

Last updated on: 23.07.2025

These Platform Terms apply to individuals (each, a 'Customer') that register to the Bolt Platform to access and review opportunities in Denmark to request Ride-Hailing Services from Dispatchers.

Words and phrases capitalised in these Platform Terms have the meanings given in the glossary at section {15} below.

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

1. About Bolt and our relationship with you

1.1. Bolt operates an online platform in Denmark (the 'Bolt Platform') that intermediates and matches independent dispatchers of Ride-Hailing Services ('Dispatchers') with potential clients ('Customers').

1.2. As a Customer, you may access the Bolt Platform in accordance with these Platform Terms to review, and, if you choose, request and purchase Ride-Hailing Services from Dispatchers.

1.3. When we match you with Dispatchers and collect payments from you on their behalf, we will do so as their appointed commercial agent, as set out in sections {6} and {7}.

1.4. Any agreement for the provision of Ride-Hailing Services will be made between you and the relevant Dispatcher, in accordance with the terms and conditions of that Dispatcher.

1.5. We will process your personal data in accordance with the privacy notice(s) for Denmark made available at <https://bolt.eu/privacy>.

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

2. About these Platform Terms and the Bolt Platform

Overview

2.1. These Platform Terms:

2.1.1. take effect and apply to you from 23.07.2025, or from the date you first registered as a Customer - whichever is later;

2.1.2. remain in effect until terminated by you or Bolt in accordance with section {11}; and

2.1.3. supersede all previous versions of the Platform Terms, however described.

2.2. Bolt may make changes to these Platform Terms and/or the Bolt Platform by providing you with reasonable notice before those changes take effect. If you do not agree with such changes, you can terminate your relationship with Bolt pursuant to section {11}.

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

2.3.1. you consent to the changes;

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

2.3.3. we make changes, other than those set out in section {2.3.2}, to introduce features on a temporary basis that are in a state of testing, trial, early access, preview or development;

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

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

2.4. When Bolt makes changes in accordance with sections {2.3.3} to {2.3.5} (inclusive), we will inform you of the relevant changes as soon as is reasonably practicable.

2.5. The content and functionality of the Bolt Platform is always provided on an “as is” and “as available” basis. By accessing and allowing access to the Bolt Platform, you acknowledge that:

2.5.1. Bolt makes no guarantee, whether express or implied, in respect of the availability of the Bolt Platform, its content or its function; and

2.5.2. Bolt may from time to time make features available on a temporary basis that are in a state of testing, trial, early access, preview or development.

3. Your rights of access to the Bolt Platform

3.1. Subject to these Platform Terms, we grant you a non-exclusive, revocable, and royalty-free right to use the Bolt Platform as made available to you, solely for the purposes of:

3.1.1. accessing and reviewing opportunities to request Ride-Hailing Services; and

3.1.2. requesting Ride-Hailing Services at your discretion.

3.2. Your right to access the Bolt Platform to review and request Ride-Hailing Services is granted only:

3.2.1. for such periods that you are able to verify your identity and/or log-in credentials, to prevent unauthorised access;

3.2.2. in respect of access to any Category, only for so long as you meet the applicable Category requirements, if any;

3.2.3. for such periods that use of the Bolt Platform would not cause significant harm to its integrity or reputation.

3.3. For the sole purpose of preventing unauthorised access, Bolt may from time to time require Users to verify their identity and/or log-in credentials.

4. Information submitted to the Bolt Platform

4.1. You must ensure that all information you provide, or arrange to be provided, to Bolt in connection with your use of the Bolt Platform is accurate and up to date, including (where applicable) your name, contact details, photographic identification, address, company information, and tax registration status.

4.2. You are solely responsible for ensuring that all information and content submitted or uploaded to the Bolt Platform by you is lawful. Bolt reserves the right to remove any illegal content from the Bolt Platform at any time, in accordance with its obligations under the Digital Services Act (EU: 2022/2065), which may occur without prior notice. If this happens, you will have the right to object in accordance with section {14.8}.

5. Ride-Hailing Services

Overview

5.1. Subject to these Platform Terms, Customers may access and make requests for Ride-Hailing Services to be provided by Dispatchers and, subsequently, enter into agreements with Dispatchers to provide Ride-Hailing Services.

5.2. Customers may request Ride-Hailing Services to be provided immediately or, where available, at a specified time.

5.3. Bolt will arrange to collect amounts payable to the Dispatchers under these Platform Terms as their commercial agent, in accordance with sections {6} and {7}.

5.4. Please note that third party Dispatchers and Drivers are not under Bolt’s direct control and they may decline or refuse to enter into agreements for Ride-Hailing Services when it is lawful to do so.

Requests for Ride-Hailing Services

5.5. In response to requests for Ride-Hailing Services made by Customers, Bolt will, acting as

the appointed commercial agent of Dispatchers in accordance with sections {6} and {7}:

5.5.1. determine an estimated Fare for the Ride-Hailing Services to be agreed between Customers and Dispatchers, taking into account:

5.5.1.1. the route and time of the requested Ride-Hailing Services;

5.5.1.2. the pricing information for Fares provided to Bolt by Dispatchers;

5.5.1.3. (where applicable) the specific Category or Dispatcher required by the Customer;

5.5.1.4. (where applicable) whether the Customer has requested immediate pick-up or a scheduled pick-up time; and

5.5.1.5. other marketplace factors such as the availability of and demand for Drivers.

5.5.2. subject to sections {5.6} and {5.7}, invite Drivers within reasonable proximity of the pick-up location to indicate their willingness to fulfil the Ride-Hailing Services, taking into account (for the purposes of determining the order and/or timing of such invitations):

5.5.2.1. the factors set out in section {5.5.1}; and

5.5.2.2. other factors aimed at expediting the potential arrangement of Ride-Hailing Services, including the estimated arrival time of Drivers at the pick-up location and whether Drivers are currently fulfilling other Ride-Hailing Services.

5.6. In certain high-demand locations with a large number of online Users, such as airports, Bolt may implement a "first in, first out" queuing system for inviting Drivers to indicate their willingness to fulfil Ride-Hailing Services.

5.7. To expedite the arrangement of Ride-Hailing Services and minimise unsuitable matches, Bolt may take into account circumstances where significant negative feedback has been recorded between a specific Customer and a specific Driver.

5.8. Where available, Drivers may refine the invitations they receive by setting filters and parameters such as preferred pricing components or distance radiuses for pick-up locations.

5.9. For such periods that Dispatchers and Drivers have access to requests for Ride-Hailing Services, they are entitled to decline or refuse to enter into agreements for Ride-Hailing Services at any time.

5.10. When Ride-Hailing Services have concluded (or otherwise ended), the applicable Fare will be calculated on the basis shown in the Customer App prior to commencement of the Ride-Hailing Services.

5.11. Bolt will collect amounts payable to Dispatchers and forward them in accordance with section {7}.

5.12. By requesting Ride-Hailing Services, you agree with Bolt that you will comply with your obligations to make payments to Dispatchers as applicable. If you fail to make payments owed to Dispatchers, you may lose access to the Bolt Platform.

Your agreement with Dispatchers

5.13. The terms and conditions for each Dispatcher, covering their agreement with you for the provision of Ride-Hailing Services:

5.13.1. be made available on the website of that Dispatcher; and

5.13.2. will also be made available to you (via a web-link) in the 'driver details' section of the Bolt App after we have matched you with that Dispatcher;

Other fees

5.14. Please note that in accordance with the relevant terms and conditions of the Dispatcher you may be obliged to pay the Dispatcher (whether addition to the Fare or as part of it):

5.14.1. a Service Fee;

5.14.2. a Cancellation Fee in the event of a cancellation; and/or

5.14.3. a Cleaning Fee, if a vehicle is soiled by a Passenger.

5.15. Bolt will collect any such payments owed to Dispatchers in accordance with section {7}.

Access to Categories

5.16. Bolt may make different Categories available in a market to match: (i) Dispatchers able to fulfil services in accordance with a given Category, and (ii) Customers who prefer services provided in accordance with that Category. For example, if an 'electric vehicle' Category is available, Bolt will aim to connect Customers selecting that Category exclusively with Dispatchers operating electric vehicles.

5.17. The Categories available to Customers, Dispatchers and Drivers will depend on factors relevant to each Category and the marketplace (for example, a Driver must use an electric vehicle to access the 'electric vehicle' Category). For more information on the Categories available in a particular marketplace, please contact our support team.

Promotions

5.18. Bolt may, at its discretion, make promotions available to Customers under which Bolt will provide a benefit for their use of the Bolt Platform. When a promotion is offered by Bolt to Customers:

5.18.1. Receipt of the benefit is subject to completion of the applicable requirements of that promotion.

5.18.2. The promotion is subject to compliance with these Platform Terms. Bolt reserves the right to deny the benefit of any promotion where there has been a breach of these Platform Terms, including where you have participated in Prohibited Manipulative Conduct.

5.18.3. Access to the Bolt Platform will not be conditional on participation in or completion of any promotion.

6. Bolt's role as the commercial agent of Dispatchers

6.1. Dispatchers agree to appoint Bolt as their commercial agent to connect them with potential Customers and facilitate the sale of Ride-Hailing Services. Dispatchers are not required to access the Bolt Platform to review opportunities to provide or fulfil any Ride-Hailing Services and are not prevented from providing ride-hailing services independently of the Bolt Platform.

6.2. For the exclusive purpose of enabling Bolt to act as the commercial agent of Dispatchers, please note that Dispatchers grant Bolt all necessary rights to negotiate and conclude, on behalf of Dispatchers, any contracts made with Customers during the term of our relationship, including (without limitation) rights to:

6.2.1. match Dispatchers and Drivers with potential Customers, as described in section {5};

6.2.1.1. calculate the Fare (and any estimated Fare) payable for Ride-Hailing Services based on the the pricing information for Fares provided to Bolt by Dispatchers;

6.2.1.2. collect Fares, Cancellation Fees, Cleaning Fees and gratuities payable to Dispatchers;

6.2.1.3. forward amounts payable to Dispatchers that we have collected on their behalf; and

6.2.1.4. lawfully issue receipts and/or invoices on behalf of Dispatchers.

7. Payments

7.1. You must make all Payments via the Bolt Platform. Cash payments are not permitted.

7.2. You authorise Bolt:

7.2.1. to collect all Payments from the credit or debit card (or other accepted means of payment) associated with your Payment Method.

7.2.2. to arrange for pre-authorisation in respect of such payments prior to completion of Ride-Hailing Services (where applicable).

7.3. Bolt will (if payment of the Fare has not been pre-authorised) charge the nominated credit or debit card (or other accepted means of payment) for Payments at the relevant time and as applicable:

7.3.1. in respect of Fares (including Service Fees and Toll Payments) and gratuities that you have agreed to make via the Bolt Platform, upon the conclusion (or cessation) of the Ride-Hailing Services;

7.3.2. in respect of Cancellation Fees and Cleaning Fees, at such time as the same become payable.

7.4. If, due to no fault of Bolt or the Bolt Platform, Bolt is unsuccessful in collecting any Payment from your credit or debit card (or other means of payment):

7.4.1. you authorise us to recover such Payment at the time of your next request for Ride-Hailing Services;

7.4.2. we may temporarily disable all or part of your access to the Bolt Platform (without any responsibility to you) until such Payments have been made in full. This does not affect any other rights and remedies available to Bolt or any Dispatcher.

7.5. You must ensure that the details you provide us in respect of your Payment Method are correct and kept up to date. When you update your Payment Method details it may take several days for the administrative changes to take effect and we therefore recommend that you update Payment Method details as soon as possible.

7.6. By agreeing to these Platform Terms, you agree we may provide you with receipts and invoices (where applicable) in an electronic format.

7.7. Bolt may cancel, suspend, limit, or refuse payments made by you if Bolt has reasonable grounds to suspect that such payments or collections would be in error or unlawful, relate to Prohibited Manipulative Conduct, or relate to any other use of the Bolt Platform that is unlawful, illegal, or prohibited by international sanctions.

7.8. Where possible, Bolt will try to contact you in advance to inform you of the occurrence of any issues referred to in {7.7} and, where applicable, attempt to resolve them, unless prohibited from doing so by regulatory or legal requirements, or unless Bolt has been advised by a competent authority, payment service provider, or legal adviser not to do so.

8. General prohibitions

8.1. You must not use, or permit the use of, the Bolt Platform to engage in, or for any purpose connected with:

8.1.1. any unlawful or illegal activity — including the sharing of content, data, or items prohibited under applicable law, or the unlawful processing of personal data; or

8.1.2. any Prohibited Manipulative Conduct.

8.2. During Service Request Periods, you must ensure that the relevant Passengers (including you) do not:

8.2.1. create unnecessary safety risks for other Users, including:

8.2.1.1. unnecessarily distracting the drivers of any vehicle;

8.2.1.2. encouraging any person to drive in violation of traffic laws or road safety standards issued by regulatory authorities;

8.2.1.3. unnecessarily exposing Users to weapons or other dangerous items; or

8.2.1.4. otherwise acting in a manner that recklessly disregards the safety of other Users;

8.2.2. engage in or encourage:

8.2.2.1. any violent, aggressive or threatening behaviour;

8.2.2.2. any Discriminatory Behaviour;

8.2.3. cause significant and unnecessary safety concerns or discomfort for other Users, including:

8.2.3.1. unwanted contact or sexual advances that makes Users feel unsafe or uncomfortable; or

8.2.3.2. causing unpleasant and objectionable conditions, such as soiled seating or offensive odours.

8.3. The proper functioning of the Bolt Platform depends on all Users acting in 'good faith' and with reasonable consideration for others. Accordingly, you must not use the Bolt Platform, or allow the use of it, in any way that significantly or persistently disrupts, interferes with, or delays the arrangement of Ride-Hailing Services by other Users, or the matching of willing Customers and Dispatchers by Bolt (as described in section {5}), including by:

8.3.1. excessively cancelling Ride-Hailing Services after requesting them;

8.3.2. excessively remaining 'online' in the Customer App during periods of inactivity;

8.3.3. persistently delaying the cancellation of Ride-Hailing Services after deciding they are not needed;

8.3.4. asking Drivers to cancel Ride-Hailing Services, instead of cancelling them properly through the Driver App, after deciding not to fulfil them; or

8.3.5. otherwise engaging with the Customer App in a manner that is inconsistent with a genuine, good faith intention to review, and where applicable request, Ride-Hailing Services.

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

8.5. You must not allow any person to access the Bolt Platform using login details that do not match the information provided to Bolt in connection with section {4.1} ('personal information').

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

8.6.1. falsify, manipulate, scrape, index or mine any data made available through the Bolt Platform;

8.6.2. tamper with, mislead, or breach the security systems of the Bolt Platform;

8.6.3. modify, jailbreak, decompile, reverse engineer or otherwise attempt to obtain the source code of any part of the Bolt Platform;

8.6.4. access the Bolt Platform through any means other than those expressly provided and permitted via Bolt's official applications, websites or other software; or

8.6.5. engage in any other use of the Bolt Platform that is likely to have a significant negative impact to its integrity or reputation.

8.7. You are solely responsible for ensuring that any Passenger transported pursuant Ride-Hailing Services that you request does not put you in breach of these Platform Terms.

8.8. For the avoidance of doubt, the prohibition of Discriminatory Behaviour set out in section {8.2.2} does not restrict your right to cancel requests or disengage from interactions for legitimate and lawful reasons.

8.9. Bolt has a zero-tolerance policy towards aggressive, intimidating or manipulative behaviour. You must not threaten, intimidate, dishonestly manipulate or otherwise abuse any employees, partners or agents of Bolt.

9. Investigations into unusual behaviour

9.1. If Bolt becomes aware of information indicating a potential breach of these Platform Terms, you must arrange for all necessary cooperation with Bolt's reasonable investigations without undue delay.

9.2. You acknowledge that Bolt may request feedback from Users to assist in detecting non-compliance with these Platform Terms.

9.3. Bolt reserves the right to report any unlawful, unusual or suspicious activities to relevant law enforcement agencies or regulatory authorities without providing notice to you or any other party.

9.4. Bolt may be required to disclose confidential information in accordance with applicable

laws, court orders or regulatory investigations.

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

10.1. Bolt is entitled to temporarily suspend or restrict access to all or part of the Bolt Platform associated with your account:

10.1.1. if there has been a breach of your obligations under these Platform Terms;

10.1.2. where Bolt is conducting an investigation relating to:

10.1.2.1. Bolt's legal or regulatory obligations; or

10.1.2.2. a suspected breach of these Platform Terms,

in which case the relevant access will be suspended for the duration of the investigation only;

10.1.3. if you fail to verify your identity and/or log-in credentials;

10.1.4. if Bolt needs to make changes to comply with laws or regulations;

10.1.5. to deal with urgent technical problems, changes, or upgrades; or

10.1.6. if Bolt needs to take urgent precautions to protect against:

10.1.6.1. imminent danger(s) to Users;

10.1.6.2. cybersecurity risks (including malware, spam, or data breaches);

10.1.6.3. suspected unlawful or illegal activity; or

10.1.6.4. other significant harm to the integrity or reputation of the Bolt Platform.

10.2. Bolt will try to contact you in advance of any such suspension, unless there is an urgent issue, an emergency, or another appropriate reason, including:

10.2.1. health and safety concerns;

10.2.2. material or repeated breaches of these Platform Terms; or

10.2.3. where we are unable, or are advised not to do so, for regulatory or legal reasons.

10.3. While your access is restricted or suspended, you will (where available) be able to access historical details relating to the Ride-Hailing Services you have been provided with via the Bolt Platform.

11. How our relationship may end

11.1. You may terminate your relationship with Bolt under these Platform Terms immediately and at any time by giving Bolt notice in writing to that effect.

11.2. Bolt may terminate its relationship with you (in full or in respect of a specific feature or access) by:

11.2.1. giving you at least seven (7) days' notice in writing to that effect, together with Bolt's reasons for doing so; or

11.2.2. immediately, by issuing written notice to you to that effect, if:

11.2.2.1. a new law, regulation, or obligation comes into force (or similar circumstances beyond Bolt's control) requiring Bolt to terminate the provision of all or part of the Bolt Platform immediately or on less seven (7) days' notice;

11.2.2.2. Bolt exercises any right under applicable law to terminate the relationship;

11.2.2.3. there is a material breach of these Platform Terms; or

11.2.2.4. there are repeated breaches of these Platform Terms.

11.3. Where required to do so, Bolt will provide you with a statement of reasons for any termination under section {11.2}, except to the extent that we are unable to do so or are advised not to do so for regulatory or legal reasons.

11.4. Upon termination of these Platform Terms:

11.4.1. in full, you will no longer have the right to access the Bolt Platform; or

11.4.2. in respect of a specific feature or access, you will no longer have the right to access the part(s) of the Bolt Platform relating to that feature or access.

11.5. Termination of these Platform Terms will not affect any accrued rights or obligations existing at the time of termination.

11.6. If Bolt terminates your access to the Bolt Platform, you may submit a complaint or request a review of the decision in accordance with our internal complaint handling rules (see section {14.8}).

11.7. For the avoidance of doubt, the following sections of these Platform Terms will continue to apply at all times, including after the termination of all or part of our relationship: {6} (the scope of Bolt's role as commercial agent), {7} (payments), {12} (your liability), {13} (our liability), {14} (intellectual property, notices, disputes, our partners and affiliates, tax, interpretation and jurisdiction) and {15} (glossary of defined terms).

12. Your liability

12.1. To the maximum extent permitted by law, you agree to indemnify and fully reimburse Bolt for any claims, losses, liabilities, and costs (including the costs of Bolt's professional advisors and enforcement agents) incurred as a result of your use of the Bolt Platform, including in connection with:

- 12.1.1. any breach of your obligations under these Platform Terms;
- 12.1.2. property damage or monetary loss;
- 12.1.3. loss of profit, business, revenue, contracts, contacts, goodwill, reputation, or anticipated savings;
- 12.1.4. any loss arising from the interruption or use of the Bolt Platform;
- 12.1.5. loss of, damage to, or inaccuracy of data;
- 12.1.6. any other type of indirect or consequential loss or damage (for example, losses that could not reasonably have been foreseen at the beginning of our relationship);
- 12.1.7. any allegation that any materials you submit to Bolt or transmit through the Bolt Platform:
 - 12.1.7.1. breach the intellectual property rights of any third party;
 - 12.1.7.2. breach any law or regulation; and/or
- 12.1.8. the actions or inactions of any Passengers transported (or to be transported) via Ride Hailing Services that you request.

12.2. Except where otherwise stated in these Platform Terms, you agree to pay any amounts payable to Bolt under these Platform Terms (including any indemnified losses, overpayments, interest, or enforcement costs) immediately on demand. Bolt may, where applicable, recover such amounts by deducting them from any sums collected on your behalf or by issuing a separate invoice.

12.3. Any late payment of sums owed by you to Bolt under these Platform Terms shall be payable by you together with interest on the unpaid sum, calculated at 4% (four percent) above the lending interest rate set by Danmarks Nationalbank from the date the sum became outstanding.

13. Our liability

13.1. To the maximum extent permitted by law, Bolt shall not be liable to you for any losses, damages, costs, or claims arising from or in connection with:

- 13.1.1. the unavailability, interruption, or improper functioning of the Bolt Platform;
- 13.1.2. the actions or inactions of any User of the Bolt Platform;
- 13.1.3. websites, content, applications, or services (including payment services) that are not owned, controlled, or operated by Bolt, including any delays or errors they cause;
- 13.1.4. incorrect or outdated information you have provided to Bolt;

13.1.5. payment processing delays outside of Bolt's control (for example, delays caused by a third-party payment service provider); or

13.1.6. unauthorised access to the Bolt Platform using login credentials that do not belong to, or were not issued to, the person accessing it.

13.2. The exclusions of liability in section {13.1} include, without limitation, exclusions for any of the following types of loss or damage, whether direct or indirect:

13.2.1. property damage or monetary loss;

13.2.2. loss of profit, business, revenue, contracts, contacts, goodwill, reputation, or anticipated savings;

13.2.3. any loss arising from the interruption or use of the Bolt Platform;

13.2.4. loss of, damage to, or inaccuracy of data; or

13.2.5. any other type of indirect or consequential loss or damage (including, for example, losses that could not reasonably have been foreseen at the outset of our relationship).

13.3. Bolt's maximum aggregate liability to you in connection with these Platform Terms is capped at four thousand (4,000) DKK in aggregate. This cap applies regardless of the number of claims made or the number of events giving rise to liability.

13.4. All limitations and exclusions of liability set out in these Platform Terms apply to the fullest extent permitted by law.

13.5. Nothing in these Platform Terms limits or excludes Bolt's liability for:

13.5.1. death or personal injury caused by Bolt's negligence; or

13.5.2. any other liability that cannot lawfully be limited or excluded.

14. Other important provisions

Intellectual property

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

Notices

14.2. Unless stated otherwise in these Platform terms, notices for Bolt in connection with these Platform Terms must be issued electronically via email to denmark@bolt.eu.

14.3. Bolt may issue notices to you in connection with these Platform Terms by letter or by email, using the most recent contact information you have provided to us from time to time, or the Customer App.

14.4. All notices sent in connection with these Platform Terms must be provided in Danish or English and shall be deemed to be properly served at the time the email is sent.

14.5. If the timing that a notice is properly served under sections {14.2} and {14.3} would occur after 17:00 on any day or at any time on a Saturday, Sunday or public holiday, the timing that a notice is properly served shall instead be 09:00 on the next day that is not a Saturday, Sunday or public holiday.

Enforcement

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

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

Disputes

14.8. In circumstances where Bolt has:

14.8.1. removed content from the Bolt Platform (see section {4.2});

14.8.2. suspended access to the Bolt Platform (see section {10});

14.8.3. terminated access to the Bolt Platform (see section {11});

14.8.4. otherwise taken a decision in connection with these Platform Terms that you disagree with;

you may reach out to our support team via the Customer App to raise any complaints or feedback in relation to the action we have taken.

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

Our partners and affiliates

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

Value added tax

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

Interpretation

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

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

14.13.1. a reference to a “section” means a section of these Platform Terms;

14.13.2. a reference to a “party” means a party to these Platform Terms, and “parties” shall be interpreted accordingly;

14.13.3. words in the singular include the plural and vice versa;

14.13.4. a reference to one gender includes all genders;

14.13.5. a reference to a “person” includes an individual, company, partnership, trust, or other legal entity;

14.13.6. references to “including” or similar expressions do not limit what else may be included.

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

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

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

14.16.1. Nothing in these Platform Terms is intended to imply or determine that Dispatchers or Drivers owe any obligation to Bolt to personally perform or fulfil Ride-Hailing Services, or that they have an employment relationship with Bolt.

14.16.2. If any provision of these Platform Terms is found or held by a court or other competent authority to imply an obligation to personally perform or fulfil Ride-Hailing Services, or to imply the existence of an employment relationship with Bolt, the parties agree to replace it with a valid and enforceable provision that removes that implication but, so far as possible, preserves the

original intent and commercial effect.

Jurisdiction

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

15. Glossary of defined terms

In these Platform Terms the following definitions apply:

15.1. 'Bolt' ('we' / 'us' / 'our') means Bolt Rides DK ApS, a private limited company registered under the laws of the Kingdom of Denmark with registration number 40547746.

15.2. 'Bolt Platform' means the entirety of the technology infrastructure made available by Bolt that is used to facilitate online intermediation of Ride-Hailing Services pursuant to these Platform Terms (including the Customer App).

15.3. 'Cancellation Fee' means a fee charged to Customers by Dispatchers in the event that a Customer cancels their request or otherwise fails to enter into an arrangement for Ride-Hailing Services.

15.4. 'Categories' means the categories of Ride-Hailing Services available via the Bolt Platform in the market (which may, for example, include categories for 'electric' or 'premium' vehicles) and 'Category' means any one of them.

15.5. 'Cleaning Fees' means a fee charged to Customers by Dispatchers in circumstances where a Passenger has soiled a vehicle during the provision of Ride-Hailing Services.

15.6. 'Collection Period' means the applicable period that:

15.6.1. starts when a Driver has indicated their willingness to provide or fulfil Ride-Hailing Services to a Customer further to that Customer's request for Ride-Hailing Services (as shown to Customers in the Customer App); and

15.6.2. ends at the commencement of the Journey Period or, if earlier, when the request for Ride-Hailing Services is cancelled or declined.

15.7. 'Customer' means a party that makes a request for (and may be provided with) Ride-Hailing Services.

15.8. 'Customer App' means the mobile application(s) made available by Bolt enabling Customers to request Ride-Hailing Services from Dispatchers.

15.9. 'Discriminatory Behaviour' means any conduct — including speech, actions, or treatment of others — that shows bias, prejudice, or hostility based on protected characteristics such as race, ethnicity, nationality, gender, sexual orientation, gender identity, religion, disability, or age.

15.10. 'Dispatcher' means a licensed taxi dispatch center registered in Denmark that has registered to the Bolt Platform to access and review opportunities to provide Ride-Hailing Services.

15.11. 'Driver' means an individual registered with Bolt to access and review opportunities to fulfil Ride-Hailing Services on behalf of a Dispatcher.

15.12. 'Fare' means the price payable for the provision of Ride-Hailing Services.

15.13. 'Journey Period' means the applicable period that:

15.13.1. starts when a Driver arrives at a pick-up location and commences the Ride-Hailing Services by picking up the Customer (or Passenger as applicable) and agreeing to transport them to the destination requested; and

15.13.2. ends when the Ride-Hailing Services conclude or otherwise come to an end for any other reason.

15.14. 'Passenger' means any individual transported (or to be transported) as a passenger pursuant to Ride-Hailing Services.

15.15. 'Payments' means all Fares, Service Fees, Toll Payments, Cancellation Fees, Cleaning

Fees owed by you to Dispatchers together with any gratuities you agree to make via the Bolt Platform.

15.16. 'Payment Method' means the payment method for collecting amounts payable from you in accordance with these Platform Terms, the details of which you have provided to Bolt.

15.17. 'Platform Terms' means the entirety of these terms and conditions entitled 'Platform Terms for Ride-Hailing: Taxi 4x27 Customers (Denmark)'.

15.18. 'Prohibited Manipulative Conduct' means any use of the Bolt Platform that indicates an intention — or an attempt — to manipulate, exploit or harm any person or the Bolt Platform itself, or to exploit or improperly fulfil any promotion criteria made available by Bolt. This includes:

15.18.1. the request, acceptance or completion of Ride-Hailing Services in a manner that appears excessive, artificial or unusually coordinated; and

15.18.2. repetitive behaviour that appears designed to falsify a real demand for Ride-Hailing Services or an intention to fulfil them.

15.19. 'Service Fee' means a service fee charged to you by a Dispatcher for each Journey Period.

15.20. 'Service Request Periods' means together (in relation to a request for Ride-Hailing Services) the Collection Period and the Journey Period.

15.21. 'Ride-Hailing Services' means ride-hailing transportation services provided by Dispatchers to Customers which are arranged via the Bolt Platform.

15.22. 'Toll Payments' means payments to be made to Dispatchers as an additional charge due to the route of Ride-Hailing Services creating additional costs or inconveniences (such as journeys over toll bridges, journeys that pass through congestion zones or journeys that incur airport parking fees).

15.23. 'Users' means all users and beneficiaries of the Bolt Platform including all Dispatchers, Drivers, Customers and Passengers.

15.24. 'You' (or 'you') means a Customer that is subject to these Platform Terms.

End of Platform Terms