platform and is subject to the Regulation (EU) 2019/1150 (Regulation), you are entitled by law to object the termination of this Agreement, or any suspension of your access to the Bolt Platform Services. Bolt facilitates this right by providing an internal complaints handling system. You can find further information on Bolt's internal complaints handling system, including how you can make a complaint, here: the Internal Complaint-Handling System Rules for Business Users of Bolt.

12.7. Bolt is entitled to suspend, for a reasonable period of time and after having issued a prior warning, the processing of notices and complaints submitted through the Internal Complaint-Handling System by the Passengers, Transportation Service Providers and by Drivers acting on behalf of the Transportation Service Providers, that frequently submit notices or complaints which are manifestly unfounded. While assessing the circumstances for the suspension, Bolt considers the following:

12.7.1. the absolute numbers of items of manifestly illegal content or manifestly unfounded notices or complaints, submitted within a month; and

12.7.2. the relative proportion of notices and complaints in relation to the total number of items of information provided or notices submitted within a month; and

12.7.3. the gravity of the misuse of the notice action mechanisms; and

12.7.4. (if applicable) the intention of the complainant for submitting manifestly unfounded complaints.

12.8. In the interest of maintaining a consistent and secure user experience on the Bolt Platform, if the Transportation Service Provider or any person authorised to act on its behalf is suspended or terminated from the Bolt App for Transportation Services, Bolt reserves the right to suspend or terminate the Transportation Service Provider or any person authorised to act on its behalf also from the Bolt App for delivery services.

13. AMENDMENTS

13.1. Bolt reserves the right to amend the Agreement (including these General Terms) anytime by uploading the revised version on its website (<http://bolt.eu/legal/>) and notifying you (e.g. via e-mail, Bolt App, or Bolt Driver Account or Fleet Owner Portal) whenever, in the reasonable opinion of Bolt, such amendments are material.

13.2. Bolt shall provide at least 15 days advance notice (e.g. via e-mail, Bolt App, Bolt Driver Account or Fleet Owner Portal) about the amendments that affect the rights of Transportation Service Providers operating in the Member State, unless:

13.2.1. Bolt is subject to a legal or regulatory obligation which requires it to amend the Agreement in a manner which does not allow it to respect the advance notice period;

13.2.2. immediate amendment is required to address an unforeseen and imminent danger related to health, safety or cybersecurity risks, or defending the Bolt Services, Passengers or Transportation Service Providers from fraud, malware, spam or data breaches;

13.2.3. you have elected to waive the advance notice period (e.g. you or Drivers acting on your behalf continue to use Bolt Services after the receipt of the notice of amendment).

13.3. If you do not agree to the amendments of the General Terms or other conditions of the Agreement, you have the right to terminate the Agreement by discontinuing the use of the Bolt Services and providing termination notice to Bolt. The termination of the Agreement takes effect on the effective date of the proposed amendment, unless otherwise provided in your termination notice. Your use of the Bolt Services on or after the effective date of the amendment constitutes your consent to be bound by the General Terms or Agreement, as amended.

14. APPLICABLE LAW AND COURT JURISDICTION

14.1. The General Terms and Agreement shall be governed by and construed and enforced in accordance with the laws of Republic of Estonia. If the respective dispute resulting from the Agreement (including these General Terms) could not be settled by negotiations, then the dispute shall be solved in the Harju County Court.

15. NOTICES

15.1. You are obliged to immediately notify us of any changes to your contact information.

15.2. Any notice required to be given under the Agreement (including under these General Terms) shall be sufficiently given if:

15.2.1. delivered personally,

15.2.2. sent by courier with the proof of delivery,

15.2.3. sent by registered mail,

15.2.4. sent by e-mail or

15.2.5. made available via the Bolt App, or Bolt Driver Account or the Fleet Owner Portal.

15.3 Any notice which is sent or dispatched in accordance with the clause 16.2 shall be deemed to have been received:

15.3.1. if delivered personally, at the time of delivery to the party;

15.3.2. if delivered by courier, on the date stated by the courier as being the date on which the envelope containing the notice was delivered to the party;

15.3.3. if sent by registered mail, on the 10th day after handing the document over to the post office for delivery to the party;

15.3.4. if made available via the Bolt App, Bolt Driver Account or Fleet Owner Portal, or

15.3.5. if sent by email, on the day the party receiving the email confirms receiving the respective email or on the second day following the dispatch of the email provided that the sender has not received an error notice (notifying that the email was not delivered to the party) and has sent the email again on the next calendar day and has not received a similar error notice.

16. FINAL PROVISIONS

If any provision of the General Terms is held to be invalid, illegal or unenforceable, the parties shall substitute for the affected provision an enforceable provision that approximates the intent and economic effect of the affected provision. Date of entry into force of the General Terms: 01.12.2024