

BOLT PLUS Subscription Terms

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This document sets out how you purchase and use Bolt Plus benefits offered by **Bolt Operations OÜ**, a private limited liability 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 (*hereinafter "Bolt"*).

1. How does Bolt Plus work?

Bolt Plus is a monthly or yearly subscription service. Bolt Plus subscribers receive special access to promotional offers and discounted rates for selected goods and services offered via the Bolt Platform, as well as other ancillary benefits indicated in each Bolt Plus subscription offer available through the Bolt Platform.

Bolt Plus is a paid membership service provided by Bolt to its users ("Bolt Plus membership"). It allows users to benefit from discounted mobility and/or delivery services, discounted goods as well as other ancillary benefits (collectively called "Benefits"). [Remainder of section unchanged.]

2. Duration and Charges

You will be charged a Bolt Plus subscription fee when you make a purchase on the Bolt App (hereinafter "**Subscription Fee**"), except for the cases when you are offered a free trial. **This will be an automatically recurring subscription**, meaning that you will be charged the Subscription Fee again at the moment the subscription renews. If you have been offered a free trial, you will be charged a Subscription Fee first when your free trial expires. The date on which your Bolt Plus subscription auto-renews depends on the date of your initial purchase as well as on whether you have chosen a monthly or a yearly subscription.

When purchasing a Bolt Plus subscription you authorise Bolt and/or its affiliates to charge a Subscription Fee to your selected payment method at the start of your subscription period as well as for each subsequent billing cycle at the moment of auto-renewal, until you cancel your Bolt Plus subscription (see Sections 3 and 8 for details). Affiliates within the meaning of these Terms are companies in which a majority ownership interest is held by Bolt and companies which hold a majority of the ownership interest of Bolt, companies controlled by Bolt and companies controlling Bolt, companies of Bolt's group, Bolt's cross-shareholding companies, or parties to an inter-company agreement with Bolt.

Recurring payments will be charged to the same payment method you have selected when subscribing for the Bolt Plus subscription for the first time, unless you have changed the payment method for your Bolt Plus subscription. Bolt Balance Terms and Conditions may apply to your Bolt Plus subscription. Bolt is not responsible for any card charges or for any overdraft fees you may incur. In addition, if your primary payment method is declined or no longer available, Bolt may attempt to charge a backup payment method that you have specifically authorised for Bolt Plus membership fee payments. You may manage your authorised backup payment methods in the Bolt App at any time.

If you have chosen a yearly subscription, we will notify you about your upcoming auto-renewal at least 40 business days in advance. In case of an increase in the Bolt Plus Subscription Fee, Bolt will give you a 40 business day advance notice via email. The Bolt Plus Membership Fee is inclusive of VAT. You will always see the Subscription Fee breakdown in the relevant payment receipts from Bolt. A receipt will be sent to you each time your Bolt Plus subscription renews.

Bolt may offer some users promotions to the Bolt Plus subscription, including discounts on your Subscription Fee for a limited time. The promotions may be limited in Bolt's sole discretion, including based on eligibility or duration of a promotion.

3. Cancelling Bolt Plus Membership

3.1 Right of Cancellation

You may cancel your Bolt Plus membership in your Bolt App (Profile > Subscriptions > Manage Subscription > Cancel Subscription) up to 24 hours prior to the end of the billing cycle (which you can always see in your Bolt App) to make sure that your Bolt Plus subscription does not auto-renew. If you want to cancel your Bolt Plus subscription later than 24 hours prior to the next billing cycle but before the beginning of your next billing cycle – please contact our customer support team (via the Support section of your Bolt App). In such a case, you do not have a right to end the contract, but Bolt will try to find an acceptable solution for you.

Please also note that the Subscription Fee is generally not refundable after the Cooling-Off Period (see Section 3.2 below), except that Bolt may impose only a reasonable cancellation charge as permitted by law. Upon cancellation, you will continue to have access to your Bolt Plus Benefits until the end of the current billing cycle.

Should you be entitled to a refund, Bolt will make the refund to your original payment method. If you prefer, you may request that the refund be credited to your Bolt Balance account instead.

3.2 Cooling-Off Period

You will be able to cancel your Bolt Plus membership without giving any reason within the initial 14-day period ("**Cooling-Off Period**").

In this case, Bolt will refund you the Bolt Plus membership fee previously charged, equivalent to the proportion of the remaining membership period as of the date you informed Bolt of your decision to cancel.

To exercise the cooling-off right outside the Bolt App, you must inform us, Bolt Operations OÜ, Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia, of your decision to cancel.

The Cooling-Off Period does not apply to any auto-renewals.

4. Bolt Plus Membership Limitations

Bolt Plus subscription Benefits are personal to you and applicable only to your Bolt account.

In case of spotted usage irregularities (such as suspected abuse of Benefits, suspected transfer of Benefits to other persons), breach of the Terms, suspected failure to comply with applicable laws, any other harm or detriment towards Bolt and/or third party service providers on the Bolt App, Bolt may suspend availability of your Bolt Plus Benefits without prior notice and limit your future access to a Bolt Plus subscription or any other similar service. Your billing cycle will be automatically extended by the duration of the suspension, so that you do not incur any costs for the duration of the suspension. You and Bolt shall make every effort to clarify the matter as quickly as possible in order to keep the suspension as short as possible.

To use the Bolt Plus subscription you must have Internet access and a Bolt account, and provide us with one or more valid payment methods.

Bolt Plus subscription Benefits are only applicable in the country where you have originally purchased the Bolt Plus subscription. The Benefits may vary depending on the city you are using the Bolt Plus subscription in. In order to use the Bolt Plus subscription in multiple countries, please subscribe to Bolt Plus in each country where you want the Bolt Plus subscription to apply. In this case, you will be recurrently charged for several Bolt Plus subscriptions in accordance with the rules set out in Section 2 of these Terms.

Bolt reserves the right to withdraw the Bolt Plus subscription service in one or several markets (cities or countries) at its own discretion at any time. Once Bolt withdraws the Bolt Plus subscription from a particular market, your Bolt Plus subscription is automatically cancelled and you will no longer be able to benefit from the Benefits of your Bolt Plus subscription. We will inform you of the withdrawal from the market at least 30 days in advance and let you use Bolt Plus

subscription until the end of the billing cycle. Should Bolt for some reason be unable to provide the Bolt Plus subscription until the end of the billing cycle, Bolt will issue you a refund for the remainder of the billing cycle.

5. Changes to Bolt Plus and these Terms

Bolt reserves the right to change Bolt Plus Benefits, Membership Fee and other applicable conditions from time to time. Significant changes to the Bolt Plus membership Benefits and/or Bolt Plus Membership Fee increase will only apply from the next billing cycle after auto-renewal.

Bolt will inform you of your right to cancel your Bolt Plus membership if you do not wish to accept the changes, in accordance with Section 3 above.

6. Your Personal Data

Your personal data is processed by Bolt always in accordance with our Privacy Notice(s) (available at www.bolt.eu/privacy and www.food.bolt.eu/legal). Your usage of the Bolt Plus membership will not result in collection of additional personal data, except where you would like to use Bolt Plus Benefits offered on your birthday, in which case your birth date is required.

7. Complaints and contact details

If you are a consumer in the Republic of South Africa, you enjoy the protection afforded to you by the Consumer Protection Act No. 68 of 2008 and the Electronic Communications and Transactions Act No. 25 of 2002. If you would like to complain to Bolt, please notify us within a reasonable timeframe of any issues. You may contact us by using the Support function in your Bolt App.

If a dispute cannot be resolved between you and Bolt, you may lodge a complaint with the National Consumer Commission (www.thencc.gov.za) or the Consumer Goods and Services Ombud (www.cgso.org.za). You may also refer the matter to the National Consumer Tribunal.

8. Cancellation Form

(Complete and return this form only if you wish to cancel your Bolt Plus membership)

To Bolt Operations OÜ, Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia

Email: notices@bolt.eu

I/we hereby give notice that I/we cancel my/our Bolt Plus membership for the following service:

Ordered on / received on:

Name of the consumer(s):

Address of the consumer(s):

Signature of the consumer(s) (only in case of notification on paper):

Date: