

Date of entry into force of these General Terms and Conditions: 13 March 2025

General Terms and Conditions for Passengers

These General Terms and Conditions set out the main terms and conditions applying to and governing the usage of the Bolt App - technology that connects passengers with drivers to help them move around cities more efficiently.

In order to use Bolt App You must agree to the terms and conditions that are set out below:

1. Definitions

1.1. **Bolt** (also referred to as "we", "our" or "us") – Bolt Operations OÜ a private limited company incorporated and registered under the laws of the Republic of Estonia with registration code 14532901, registered office at Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia.

1.2. **Bolt Services** – services that Bolt provides, including provision and maintenance of Bolt App, Bolt Platform, Bolt In-App Payment, customer support, communication between the Driver and the Passenger and other similar services.

1.3. **Bolt App** – a smartphone application for drivers and passengers to request and receive transportation services.

1.4. **Bolt Platform** – technology connecting passengers with drivers to help them move around cities more efficiently.

1.5. **Driver** – the person providing transportation services via the Bolt Platform, either individually or via the legal entity.

1.6. **Passenger** (also referred to as "You" or "Your") – a person requesting transportation services by using Bolt App.

1.7. **Fare** – the fee a Passenger is obliged to pay Driver for provision of the transportation services.

1.8. **Bolt In-App Payment** – cards, carrier billing and other payment methods used by the Passenger via Bolt App to pay for transportation services.

1.9. **Tip** – a gratuity offered by the Passenger at his sole discretion in addition to the Fare paid.

2. Using the Bolt App

2.1. Bolt provides an information society service through Bolt App that enables mediation of the requests for transportation services between the passengers and Drivers. Transportation services are provided by Drivers under a contract (with You) for the carriage of passengers. Drivers provide transportation services on an independent basis (either in person or via a company) as economic and professional service providers. Drivers as providers of the transportation services are responsible for the fulfilment of the contract entered into between You and the Driver, and may be responsible for the death, health injury or other kind of damage caused by Driver's serious negligence, if such circumstances were the result of Driver's action or omission. Bolt does not provide transportation services and it is not responsible in any way for the fulfilment of the contract entered into between the Passenger (You) and the Driver. Data regarding the Drivers and their transportation service is available in the Bolt App and receipts for rides are sent to the email address listed in the passenger's profile.

2.2. You enter into a contract with the Driver for the provision of transportation services via the Bolt App. Depending on the payment options supported for a given location of the ride, You can choose whether to pay the Driver for the transportation service in cash or use Bolt In-App Payment.

Charges will be inclusive of applicable taxes where required by law. Charges may include other applicable fees, tolls, and/or surcharges including wait time fee, booking fee, municipal tolls, airport surcharges or processing fees for split payments. If You wish, You may also choose to pay a Tip to the Driver directly or via the use of Bolt In-App Payment. We may limit the maximum value of a Tip at our sole discretion.

2.3. During the installation of Bolt App, Passenger's mobile number is linked to the respective Bolt user account and added to our database. If You are no longer using Your mobile number, You must notify Bolt within 7 (seven) days so we can anonymize Your account data. If You do not notify us about any change to Your number, Your mobile operator may issue the same mobile number to a new person who when using Bolt App then may have access to Your data.

2.4. Rooting, jailbreaking or modifying Your 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 Your use of such a modified mobile device and that We have no obligation to support the use of such a device.

2.5. You may not, and may not allow any other person 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.

2.6. You must be at least 18 years old to obtain access to the Bolt App, including to accept these General Terms and Conditions. In addition, You must ensure that the persons using transportation services via the Bolt App on Your behalf are at least 18 years old. The Driver is entitled to refuse to provide the transportation service to the Passenger or any other person using services on Passenger's behalf that is unable to prove that he or she is at least 18 years old.

2.7. To ensure the safety on the Bolt Platform, the passengers are not allowed to carry Prohibited Items while using the Bolt App, unless otherwise stated in the applicable laws. The Driver may refuse the provision of transportation services to the unauthorized possessor of the Prohibited Items. Bolt may at any time discontinue the provision of Bolt Services to the Passenger or any individual for whom the Passenger has placed an order that does not comply with the prohibition referred to in this section and applicable laws, and report unauthorized use of the Prohibited Items to the authorities. The Prohibited Items include, among other things:

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

2.7.2. 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;

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

2.7.4. 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.

2.8. If any of the information the Passengers provide to Bolt and/or Bolt Platform is deemed to be illegal content under applicable laws or otherwise contravenes these General Terms and Conditions, Bolt reserves the right to:

2.8.1. remove, disable access, or demote such content,

2.8.2. suspend, terminate or restrict any monetary payment due from Bolt to You,

2.8.3. suspend or terminate the Bolt Services in whole or in part, and

2.8.4. suspend or close Your Bolt user account.

3. Promotional Codes

3.1. You may receive promotional codes on a per-promotion basis. Promotional code credit can be applied towards payment on completion of a ride or other features or benefits related to the service and/or a third party's service and are subject to any additional terms that are established on a per promotional code basis. Expiration dates of promo codes will be reflected in-app once You have applied the promo code to Your account.

3.2. If Your ride amount exceeds the redeemable credit allocated to Your ride, the balance will be automatically deducted from Your account's payment method. Similarly, a promotional code credit only applies on a per-ride basis and cannot carry over to the next ride and therefore will be forfeited. Only one promotional code may be applied per ride.

3.3. Bolt reserves the right to cancel any promotional code at any time for any reason. This includes but is not limited to if Bolt deems that codes are being used in an unlawful or fraudulent manner, those issued mistakenly, and those that have expired.

4. Bolt In-App Payment

4.1. Depending on the payment options supported for the given location of the ride, You can pay for the transportation services with a card, mobile carrier billing or other payment methods (e.g. Bolt Business, Bolt Balance) as and when available through Bolt App. You acknowledge that every Driver as provider of the transportation services has authorised Bolt to act as its commercial agent in relation to the transportation services agreement. Bolt has a right to mediate the conclusion of transportation services agreement between You and the Driver, including, but not limited to, collecting on its behalf the Fare or other fees payable via an In-app Payment by You under the agreement for transportation services.. Your obligation to the Driver will be fulfilled when the respective payment is credited to Bolts' bank account. You,

as a passenger are responsible for ensuring that the payment takes place and ensuring that sufficient funds are available.

4.2. You may choose to pay a Tip to the Driver using the Bolt In-app Payment service. The Tip can be paid via the Bolt In-App Payment by means authorised by Bolt for that purpose. Bolt will not hold a commission for the brokerage of the Tip and the Tip will be transferred to the Driver in full amount, excluding any taxes, if applicable. Bolt reserves the right to withhold the Tip, if the payment of the Tip is suspected as being fraudulent, illegal, for a purpose other than as a gratuity related to the service provided or used in conflict with these General Terms and Conditions.

4.3. When making payments by Bolt In-App Payment, Bolt receives Your payments and forwards money to the Driver. Bolt may ask for additional data from You to verify the payment method.

4.4. When making payments by Bolt In-App Payment for transportation services, Bolt is not responsible for possible third-party payment costs (e.g. mobile operators, bank fees). These service providers may charge You additional fees when processing payments in connection with Bolt In-App Payment. Bolt is not responsible for any such fees and disclaims any and all liability in this regard. Your payment method may also be subject to additional terms and conditions imposed by the applicable third-party payment service provider; please review such terms and conditions before using Your payment method.

4.5. Bolt will be responsible for the functioning of Bolt In-App Payment and provide support in resolving problems. The resolution of disputes related to Bolt In-App Payment also takes place through us. For payment support service please contact: georgia@bolt.eu. Inquiries submitted by email or Bolt App will receive a response within one business day. Bolt will resolve Bolt In-App Payment related complaints and applications within two business days.

4.6. Upfront Fare. You may be offered to use a ride option that allows You to agree to a fixed Fare for a given instance of transportation service provided by the driver (i.e Upfront Fare). Upfront Fare is communicated to You via Bolt App before the ride is requested. Upfront Fare shall not be applied if You change 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).

4.7. By accepting these General Terms and Conditions You represent and warrant that You have carefully studied, understand, and agree to be bound by [Bolt Balance Terms and Conditions](#).

4.8. When making a payment using the Bolt Business payment method, the fee for services (including waiting time, tolls, and/or surcharges including a booking fee, municipal tolls, airport surcharges, processing fees for split payments, cancellation fees) shall be paid by the third party who has enabled the Bolt Business payment method for You. For all other applicable fees such as damages, penalties, or other fees as provided in these General Terms and Conditions,) You and such a third party remain jointly and severally liable, meaning You or the third party may be charged with such fees or both partially. Such a third party shall have the same rights as You have under these General Terms and Conditions with regards to being charged the applicable fees: the invoice or receipt for services shall be issued to the third party along with any refund (as applicable), the third party can raise complaints and request information in relation to the fees charged and services used under the Bolt Business payment method.

5. Ordering and cancelling transportation services

5.1. If You order a transportation service and the Driver has agreed to undertake the work then the transportation service is considered to be ordered.

5.2. Once a Driver confirms that he/she will complete Your ride, You will enter into a separate agreement with the Driver for the provision of transportation services on such terms and conditions as You agree with the Driver. Bolt does not provide transportation services and is not a party to Your agreement with the relevant Driver.

5.3. Cancellation of the ordered transportation service occurs when the Driver has accepted Your request, and You subsequently reject, cancel or refuse the transportation service. If the transportation service request is cancelled more than three (3) minutes after Driver's acceptance You will be required to pay a cancellation fee in the amount specified in the Bolt App at the time of the request.

5.4. If You cancel a transportation service request on multiple successive instances within 24-hour we may temporarily block Your Bolt user account for a warning. After multiple such warnings, we may suspend Your account for a longer period (e.g. 6 months). After that period You could ask to reactivate Your Bolt user account and Your application will be reviewed by Bolt.

5.5. When Driver notifies the Passenger about the arrival of the vehicle to its destination and Passenger or people for whom the transport was ordered do not arrive at the vehicle within five (5) minutes as specified in the Bolt App, the request will be deemed canceled by You and You will be required to pay a cancellation fee in the amount specified in the Bolt App at the time of the request. Sometimes the Driver may decide to cancel Your request, please note that Bolt is not responsible for such situations.

5.6. Once the Driver arrives and sends You a notification that he/she has arrived the Bolt App may begin charging Fare on a waiting time basis according to the rates specified in the Bolt App.

5.7. If You have requested transportation services using the Bolt App and cause damage to the Driver's vehicle or its furnishing (among else, by blemishing or staining the vehicle or causing the vehicle to stink), the Driver

will have the right to require You to pay a penalty of 100 GEL and require compensation for any damages exceeding the penalty. If You do not pay the penalty and/or compensate for the damage, Bolt may pursue the claims on behalf of the Driver.

5.8. To ensure a safe and reliable Bolt Platform for everyone, we may take actions against You, such as suspending You from using the Bolt App and Bolt Platform for 6 months, under our [Marketplace Conduct Guidelines for Riders](#). By using Bolt App You confirm that You have read the [Marketplace Conduct Guidelines for Riders](#) and agree to comply with them.

5.9. Bolt may suggest You a certain category of ride in the Bolt App. The main criteria for the suggestions are price of the ride, estimated time of arrival of the vehicle and Your historical category selection behaviour. You are under no obligation to order the ride from the category suggested to You by Bolt.

6. License to use Bolt App

As long as You comply with these General Terms and Conditions, we agree to grant You a royalty-free, revocable, non-exclusive, right to access and use the Bolt App in accordance with these General Terms and Conditions, the Privacy Notice and the applicable app-store terms. You may not transfer or sub-license this right to use the Bolt App. In the event that Your right to use Bolt App is cancelled, the corresponding non-exclusive license will also be cancelled.

7. Liability

7.1. As the Bolt App is an information society service (a means of communication) between passengers and Drivers, we cannot guarantee or take any responsibility for the quality or the absence of defects in the provision of transportation services. As the usage of Bolt App for requesting transportation services depends on the behaviour of the Drivers, Bolt does not guarantee that You will always have offers available for the provision of transportation services.

7.2. Bolt App does not offer or broker transportation services for passengers. It is also not a transport agency service for finding passengers for transportation providers. Bolt App is used as the means for organising the provision of transportation services.

7.3. The consumer's right to a refund is not applied to Bolt App orders. Requesting a refund from the transportation service provider does not withdraw You from the agreement in the course of which the provision of the transportation service was ordered.

7.4. Bolt App is provided on an "as is" and "as available" basis. Bolt does not represent, warrant or guarantee that access to Bolt App will be uninterrupted or error-free. In case of any faults in the software, we will endeavour to correct them as soon as possible, but please keep in mind that the functioning of Bolt App may be restricted due to occasional technical errors and we are not able to guarantee that Bolt App will function at all times, for example, a public emergency may result in a service interruption.

7.5. Bolt, its representatives, directors and employees are not liable for any loss or damage, that You may incur as a result of using Bolt App or relying on, the ride contracted for through Bolt App, including but not limited to:

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

7.5.2. loss of profit;

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

7.5.4. loss or inaccuracy of data; and

7.5.5. any other type of loss or damage.

7.6. Bolt may be held liable for death, personal injury, or other damages caused by Bolt's gross negligence, provided such damages result directly from Bolt's actions or omissions.

7.7. The financial liability of Bolt in connection with breach of these General Terms and Conditions will be limited to 1400 GEL. You will have the right to claim for damages only if Bolt has deliberately violated these General Terms and Conditions. Bolt will not be liable for the actions or inactions of the Driver and will not be liable for damages that the Driver causes to the passengers.

7.8. You agree to fully indemnify and hold Bolt, its affiliate companies, representatives, employees and directors harmless from any claims or losses (including liabilities, damages, costs and expenses of any nature) that they suffer as a result of Your use of Bolt App (including the rides You obtain through Your use of Bolt App).

7.9. Bolt may immediately terminate Your use of Bolt App if You breach these General Terms and Conditions or we consider it necessary to protect the integrity of Bolt or the safety of Drivers.

7.10. 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 passengers and Drivers that frequently submit notices or complaints that are manifestly unfounded. While assessing the circumstances for the suspension, Bolt considers the following:

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

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

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

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

8. Good practice using the Bolt App

8.1. You hereby acknowledge and agree that Bolt provides an information society service through the Bolt App and it does not act as a provider or broker of transportation services. Consequently, any disputes related to consumer rights, legal obligations or laws applicable to the provision of transportation services, including but not limited to, the issues with defects or quality of the transportation services, will be resolved between the passengers and the transportation service provider in accordance with the rules and regulations of the transportation service provider or the relevant public authority. Bolt may assist with the resolution of the disputes in its capacity as the commercial agent of the transportation service provider.

8.2. In case of unsatisfactory transportation service (except from immaterial flaws in service), You are entitled to: (i) cancel receiving the transportation service; and/or (ii) require reimbursement of the Fare or substitution of such transportation service for free within a reasonable time or reduction of the Fare; and/or (iii) demand compensation of damages as prescribed under Georgian law. In case of alleged unsatisfactory transportation service, the burden of proof is on the transportation service provider.

8.3. You are also entitled to report the unsatisfactory transportation service or any violation of your consumer rights to the LEPL Georgian National Competition Agency within two (2) years after the completion of transportation service.

8.4. We ask You to fill out a feedback form in the Bolt App. This enables us to offer suggestions to the Drivers for improving the quality of their service.

8.5. We expect that You use Bolt App in good faith and be respectful of the Drivers who offer their services through Bolt App. In addition to any other rights we may have to take actions against You under these General Terms and Conditions and our [Marketplace Conduct Guidelines for Riders](#), Bolt retains the right to close Your Bolt user account if You have violated these General Terms and Conditions or if Your activities are malicious, i.e. withholding payment for the provision of the transportation service, fraud,

being disrespectful towards the Drivers, etc. In these cases, Your Bolt user account may be terminated without prior notice.

8.6. Bolt will make every effort to ensure that only Drivers, who have integrity and are respectful of their profession and passengers, use the Bolt App. However, we are in no position to guarantee that every transportation service provider, located by Bolt App, satisfies the aforementioned criteria at all times.

8.7. If You experience objectionable transportation service, please notify the transportation service provider responsible for the service, or a supervisory authority or contact our customer support in the Bolt App. We will use our best endeavours to respond to your inquiries and/or resolve Your complaints.

8.8. To ensure the safety of the Bolt Platform for all users, Bolt may ask the Passenger to verify his/her identity. If Bolt is unable to verify the identity of the Passenger, Bolt Services may be suspended for the Passenger until the verification process is completed.

9. Amendments to the General Terms and Conditions

If any substantial amendments are made to the General Terms and Conditions, then You will be notified by email or Bolt App notifications. If You continue using the Bolt App, You will be deemed to accept the amendments.

10. Term and termination of using the Bolt App and Bolt Platform

10.1. These General Terms and Conditions come into effect upon your registration for a Bolt user account and remain valid until terminated by You or us in accordance with the provisions set forth herein. If You no longer agree to these General Terms and Conditions, any amendments made to them, or any changes or modifications to the Bolt App or Bolt Platform, you must immediately discontinue the use of Bolt Platform and uninstall the Bolt App. If you wish to delete your Bolt user account, you may do so free of charge by submitting a request in the Bolt App.

10.2. In the event that your Bolt user account is suspended or closed by us, or if you choose to close your Bolt user account, Bolt reserves the right to delete your user content and any other information associated with your Bolt user account. Upon termination, you will lose any rights to access and use the Bolt Platform, including any rights to access your Bolt user content.

10.3. Termination of your Bolt user account and access to Bolt App and Bolt Platform does not relieve you of any outstanding obligations, including any payments due under these General Terms and Conditions.

11. Final Provisions

The General Terms and Conditions will be governed by and construed and enforced in accordance with the laws of the Republic of Estonia. If the respective dispute resulting from the General Terms and Conditions cannot be settled by the negotiations, then the dispute will be finally solved in Harju County Court in Tallinn, Estonia. If any provision of the General Terms and Conditions is held to be unenforceable, the parties will substitute for the affected provision an enforceable provision that approximates the intent and economic effect of the affected provision.