

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

Last updated on: 26.06.2025

These Platform Terms apply to individuals and entities that register to the Bolt Platform to request and receive Ride-Hailing Services (i.e. 'Customers').

1. Definitions

In these Platform Terms the following definitions apply:

2.

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, as well as companies that are part of the Bolt Group and their partners. The Bolt Group refers to companies over which Bolt Technology OÜ with registration number 12417834, exercises control (e.g., subsidiaries of Bolt Technology OÜ). Partners of Bolt refers to local representatives, subsidiaries, agents, etc., who have been appointed by Bolt Technology OÜ (e.g., payment agents).
2. **Bolt Platform** means the entirety of the technology infrastructure made available by Bolt that is used by Users for arranging the request and provision of Ride-Hailing Services pursuant to these Platform Terms (including the Customer App).
3. **Collection Period** means the applicable period that:
4.
 1. starts when a Driver indicates their willingness to fulfil Ride-Hailing Services on behalf of Bolt; and
 2. ends at the commencement of the Journey Period or, if earlier, when the request for Ride-Hailing Services is cancelled or declined.
5. **Cooling-Off Period** means (as applicable) the period of two (2) minutes starting from when a Driver indicates (via the Driver App) their willingness to fulfil Ride-Hailing Services further to a Customer's request.
6. **Customer App** means the mobile application(s) made available by Bolt enabling Customers to request Ride-Hailing Services.
7. **Driver** means an individual driver registered with the Bolt Platform for the purpose of fulfilling Ride-Hailing Services.
8. **Fare** means the price paid by Customers for Ride-Hailing Services in accordance with sections 5 and 6.
9. **Illegitimate Services** means services that are requested or fulfilled by Users in a manner (for example, excessively) that indicates an intention of:
10.
 1. manipulation or exploitation (whether financial or data-related) including attempts to improperly fulfil any promotion criteria made available by Bolt; and/or
 2. otherwise falsifying a genuine demand to request or fulfil legitimate Ride-Hailing Services.
11. **Journey Period** means the applicable period that:
12.
 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 agrees on behalf of Bolt to transport them to the destination requested; and

2. ends when the Ride-Hailing Services conclude or otherwise come to an end for any other reason.
13. **Passenger** means any individual transported (or to be transported) as a passenger in connection with Ride-Hailing Services requested by you.
14. **Payments** means all sums payable to Bolt in connection with Ride-Hailing Services (including the Fare, Service Fees, Toll Payments, Cancellation Fees, Cleaning Fees and any gratuities you agree to make via the Bolt Platform).
15. **Payment Method** means the payment method used by you to make payments to Bolt in accordance with these Platform Terms, the details of which you have provided to Bolt.
16. **Platform Terms** means the entirety of these terms and conditions entitled 'Platform Terms for Ride-Hailing: Customers (Denmark)'.
17. **Ride-Hailing Services** means taxi transportation services which are:
18.
 1. provided to Customers by Bolt;
 2. fulfilled by Drivers on behalf of Bolt; and
 3. arranged via the Bolt Platform.
19. **Service Fee** means a service fee charged to you by Bolt for each Journey Period. When a Service Fee is applicable, the estimated Service Fee will be shown as a component of the Fare in the App and the estimated Fare shown to you in the App will include the estimated Service Fee. More information on how Service Fees are calculated are available at <https://bolt.eu/en/cities/copenhagen/> and <https://bolt.eu/en/cities/aarhus/>.
20. **Service Provider** means a person or entity that has registered to the Bolt Platform to access and review opportunities in Denmark to fulfil Ride-Hailing Services on behalf of Bolt.
21. **Service Request Periods** means together (in relation to a request for Ride-Hailing Services) the Collection Period and the Journey Period.
22. **Toll Payments** means a component of a Fare that applies as an additional payment due to the route of the 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).
23. **Users** means all users and beneficiaries of the Bolt Platform including all Service Providers, Drivers, Customers and Passengers.
24. **"you"** means the party entering into these Terms with us.
3. **About Bolt and our relationship with you**
4.
 1. Bolt operates as a licensed taxi dispatch center in Denmark. Bolt facilitates services by connecting Customers with Service Providers, who are independent taxi drivers or fleets, and re-sells these services onwards to Customers ('Ride-Hailing Services').
 2. As a Customer you may request Ride-Hailing Services via the Bolt Platform in accordance with these Platform Terms.
 3. We will process your personal data in accordance with the privacy notice(s) for Denmark made available at <https://bolt.eu/en-dk/privacy/>.
 4. Please note that to register and access the Bolt Platform as a Customer you must be at least eighteen (18) years old.
5. **About these Platform Terms**

6.

1. These Platform Terms:
2.
 1. take effect from the later of:
 2.
 1. the date that you first registered with the Bolt Platform as a Customer; and
 2. date that Platform Terms enter into force;
 3. will apply until you or Bolt terminates the relationship in accordance with section 9; and
 4. supersede any previous version of these Platform Terms (however described).
3. Bolt may make changes to these Platform Terms and/or the Bolt Platform by providing you electronically via email with at least seven (7) days notice before these changes are made.
4. Bolt may also make changes to these Platform Terms and/or the Bolt Platform immediately and without notice when:
5.
 1. you consent to these changes;
 2. we need to make immediate changes to comply with laws or regulations;
 3. we make features available on a temporary basis that are in a state of testing, trial, early access, preview or development;
 4. we make other changes, updates or revisions that are merely aesthetic, provide functional improvements or otherwise do not materially impact use of the Bolt Platform;
 5. we need to take urgent precautions relating to imminent danger(s) to Users, cybersecurity risks (including malware, spam and data breaches) and/or unusual activity which is indicative of manipulation or exploitation (whether financial or data-rated).

7. **Using the Bolt Platform**

Information submitted to the Bolt Platform

8.

1. You must ensure that all details that you provide, or arrange to provide, to us in respect of the use of the Bolt Platform are correct and up-to-date including your name and Payment Method.
Your rights of access to the Bolt Platform
2. Subject to these Platform Terms we hereby grant you a non-exclusive, revocable and royalty free right to use the Bolt Platform as is made available to you for the purposes of requesting and receiving Ride-Hailing Services.
3. Bolt reserves the right to suspend any Customer's access the Bolt Platform:
4.
 1. if the use of the Bolt Platform by the Customer would cause material harm to the integrity or reputation of the Bolt Platform; and/or
 2. for such periods that Customers are able to properly verify their identity and/or log-in credentials.
5. For the purposes of preventing unauthorised access only, Bolt may (from time to time) ask Customers to verify their identity and/or log-in credentials.
6. 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:

7.
 1. Bolt makes no guarantee, whether express or implied, in respect of the availability of the Bolt Platform its content and/or its function; and
 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.
- General Prohibitions
8. You must not use (or allow the use of) the Bolt Platform in any manner that:
9.
 1. is unlawful or illegal (including any use of the Bolt Platform to distribute any unlawful or illegal content, data or items);
 2. is indicative of:
 3.
 1. an unlawful or illegal purpose;
 2. Illegitimate Services;
 4. is materially inconsistent with a genuine intention to request Ride-Hailing Services;
 5. materially interferes with the arrangement of Ride-Hailing Services by other Users (which includes, for example, excessively requesting Ride-Hailing Services without intention of receiving them).
10. In relation to any request for Ride-Hailing Services, during the applicable Service Request Periods you must ensure that you and any Passengers do not:
11.
 1. create or cause unnecessary safety risks for Users; and/or
 2. use, demonstrate or encourage any violence, sexism, racism or discrimination; and/or
 3. otherwise cause or allow material unnecessary discomfort to Users.
12. You must not provide (nor allow the provision of) any materially inaccurate, misleading, false, unlawful or illegal information via the Bolt Platform.
13. You must not allow any other person to access the Bolt Platform via your login details.
14. You must not participate in (nor allow) any attempt to:
15.
 1. falsify, manipulate, scrape, index or mine any data provided to the Bolt Platform;
 2. tamper, mislead or breach the security systems of the Bolt Platform;
 3. modify, jailbreak, decompile, reverse engineer or otherwise attempt to obtain the source code of any part of the Bolt Platform; and/or
 4. access to the Bolt Platform via means other than those expressly enabled and permitted by the mobile applications, websites and other software made available by Bolt.
16. Bolt has a zero-tolerance policy towards aggressive and intimidating behaviour. You must not (and must not allow any Passenger) to threaten, intimidate or otherwise abuse any employees, partners or agents of Bolt nor any other Users.

9. Ride-Hailing Services

Overview

10.

1. Subject to these Platform Terms, Customers that have logged-in to the Customer App are able to access, review and at their election request Ride-Hailing Services. In exchange for Ride-Hailing Services, Customers agree to pay Bolt a Fare.
2. In order to provide the Ride-Hailing Services, Bolt itself purchases taxi services from Service Providers and sells these services onwards to Customers. Please note that as we cannot guarantee that Service Providers will be available we cannot be responsible for any delays in your travel plans or any losses caused in relation to the same.

Requests for Ride-Hailing Services

3. In response to requests for Ride-Hailing Services made by Customers, Bolt will:
4.
 1. determine an estimated Fare for the Ride-Hailing Services taking into account:
 2.
 1. the route and time of the requested Ride-Hailing Services;
 2. (where available) the Category selected by the Customer; and
 3. (where available) whether the Customer intends for a Driver to arrive at the relevant pick-up location immediately or at a specified time;
 4. other marketplace factors such as the availability of and demand for Drivers by Customers;
 3. display estimates of the following in the Customer App:
 4.
 1. the Fare (together with any applicable Service Fee and any Toll Payments for the anticipated route); and
 2. (where available) the anticipated pick-up and/or arrival times for the Ride-Hailing Services.
 5. (in response to Customers confirming their request for Ride-Hailing Services) invite Drivers within reasonable proximity of the pick-up location to indicate their willingness to fulfil the Ride-Hailing Services, taking into account (for the purpose of determining any appropriate order and/or timing of circulating invitations to Drivers):
 6.
 1. factors to expedite the potential arrangement of the Ride-Hailing Services in the relevant marketplace including, for example, the estimated time of arrival of Drivers to the applicable pick-up location and whether Drivers are already fulfilling Ride-Hailing Services;
 2. any filters or preferences made available and used by Drivers in the Driver App (for example, the ability for a Driver to set a maximum distance they are willing to travel to reach a pick-up location);
 3. the other factors set out in this section 5;
5. In some locations that have high volumes of requests and an abundance of online Users, such as at airports, Bolt may implement a “first in, first out” queuing system of inviting Drivers to indicate their willingness to fulfil Ride-Hailing Services.
6. For the purposes of expediting the potential arrangement of Ride-Hailing Services and to minimise unsuitable matches and unsatisfactory experiences, Bolt shall take into account circumstances where a specific Customer or Driver (as applicable) has previously provided significant negative feedback in respect of a specific Customer or Driver (as applicable) and will not invite that Driver to indicate their willingness to

- fulfil Ride-Hailing Services to that Customer.
7. Where available, Drivers will be able to refine the invitations to fulfil Ride-Hailing Services that they receive by, for example, setting a radius to exclude requests or by setting preferred pricing components.
 8. The estimates referred to in section 5.3.2 are provided for your reference only and the actual Fare, pick-up and arrival time may differ from the estimates. Variations may occur due to factors such as:
 9.
 1. If you change your destination during the Ride-Hailing Services,
 2. Traffic conditions that cause delays
 3. Route changes that incur additional Toll Charges
 4. Other unforeseen factors that may impact the journey.
 10. If you are more than three (3) minutes late to meet your Driver at the pick-up location, and the Driver has not been informed of the delay before the delay occurs, the Driver will be entitled to cancel the Ride-Hailing Services on behalf of Bolt. In these circumstances a Cancellation Fee will be payable (see section 5.11).
 11. For the avoidance of doubt Bolt's agreement(s) for the sale of Ride-Hailing Services to you will be made upon commencement of the applicable Journey Period(s).
 12. When Ride-Hailing Services have concluded or otherwise end, the applicable Fare (including any Service Fee and Toll Payments) payable to you will be calculated on the basis that has been shown in the Customer App prior to commencement of the Ride-Hailing Services. Bolt will make reasonable efforts to provide accurate estimates before booking a Ride-Hailing Service via the Customer App, but these are subject to change based on the factors mentioned in section 5.7.
- Your responsibilities
13. You are responsible for ensuring that your personal belongings and those of any Passengers are safely stowed for the duration of any Ride-Hailing Services
 14. Bolt is not a specialist goods transportation business and you agree not to use the Bolt Platform for the transport of sensitive, perishable, fragile or irreplaceable items that require notable care or specialist transportation. We will not accept any responsibility or liability in the event that such items are lost or damaged.
 15. Please see sections 10 and 11 for additional provisions in respect of liability.
- Cancellation Fees and Cleaning Fees
16. You agree to pay Bolt a Cancellation Fee of fifty (50) DKK in the event that you cancel a request for Ride Hailing Services (or otherwise fail to enter into an arrangement as set out in section 5.8) after expiry of the Cooling-Off Period, or such higher amount as is displayed in the Customer App at the time of your request for Ride-Hailing Services.
 17. You agree to pay Bolt a Cleaning Fee, calculated on a case-by-case basis, taking into account the extent of the damage and the necessary work required, in the event a Passenger makes the vehicle used for the Ride-Hailing Services dirty, stained, noxious or similar to the extent that it has become unsuitable for transport and requires cleaning. The fee amount can also be displayed in the Customer App at the time of your request for Ride-Hailing Services.
- Access to Categories
18. Bolt may make different Categories available in a market to enable the matching of
 - (i) Service Providers that can fulfil services in accordance with that Category with
 - (ii) Customers that would prefer the service to be fulfilled in accordance with that

Category. For example, if an 'electric vehicle' Category is available, Bolt will aim to connect Customers selecting that Category exclusively with Service Providers that are able to fulfil services using an electric vehicle.

19. For more information on the Categories available in a marketplace, please contact our support team.

Promotions

20. Bolt may at its discretion make promotions available to Customers where Bolt will arrange to provide Customers with a benefit for their use of the Bolt Platform.

21. When a promotion is offered by Bolt to Customers:

22.

1. Receipt of the benefit of the promotion may be subject to completion of the applicable requirements of that promotion.
2. The promotion is subject to compliance with these Platform Terms. Bolt therefore reserves the right to deny the benefit of any promotion when there have been breaches of these Platform Terms (including participation in Illegitimate Services). Bolt will otherwise never deny the benefit of any promotion that has been legitimately fulfilled.
3. Bolt will never make any access to the Bolt Platform conditional on completion of all the applicable requirements of any promotion.

11. Payments

Overview

12.

1. You must make all Payments via the Bolt Platform. Cash payments are not permitted
2. You authorise Bolt:
3.
 1. to collect all Payments from the credit or debit card (or other accepted means payment) associated with your Payment Method.
 2. to arrange for pre-authorisation in respect of such payments prior to completion of Ride-Hailing Services (where applicable).
4. Bolt will arrange to issue a corresponding invoice and (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:
5.
 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;
 2. in respect of Cancellation Fees and Cleaning Fees, at such time as the same become payable.
6. 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.
 1. you authorise us to recover such Payment at the time of your next request for Ride-Hailing Services
 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.

Your Payment Method

8. You must ensure that the details you provide us in respect of your Payment Method are correct and kept up to date.
9. 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.

Other important information relating to payments

10. In the event that you dispute the sums collected by Bolt in relation to these Platform Terms, you are able to request a review in accordance with section 12.6. You authorise Bolt to withhold the disputed amounts until the dispute has been resolved.
11. You agree to provide us with such additional information that we reasonably require, on request and from time to time, for the purposes of enabling Bolt to efficiently and lawfully fulfil its obligations in this section 6;
12. By agreeing to these Platform Terms you agree to receive receipts and invoices from us in an electronic format.
13. Please note that payments and related functionalities may be interrupted, suspended or limited from time to time be for maintenance or as a result of technical errors.
14. Third-party payment service providers (e.g. banks and other licensed financial institutions) may charge you additional fees when processing any payments such as processing fees, international transaction fees and foreign exchange. Bolt is not responsible for any such fees. We recommend that you review the terms and conditions of the third-party payment service providers associated with your chosen Payment Method to verify whether any additional fees will apply.
15. In the event of a charging error:
16.
 1. you agree that Bolt may take reasonable steps to rectify the error by, for example, deducting any amount erroneously transferred to you from your future account balance;
 2. unless the error is otherwise rectified, you agree to return any overpayments to Bolt as soon as we notify you of the error (but in any event within a week of the error).
17. Please note that any representation of sum Bolt is without prejudice to any sums otherwise owed by you to Bolt under section 10 ('your liability').
18. Bolt reserves the right to cancel, suspend, limit or refuse the collection of Payments from you, or collections otherwise to be made on your behalf, if Bolt has reasonable grounds to suspect that such payments relate to use of the Bolt Platform in any manner that is unlawful, illegal or prohibited by any international sanctions. Where possible Bolt will try to contact you in advance of such circumstances in order to inform you of such issues and (where applicable) attempt to resolve them, unless we are unable or are advised not to do so for regulatory or legal reasons.

13. Investigations into unusual behaviour

14.

1. In the event that Bolt becomes aware of information indicating a potential breach of these Platform Terms, you must arrange cooperation with Bolt's reasonable investigations without unreasonable delay.
2. You agree that Bolt may request feedback from Users for the purposes of detecting non-compliance with these Platform Terms.
3. Bolt reserves the right to report any unlawful, illegal, unusual and/or suspicious

activities to all relevant law enforcement agencies and regulatory authorities without providing you or any other party with notice.

4. Please note that Bolt may also be required to disclose confidential information in accordance with any applicable laws, court orders and/or regulatory investigations that apply.

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

16.

1. Bolt is entitled to temporarily suspend or restrict access to all or part of the Bolt Platform in association with your account:
2.
 1. if there has been a breach of your obligations in these Platform Terms;
 2. where Bolt is conducting an investigation relating to:
 3.
 1. Bolt's legal or regulatory obligations;
 2. a suspected breach of these Platform Terms
in which case the relevant access will be suspended for the duration of the investigation only;
 4. when you fail to verify your identity and/or log-in credentials;
 5. if Bolt needs to make changes to comply with laws or regulations;
 6. to deal with technical problems or to make technical changes and upgrades;
 7. if Bolt needs to take urgent precautions to protect the integrity or reputation of the Bolt Platform;
 8. if Bolt needs to take urgent precautions to protect against:
 9.
 1. imminent danger(s) to Users;
 2. cybersecurity risks (including malware, spam and data breaches);
and/or
 3. unusual activity which is indicative of manipulation or exploitation (whether financial or data-related).
3. Bolt will try to contact you in advance of any such suspension unless there is an urgent problem, an emergency, or some other appropriate reason such as:
4.
 1. an emergency;
 2. health and safety concerns;
 3. material or repeated breaches of these Platform Terms; or
 4. we are unable or are advised not to do so for regulatory or legal reasons.
5. While access is restricted or suspended you will (where available) be able to access historic details relating to the Ride-Hailing Services you have requested via the Bolt Platform.
6. If Bolt suspends access to the Bolt Platform you may submit a complaint or a request for Bolt to review this decision in accordance with our internal complaint handling rules (see section [12.6](#)).

17. How our relationship may end

18.

1. You may terminate your relationship with Bolt under these Platform Terms immediately and at any time by giving Bolt notice to that effect in writing.
2. Bolt can terminate its relationship with you in entirety (or in respect of a specific feature or access only) by:

3.
 1. by giving you at least seven (7) days' notice to that effect together with Bolt's reasons for doing so.
 2. immediately by communicating this to you in writing if:
 3.
 1. a new law, regulation or obligation comes into force (or similar circumstances beyond our control) which means we have to terminate our provision of all or part of the Bolt Platform immediately or on less than seven (7) days' notice; and/or
 2. we exercise any right we have under applicable law to terminate the relationship; and/or
 3. there is a material breach of these Platform Terms; and/or
 4. there are repeated breaches of these Platform Terms.
4. Where Bolt gives you notice of termination pursuant to section 9.2, we will at your request provide you with a statement of reasons for the termination save where we are unable or are advised not to do so for regulatory or legal reasons.
5. Upon termination of our agreement pursuant to these Platform Terms, you will no longer have the right to access the Bolt Platform.
6. If Bolt terminates access to the Bolt Platform you may submit a complaint or a request for Bolt to review this decision in accordance with our internal complaint handling rules (see section 12.6).
7. For the avoidance of doubt sections 1 (glossary of defined terms), 10 (your liability), 11 (our liability), 12 (intellectual property, notices, disputes, our partners and affiliates, tax, interpretation and jurisdiction) of these Platform Terms will continue to apply at all times including if all or part of our relationship has been terminated.

19. Your liability

20.
 1. To the maximum extent permitted by law, you agree to indemnify and fully reimburse Bolt for any reasonable and foreseeable claims, losses and costs (including the costs of our professional advisors and enforcement agents) directly caused by your use of the Bolt Platform including those relating to:
 2.
 1. any breach of your obligations in these Platform Terms;
 2. property damage or monetary loss;
 3. loss of profit, business or revenue;
 4. loss of contracts, contacts, goodwill, reputation, anticipated savings;
 5. any loss that may arise from interruption or use of the Bolt Platform;
 6. loss, damage to (or the inaccuracy of) data;
 7. any other type of indirect or consequential loss or damage (for example, losses which could not have been reasonably foreseen at the beginning of our relationship);
 8. any allegation that any materials submitted to Bolt or transmitted through the Bolt Platform:
 9.
 1. breach the intellectual property rights of any third party;
 2. breach any law or regulation;
 10. any ownership, use, maintenance or operation of a vehicle;
 11. the actions and/or inactions of any Passengers; and/or

12. your interactions with Service Providers and Drivers.
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.

21. Our liability

22.

1. To the maximum extent permitted by law Bolt shall not be liable to you for any losses, damage, costs or claims resulting from:
2.
 1. use of the Bolt Platform by you or any Passengers, provided that such use is not due to Bolt's negligence;
 2. the unavailability or improper functioning of the Bolt Platform, provided that Bolt has made reasonable efforts to ensure the platform's availability and proper functioning;
 3. the actions (or inactions) of any User of the Bolt Platform;
 4. the use of websites, content, applications or services (including payment services) that are not owned, controlled or provided by Bolt;
 5. incorrect or outdated information that you have provided to Bolt;
 6. the content of any third-party websites, content or applications;
 7. any person accessing the Bolt Platform via login details that do not belong to them, provided that Bolt has taken reasonable steps to prevent unauthorized access.
3. The exclusions of liability in section 11.1 include exclusions to any of the following losses whether direct or indirect:
4.
 1. property damage or monetary loss;
 2. loss of profit, business or revenue;
 3. loss of contracts, contacts, goodwill, reputation, anticipated savings;
 4. any loss that may arise from interruption or use of the Bolt Platform;
 5. loss, damage to (or the inaccuracy of) data;
 6. any other type of indirect or consequential loss or damage (for example, losses which could not have been reasonably foreseen at the beginning of our relationship).
5. Bolt maximum liability to you in connection with these Platform Terms is capped at four thousand (4,000) DKK in aggregate.
6. All limitations and exclusions of liability set out in these Platform Terms will apply to the fullest extent permitted by law.
7. No provision in these Platform Terms will limit or exclude Bolt's liability in relation to:
8.
 1. death or personal injury arising as a result of Bolt's negligence; nor
 2. any other liability that cannot be excluded or limited by law.

23. Other provisions

Intellectual property

24.

1. All copyrights, trademarks and design rights in the Bolt Platform including its source code, databases, logos and visual designs (together the "intellectual property") are owned by or licensed to Bolt. By using the Bolt Platform you will not acquire any

rights of ownership to any intellectual property. You must not use (nor allow the use of) the intellectual property without an express prior and written consent from Bolt.

Notices

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.
3. Bolt may issue notices to you in connection with these Platform Terms either:
4.
 1. by letter;
 2. electronically by email
 3. using the contact information that you provide to us from time to time.
5. 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.
6. If the timing that a notice is properly served under section 12.4 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 by 09:00 on the next day that is not a Saturday, Sunday or public holiday.

Disputes

7. In circumstances where Bolt has:
8.
 1. suspended access to the Bolt Platform (see section 8); and/or
 2. terminated access to the Bolt Platform (see section 9); and/or
 3. otherwise taken a decision in connection with these Platform Terms that you disagree with;
you may submit a complaint or a request for Bolt to review this decision in accordance with our internal complaint handling rules made available as [to follow](#).
9. To the maximum extent permitted by law any disputes arising out of these Platform Terms that cannot be settled in accordance with sections shall be settled by the courts of Denmark.
10. Customers have the opportunity to file a complaint about a taxi ride. In case of complaints related to the dispatched rides, Bolt offers the following options for resolutions:
11.
 1. Direct Complaint to Dispatch Center: Complaints can initially be done directly to the dispatch center via email to denmark@bolt.eu.
 2. Taxi Complaint Board (in Danish: Klagenævnet for Taxi): Before bringing a complaint to the Taxi Complaint Board, you must first contact the relevant dispatch center and present the case. There is a fee of one hundred seventy five (175) DKK when filing a complaint. You will be refunded this amount if your complaint is upheld or if an agreement is reached in your favor during the handling of the case. For more information about the Taxi Complaint Board, please visit taxiklage.dk | [Klagenævnet for Taxi](#).
 3. Online Dispute Resolution Platform: For consumers residing in another EU country, the European Commission offers an online dispute resolution platform. This platform can be accessed at <http://ec.europa.eu/consumers/odr/>.

Value added tax

12. All sums mentioned in these Platform Terms or on the Bolt Platform are stated to be inclusive of any value added tax that applies.

Interpretation

13. If any provision of these Platform Terms is held to be unenforceable, the parties shall substitute the affected provision with an enforceable provision that approximates the intent and economic effect of the affected provision.
14. If there is a conflict between the provisions of these Platform Terms and any other agreements or arrangements made between you and Bolt, the provisions of these Platform Terms shall apply unless expressly stated otherwise.

Jurisdiction

15. 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.

End of Platform Terms