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General Terms and Conditions updated: 22.01.2024.

General Terms for Taxi Companies and Drivers

These General Terms set forth the main terms and conditions for Taxi Companies and Taxi Drivers regarding the use of Bolt Services. In order to receive Bolt Services you must agree to the terms set forth below.

1. DEFINITIONS

1.1. **“Bolt”** (hereinafter also referred to as “we”, “our” and “us”) refers to Bolt Services LT, UAB, a private limited company incorporated and registered under the laws of the Republic of Lithuania, registration number 304960634, with its registered office at Geležinio Vilko St. 18A, Vilnius, the Republic of Lithuania.

1.2. **“Bolt Partners”** shall mean the parent and/or sister companies, and/or companies belonging to the same Bolt group of companies

1.3. **“Bolt Services”** refers to the Taxi Dispatch Services provided by Bolt, including the provision and support of the Bolt App, the Bolt Call Center, the Bolt Taxi Driver Accounts, the Bolt Taxi Company Accounts, In-app Payments, Passenger support, communication between the Taxi Company, the Taxi Driver and the Passenger, and other similar services.

1.4. **“Bolt Call Center”** refers to a calls management center for the Taxi Driver and the Passengers used to request and receive Taxi Services by calling where available.

1.5. **“Bolt App”** refers to an application for telecommunication terminal equipment intended for the Taxi Driver and the Passenger to request and receive Taxi Services.

1.6. **“Passenger”** refers to a person requesting Taxi Service via the Bolt App and/or via Bolt Call Center.

1.7. **“Taxi Driver”** refers to a person who runs individual activity as prescribed by applicable legislation, as well as to a person, employed by or contracted to the Taxi Company, and providing Taxi Services in accordance with the applicable legislation, and who has concluded a contract with Bolt for the provision of Bolt Services. Each Driver will get a personal Bolt Taxi Driver Account.

1.8. **“Taxi Company”** refers to a legal entity that provides Taxi Services in accordance with the applicable legislation, has more than one Taxi Driver who is employed by or contracted to this legal entity, and has concluded a contract with Bolt for the provision of Bolt Services. Each Taxi Company will get a personal Bolt Taxi Company Account.

1.9. **“Agreement”** refers to the agreement between the Taxi Company/Taxi Driver and Bolt regarding the use of Bolt Services which consists of: 1.9.1. these General Terms; 1.9.2. special terms displayed in the Bolt App, such as price information or service descriptions; 1.9.3. guidelines provided in writing on our website or sent via e-mail to the Taxi Company/Taxi Driver from time to time by Bolt and/or Bolt Partners; 1.9.4. other terms referred to in this Agreement, which may be regularly revised and amended by informing the Taxi Company/Taxi Driver thereof in accordance with the procedure and time limits established by applicable laws.

1.10. **“Fare”** refers to a fee that the Passenger is obliged to pay to the Taxi Company/Taxi Driver for the provided Taxi Services.

1.11. **“Bolt Fee”** refers to a fee that the Taxi Company/Taxi Driver is obliged to pay to Bolt for the Bolt Services, including the right to use the Bolt App and the Bolt Call Center.

1.12. **“In-app Payment”** refers to card payments, carrier billing and other payment methods used by the Passenger to pay for Taxi Services using the Bolt App.

1.13. **“Bolt Taxi Company Account”** refers to an access to a website containing information and documentation regarding the use of the Bolt Services in connection with the provision of Taxi Services. The Taxi Company can access the Bolt Taxi Company Account at

<https://fleets.bolt.eu/> by entering a username and a password.

1.14. **“Bolt Taxi Driver Account”** refers to an access to a website containing information and documentation regarding the use of the Bolt Services in connection with the provision of Taxi Services. If the Taxi Driver is employed by or contracted to the Taxi Company, the Bolt Taxi Driver Account is subordinated to the Bolt Taxi Company Account. The Taxi Driver can access the Bolt Taxi Driver Account at <https://partners.bolt.eu/> by entering a username and a password.

1.15. **“Tip”** refers to a gratuity paid by the Passenger to the Taxi Driver at their sole discretion in addition to the Fare paid.

1.16. **“Taxi Dispatch Services”** refers to the taxi orders management services where the taxi orders for Taxi Companies/Taxi Drivers are accepted from the Passengers via means of communication or telecommunication terminal equipment, i.e., the Bolt Call Center or the Bolt App, and are handed over to the Taxi Drivers.

1.17. **“Taxi Services”** refers to the passenger transportation services for remuneration provided by the Taxi Company/Taxi Driver, including the carriage of the Passenger by a taxi, waiting for the Passenger with a taximeter switched on, driving according to a Taxi Order, waiting for the Passenger.

1.18. **“Taxi Order”** refers to a contract concluded between the Taxi Company/Taxi Driver and the Passenger by the means of communication or telecommunication terminal equipment, under which the Taxi Company/Taxi Driver undertakes to provide the Taxi Services on agreed terms and the Passenger agrees to pay for it.

2. CONCLUSION OF THE AGREEMENT

2.1. Before starting using the Bolt Services, a Taxi Company/Taxi Driver must sign up for a Bolt Taxi Company Account/Bolt Taxi Driver Account and submit all the information and documentation requested in the sign-up form. Upon successful completion of the sign-up procedure, we will provide the Taxi Company/Taxi Driver with a Bolt Taxi Company Account/Bolt Taxi Driver Account that is accessible by using a username and a password. By clicking the “Sign up” button at the bottom of the sign-up form, Taxi Company/Taxi Driver represents and warrants that: 2.1.1. pursuant to applicable laws, Taxi Company/Taxi Driver has the right to enter into an Agreement with us and provide Taxi Services; 2.1.2. Taxi Company/Taxi Driver has carefully read, fully understood and agrees to be bound by these General Terms, including any obligations provided herein and arising from the Agreement; 2.1.3. all the information Taxi Company/Taxi Driver has provided to us is accurate, correct and complete; 2.1.4. Taxi Company/Taxi Driver will keep the Bolt Taxi Company Account/Bolt Taxi Driver Account information updated at all times; 2.1.5. Taxi Company/Taxi Driver will not allow other persons to use the Bolt Taxi Company Account/Bolt Taxi Driver Account nor transfer or assign it to any other person; 2.1.6. Taxi Company/Taxi Driver will not use the Bolt Services for unauthorized and unlawful purposes or interfere with the proper functioning of the Bolt Services; 2.1.7. Taxi Company/Taxi Driver will at all times comply with all laws and regulations applicable in the country where Taxi Company/Taxi Driver provides Taxi Services, including, but not limited to, the laws governing the provision of Taxi Services.

2.2. During registration, the Taxi Company/Taxi Driver must provide its bank details when filling out the payment information. Payments received for Transportation Services using the app are transferred to the bank account specified by the Taxi Company/Taxi Driver. We are not responsible for incorrect money transfers if you provide incorrect bank and/or account details. Bolt has the right to share with the relevant tax authorities any information required under 22 March 2021 Council Directive (EU) 2021/514 amending Directive 2011/16/EU on administrative cooperation in the field of taxation, including (but not limited to) any remuneration paid or credited to the Taxi Company/Taxi Driver for activities carried out through the Bolt Platform. If

Taxi Company/Taxi Driver do not provide the information required under the above Directive, Bolt has the right to i) suspend your account, ii) prevent you from re-registering on the Bolt Platform and ii) withhold payments for Transportation Services until you provide the required information.

2.3. After submitting the sign-up form, Taxi Company/Taxi Driver will receive an email with additional terms and conditions that Taxi Company/Taxi Driver must comply with in order to use the Bolt Services. These terms and conditions may include requirements such as the submission of an extract from the register of administrative penalties (and, if necessary, a criminal record certificate), a valid driving license, a certificate for technical conformity of the vehicle, evidence of completion of training courses, the availability of equipment supporting the GPS signal, a certified taximeter as prescribed by the applicable regulations, evidence that a vehicle meets the requirements for taxi marking and other terms and conditions prescribed in the corresponding email. To ensure the integrity and safety of our services Bolt may request additional documents from you, such as administrative offences and/or your criminal record if there are indications of unprofessionally provided services affecting the safety of trips and/or Passengers. Failure to comply with these terms and conditions may result in the termination of the Agreement and the suspension of the right to use the Bolt Services.

2.4. By signing up for the Bolt Services, Taxi Company/Taxi Driver agrees that Bolt may transfer any of our obligations arising from the General Terms or the Agreement to other Bolt Partners. This includes, inter alia, the transfer of rights and obligations related to the review of documents to be submitted during the sign-up procedure, trainings, collection of Bolt Fees, transfer of fees due to the Taxi Company/Taxi Driver, mediation of In-app Payments, issuing of invoices, etc. Information about the Bolt Partners can be found at <https://bolt.eu/cities/>.

2.5. Registering to the Bolt Taxi Company Account. After the registration referred to Clauses 2.1-2.3 has been completed, the Taxi Company shall register on an ongoing basis its Taxi Drivers. The Taxi Company may see and control its Taxi Drivers via its Bolt Taxi Company Account. Each Taxi Driver will also get a personal Bolt Taxi Driver Account which will be subordinated to the Bolt Taxi Company Account. A Taxi Driver may use the Bolt Taxi Driver Account only if it has read and accepted the parts of the Agreement relevant to the Taxi Driver. The Taxi Company shall immediately notify Bolt if the Taxi Driver is no longer employed by/contracted to the Taxi Company. The violation and attempt to circumvent these conditions may result in the suspension of the right to use any or all parts of the Bolt Services, as well as the potential termination of this Agreement.

2.6. The Taxi Company is deemed to be the provider of Taxi Services towards the Passengers and party to the Agreement. Notwithstanding this, only the natural person (Taxi Drivers) indicated in the signup process or later may factually provide the Taxi Services. The Taxi Company must ensure that, at all times, the Taxi Drivers conform the requirements of this Agreement and that the Taxi Drivers agree to act in accordance with the conditions and obligations thereof and any further agreements between the Parties.

2.7. The Taxi Company and the Taxi Driver, employed by or contracted to the Taxi Company and factually providing the Taxi Services, shall remain jointly and severally liable for any infringement of the Agreement.

3. RIGHT TO USE THE BOLT APP, BOLT CALL CENTER AND THE BOLT TAXI COMPANY ACCOUNT/BOLT TAXI DRIVER ACCOUNT

3.1. Permission to use the Bolt App, Bolt Call Center and the Bolt Taxi Company Account/Bolt Taxi Driver Account. If the Taxi Company/Taxi Driver meets the terms of the Agreement, we grant the Taxi Company/Taxi Driver a permission to use the Bolt App, Bolt Call Center and the Bolt Taxi Company Account/Bolt Taxi Driver Account. This permission does not grant Taxi

Company/Taxi Driver the right to sublicense or otherwise transfer any rights arising from this Agreement to any third parties.

3.2. While using the Bolt App, Bolt Call Center and/or the Bolt Taxi Company Account/Bolt Taxi Driver Account, the Taxi Company/Taxi Driver may not: 3.2.1. decompile, reverse engineer, or otherwise attempt to obtain the source code of the Bolt App, the Bolt Call Center, the Bolt Taxi Company Account/Bolt Taxi Driver Account or other software of Bolt; 3.2.2. modify the Bolt App or the Bolt Taxi Company Account/Bolt Taxi Driver Account in any manner or form or to use modified versions of the Bolt App or the Bolt Taxi Company Account/Bolt Taxi Driver Account; 3.2.3. send files that contain viruses, corrupted files or any other programs that may damage or adversely affect the operation of the Bolt App and/or the Bolt Call Center; 3.2.4. attempt to gain unauthorized access to the Bolt App, the Bolt Taxi Company Account/Bolt Taxi Driver Account, the Bolt Call Center or other Bolt Services.

3.3. The permission granted herein to use the Bolt App, the Bolt Call Center and the Bolt Taxi Company Account/Bolt Taxi Driver Account revokes automatically upon termination of the Agreement. Upon termination of the Agreement, Taxi Company/Taxi Driver shall immediately stop using the Bolt App, the Bolt Call Center and the Bolt Taxi Company Account/Bolt Taxi Driver Account and we have the right to block and delete the Bolt Taxi Company Account/Taxi Driver Account without prior notice.

3.4. All copyrights and trademarks, including the source code, databases, logos, and visual designs, are owned by or exclusively licensed to Bolt and are protected by copyright, trademark, and/or trade secret laws and international treaties. By using Bolt Services, Taxi Company/Taxi Driver does not acquire any intellectual property rights.

3.5. When providing Taxi Services using the Bolt Taxi Company Account/Bolt Taxi Driver Account, it is prohibited to: engage in unsolicited advertising of any third party activities, including but not limited to advertising by word of mouth, the distribution of flyers, business cards, third party distribution of branded gifts or other attributes except with the prior written consent of Bolt. Moreover, it is also prohibited to engage in passive advertising of prohibited goods and/or services as well as goods and/or services that do not align with good morale and ethics, or that may tarnish Bolt's brand and/or harm its integrity.

4. PROVISION OF TAXI SERVICES

4.1. **The Taxi Company/Taxi Driver's obligations.** Taxi Company/Taxi Driver hereby guarantees to provide Taxi Services in accordance with the General Terms and the Agreement, as well as the laws and regulations of the country where Taxi Company/Taxi Driver is providing Taxi Services. Taxi Company/Taxi Driver assumes full responsibility for any violations of local laws and regulations committed while providing Taxi Services. We reserve the right to carry out independent inspections regarding the fulfilment of the legal obligations by the Taxi Company/Taxi Driver. Should it be ascertained that a violation has occurred, we reserve the right to immediately terminate the Agreement in line with the provisions provided herein.

4.2. The Taxi Company/Taxi Driver must have all the documents necessary for the provision of Taxi Services, including licenses required by the local laws, a valid driver's license, a permit to provide passenger transportation services for remuneration, an individual activity certificate (if applicable), a civil liability insurance (if applicable), a certified taximeter as prescribed by the applicable regulations, a vehicle that is compliant with local laws and regulations and other documents, permits, certificates required by the applicable laws of the country. It is the Taxi Company/Taxi Driver's responsibility to ensure that all of these documents are valid at the time of the provision of Taxi Services. Bolt reserves the right to ask the Taxi Company/Taxi Driver to provide any of the documents necessary for the provision of Taxi Services at any time in order to verify Taxi Company/Taxi Driver's compliance with the requirements of the General Terms,

the Agreement and the applicable laws.

4.3. Notwithstanding the obligations arising from the Agreement, the legal relationship regarding the Taxi Services is concluded between the Taxi Company/Taxi Driver and the Passenger according to the stipulations of applicable law. Any dispute arising out of the provision of Taxi Services is between the Taxi Company/Taxi Driver and the Passenger and must be resolved in accordance with the applicable laws and regulations.

4.4. Bolt has a right to require the Taxi Driver to adhere to a certain minimum level of language proficiency to communicate with the Passenger and answer their questions during the trip. Taxi Driver must also provide Taxi Services in a professional manner in accordance with the business ethics applicable to the provision of such services and endeavor to provide the service in the best interests of the Passenger. In addition, when providing Taxi Services, the Taxi Driver (i) must choose the least costly route for the Passenger, unless the Passenger expressly requests otherwise; (ii) may not make any stops that are not requested by the Passenger, nor take any route other than the one specified in the Bolt App and/or to the Bolt Call Center and/or requested by the Passenger; (iii) may not have any other passengers in the vehicle other than the Passenger and other people accompanying the Passenger (co-passengers); (iv) must adhere to any applicable road traffic regulations and laws, i.e. a Taxi Driver must not take any actions that might impede driving or traffic, including, but not limited to, holding a phone in hand while the vehicle engine is running; (v) may not create conditions which would result in unforeseen additional costs for the Passenger (e.g. to make unscheduled stops exclusively related to the needs of the Taxi Driver (e.g. stops at a gas station) while providing Taxi Service to the Passenger, to independently choose a route other than the most optimal for reaching the destination or preferred by the Passenger, including choosing the route with toll roads, etc.); (vi) may not harass the Passenger and/or other people accompanying the Passenger (co-passengers) verbally, physically or in any other manner and violate their dignity by acting in such a way as to cause them any kind of discomfort; (vii) may not directly or indirectly discriminate against the Passenger and/or the accompanying people (co-passengers) on the grounds provided for in the Law on Equal Treatment of the Republic of Lithuania, including, but not limited to, on grounds of a person's gender, race, nationality, citizenship, language, origin, social status, belief, convictions or views, age, sexual orientation, disability, ethnic origin, religion, etc., as well as disseminate her/his own political, religious, economic, social or other views in an offensive, humiliating or other undesirable manner. (viii) shall not create unauthorised live videos for posting on the internet, audio recordings, filming, or photography of the Passenger unless prior informed consent is obtained from the Passenger. Bolt reserves the right to request proof of the obtained informed Passenger consent at any time. Notwithstanding the above, in specific situations of emergency concerning the protection of an individual's vital interests (such as life and safety) or public interests (such as the prevention or documentation of illegal activity), such data material may be recorded without the Passenger's consent. If the Passenger leaves any items in the vehicle, the Taxi Driver shall act as prescribed in applicable laws.

4.5. Taxi Company/Taxi Driver retains the sole right to determine when and for how long the Taxi Company/Taxi Driver offers, accepts and provides the Taxi Services. Passenger's requests must be accepted and executed in accordance with the applicable laws under the sole responsibility of the Taxi Company/Taxi Driver. However, Bolt may suspend the Taxi Company/Taxi Driver from the Platform if you abuse the Platform, including if the acceptance rate drops below any prescribed thresholds communicated to the Taxi Company/Taxi Driver by Bolt.

4.6. **Costs incurred while providing Taxi Services.** Taxi Company/Taxi Driver is obliged to purchase, possess, and properly maintain all the equipment needed to provide Taxi Services,

including a vehicle, a smartphone, etc., at your own expense. Taxi Company/Taxi Driver is also responsible for paying all costs and expenses the Taxi Company/Taxi Driver incurs when providing Taxi Services, including, but not limited to, fuel costs, mobile data plan costs, amortization of the vehicle, insurance, mandatory income taxes or other applicable taxes, etc. A toll for entering some places or roads must be paid for by the Passenger who has been informed of the charge and has agreed to the charge before entering the toll zone. Please note that using Bolt App may consume a large amount of mobile data. Therefore, we recommend choosing a mobile data plan offering unlimited or a very large amount of mobile data.

4.7. Taxi Services Pricing. Taxi fares are set by the Taxi Company/Taxi Driver in accordance with the applicable law. Taxi Companies/Taxi Drivers are prohibited from setting fares on a particular route. Differentiated taxi fares (e.g. night fare, public holiday fare, etc.) may be applied as prescribed in local laws and regulations. Bolt and Taxi Company/Taxi Driver shall agree in advance on Taxi fares used by Taxi Company/Taxi Driver for provision of Taxi Services requested via the Bolt App and/or Bolt Call Center; the fares are published on Bolt's webpage and any change will be announced at least 5 business days before being applicable. Taxi Companies/Taxi Drivers when delivering Taxi Services requested via the Bolt App and/or Bolt Call Center shall always choose taxi fares which are in advance agreed with Bolt in order to ensure alignment between taxi fares indicated to passenger via the Bolt App / Bolt Call Center and one used on a taximeter. Breach of this requirement gives us a right to suspend the Bolt Taxi Company Account and/or Bolt Taxi Driver Account temporary or permanently if this situation occurs again. Taxi Companies/Taxi Drivers are fully responsible for duly notifying taxi fares applicable for Taxi Services to responsible regulatory authorities as well as the Passengers according to the procedure and requirements established by the applicable law. Disputes related to the applied Taxi fares, including the Trip Fare, are considered to be disputes between the Taxi Company / Taxi Driver and the Passenger and are resolved in accordance with the procedure established by applicable laws.

4.8. Indicative Fare. The Passenger may be informed about the Indicative Fare via the Bolt App, phone or SMS or other means before placing a request. This estimated fare is not binding to the Passenger and Taxi Company/Taxi Driver. The final Fare is established by the taximeter's reading as prescribed in Clause 4.9.

4.9. Trip Fare. Each time the Taxi Company/Taxi Driver accepts a Passenger's request via the Bolt App or the Bolt Call Center and provides Taxi Services (upon completion of the request), the Taxi Company/Taxi Driver is entitled to receive a fee from the Passenger for the services provided (the Passenger must pay a Trip Fare). The Fare is calculated only according to the certified taximeter's reading by applying the taxi fares established by the Taxi Company/Taxi Driver as prescribed in Clause 4.7. The Taxi Driver is prohibited from transporting the Passengers without turning on a taximeter. Taxi Company/Taxi Driver shall charge the Passenger the exact amount of the Fare indicated by the certified taximeter. Upon the completion of the trip, the Taxi Driver shall enter the final Fare in the Bolt App as per taximeter's reading. Taxi Driver is not allowed to enter fraudulent data into the Bolt App (regardless of whether the Fare entered by the Taxi Driver is lower or higher than the one set by the taximeter's reading). If there is a discrepancy between the Bolt App reading and the entered Trip Fare Bolt can manually review the ride and ask for details from the Taxi Company/Taxi Driver. The violation of the aforesaid requirements gives us a right to suspend the Bolt Taxi Company Account and/or Bolt Taxi Driver Account for repeated violation of these General Terms.

4.10. If the Taxi Company/Taxi Driver sets differentiated taxi fares, e.g., daily and nightly rate, the Taxi Driver is fully responsible for applying correct fare. In case a wrong fare is applied, Bolt may review and adjust the final Trip Fare paid by the Passenger accordingly. In those markets

where In-app Payments are available, if the Taxi Company/Taxi Driver finds that there is a potential error in Fare calculations and wants to make corrections to such calculations, the Taxi Company/Taxi Driver must submit a request in the “Fare Review” section in the Bolt App. If a request is not submitted in the Fare Review section in the Bolt App, Bolt shall not recalculate the Fare or reimburse the Taxi Company/Taxi Driver for an error made in the calculation of the Fare. This feature is not available in those markets where only cash payments are available.

4.11. The Passenger may have an option to pay the Fare for Taxi Services either directly to the Taxi Driver in cash or via the In-app Payment, as described in Section 6 of these General Terms. If the Passenger pays the Fare directly to the Taxi Driver, the Taxi Driver shall collect the Fare and hand over to the Passenger an invoice (cash receipt) as prescribed by the law. The Taxi Company/Taxi Driver are solely responsible to be compliant with any applicable legislation on cash payments. If the Passenger pays the Fare to the Driver via In-App Payment, we, or Bolt Partner acting on our behalf, will create and forward to the Passenger an invoice on behalf of the Taxi Company/Taxi Driver.

4.12. Bolt takes no responsibility if the Passenger refuses to pay to the Taxi Company/Taxi Driver. In such cases, the Taxi Company/Taxi Driver should turn to the relevant authorities, while Bolt may send a notice of debt to the Passenger on the Taxi Company/Taxi Driver's behalf. Such authorization derives from the mandate of paying agent given to Bolt, but it does not entail that Bolt is obliged to reimburse the Fare not paid by the Passenger. If the passengers of the vehicle do not agree to pay for the provided Taxi Services, the Fare will be paid by the Passenger who has requested the Taxi Services. If the Passenger reasonably refuses to pay the Fare on the grounds that the information provided in the Bolt App is incorrect, Bolt shall not reimburse the Taxi Company/Taxi Driver for such costs.

4.13. **Tips.** the Passengers may have an option to give the Taxi Driver a tip for good quality Taxi Services. Tips will not affect the amount of the Bolt Fee and Bolt will not charge a Bolt Fee on any Tips the Taxi Driver receives from the Passengers. The Taxi Driver is obliged to fully comply with any tax obligations arising from the tipping. We may set the maximum tip value given via In-App Payment at our sole discretion.

4.14. **Receipts.** After each successful provision of Taxi Services, Bolt acting on behalf of the Taxi Driver shall issue and send to the Passenger a receipt containing the following information: the name of Taxi Company, its code, place of business, the Taxi Driver's first name and last name, service license number (if applicable), vehicle registration number, trip date, time, pickup and destination locations of the trip, duration and distance, Fare for the Taxi Services and tips paid for them. All the receipts for provided Taxi Services are available in the Bolt Taxi Company Account/Bolt Taxi Driver Account.

4.15. **Trip cancellation fee and wait time fee.** The Passenger may cancel Taxi Services requested via the Bolt App or the Bolt Call Center. In such case prescribed fee can be charged, on behalf of the Taxi Company/Taxi Driver, for the waiting time and/or cancellation.

4.16. **Tax obligations.** The Taxi Company and the Taxi Driver hereby acknowledge and undertake to comply with all tax obligations arising from the applicable laws governing the activities of Taxi Services, including (i) the obligation to pay corporate tax, income tax, social security tax and compulsory social security contributions, the reverse charge for VAT and other taxes applicable to the performance of such activities, including corporate income and profit tax; and (ii) fulfilling all obligations of the entity providing the Taxi Services, as well as employee and tax registration obligations (including obtention of VAT identification number) as required by applicable laws. If we receive a valid request from the tax authority to provide information about the Taxi Company/Taxi Driver activities, we may provide to the tax authority the information about such activities within the limits and to the extent set forth in applicable laws. In addition, it

is Taxi Company/Taxi Driver's responsibility to comply with all applicable tax law requirements related to the provision of Taxi Services. The Taxi Company/Taxi Driver agrees to indemnify Bolt for any state taxes, claims, payments, fines or other tax liabilities that Bolt would incur as a result of the Taxi Company/Taxi Driver's failure to comply with applicable tax obligations (including the payment of income tax and social tax).

4.17. Authorization to issue invoices. Bolt, or mandated third parties, have a right to issue an invoice to the Passenger on the Taxi Company/Taxi Driver's behalf for the compensation of Fares, contractual penalties or other fees mediated by Bolt. In those markets where Bolt issues invoices, the invoice will be made available to the Taxi Company/Taxi Driver via the Bolt Taxi Company Account/Bolt Taxi Driver Account. Additionally, Bolt or a mandated third party, is hereby authorised to issue VAT invoices and corrective VAT invoices in your name and on your behalf relating to the provision of any of your services supplied to Bolt (or Bolt affiliated companies). Every such invoice issued in your name and on your behalf to Bolt (or Bolt Partners) will be made available to you via Bolt Taxi Company Account/Taxi Driver Account and you will have 24 hours to object to such an invoice. After this period a relevant invoice will be considered as approved and accepted by you and as a valid VAT invoice in the meaning of the applicable VAT law.

4.18. Collection and storage of data. Bolt shall provide to the Taxi Company/Taxi Driver the information about the Passenger and their request necessary for the provision of Taxi Services, including the Passenger's name, telephone number, the Passenger's geographic location and route. The Taxi Company and the Taxi Driver do not have a right to collect, record, store, use, distribute, transfer to any third parties in any form and otherwise process and use the personal data of the Passenger provided to the Taxi Company/Taxi Driver by Bolt for any purposes other than the provision of Taxi Services and for a longer period of time than permitted by applicable laws. The Taxi Company and the Taxi Driver also do not have a right to independently collect, record, store, distribute, transfer to any third parties, or otherwise process any data about the Passenger (and their co-passengers) to whom they have provided Taxi Services, including making a video and audio recording during the trip, on the basis of the data provided to the Taxi Company/Taxi Driver by Bolt. The Taxi Company and the Taxi Driver shall be held personally liable for any unlawful collection and processing of personal data and for the damage caused to any third parties by such actions in accordance with the procedure established by applicable laws. More information on the processing of personal data can be found at <https://bolt.eu/it/legal/it/privacy-for-drivers/>.

4.19. If during the provision of Taxi Services, the Passenger or their fellow passengers negligently damage the vehicle or its interior (smear, make the vehicle smelly, etc.), and the Passenger does not agree to compensate you for the damage, you must notify us. However, please note that we are not responsible for any direct or indirect damage related to the cleaning or maintenance of the vehicle that is the fault of the Passenger.

4.20. If any of the information you or Taxi Drivers acting on your behalf provide to Bolt is deemed to be illegal content under applicable laws or otherwise contravenes these General Terms, Bolt reserves the right to: (i) remove, disable access or demote such content, (ii) suspend, terminate or restrict any monetary payment due from Bolt to you, (iii) suspend or terminate the Bolt Services in whole or in part, and/or (iv) suspend or close the Bolt Taxi Driver Account or, if applicable, your Bolt Taxi Company Account.

4.21. All content uploaded to the Bolt Platform by you or any person authorised to act on your behalf is subject to the sole responsibility of the Taxi Service Provider, and Bolt is under no obligation to actively monitor or review such content. Nevertheless, Bolt is entitled to remove any allegedly illegal content at its own discretion and after the receipt of a notice and/or order

regarding the existence of such content on the Bolt Platform. Should the Taxi Service Provider disagree with Bolt's decision on removal of the content, the Taxi Service Provider is solely responsible for providing additional information why the content is not illegal or incompatible with these General Terms within Bolt's internal complaint-handling procedure.

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

4.22.1. firearms and their parts, ammunition, melee weapons, other items specially designed for attack and defense;

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

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

4.22.4. 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.

5. BOLT FEE

5.1. In order to use the Bolt Services, the Taxi Company/Taxi Driver must pay a fee (i.e. Bolt Fee). The Bolt Fee is charged on the Fare of every Taxi Order that the Taxi Company/Taxi Driver has completed. The amount of the Bolt Fee will be provided to the Taxi Company/Taxi Driver by email, via the Bolt App, SMS, the Bolt Taxi Company Account/Bolt Taxi Driver Account or using other appropriate means. Please note that the Bolt Fee amount may change from time to time, considering the principles of dynamic commission pricing that take into account (i) the balance of the supply and demand for the Transportation Service, (ii) characteristics of the ride ordered; and (iii) conditions of any applicable campaigns. The Bolt Fees shall not go exceed the highest rate for Bolt Fees, that we have communicated to you ('Highest Rate of Bolt Fees'). However, we may increase the applicable Highest Rate of Bolt Fees at any time by giving you prior notice.

5.2. The Taxi Company/Taxi Driver must pay the Bolt Fee or any other fees they are required to pay to us for the previous month by the 15th of the next month at the latest. In the event of late payment of the Bolt Fee, the Taxi Company/Taxi Driver must pay the default interest at a rate of 0.04% (zero point zero four percent) of the outstanding amount for each day of delay. The Taxi Company/Taxi Driver must also bear all costs incurred by us in connection with debt collection. In a case of late payment Bolt may choose to limit access to whole or part of Bolt Services (e.g. limiting ability to offer Taxi Services paid in cash directly to the Taxi Driver).

6. BOLT IN-APP PAYMENTS

6.1. We may allow Passengers to pay for the Taxi Services directly via the Bolt App (In-app Payment) by a bank card, carrier billing or using other payment methods. The Taxi Company and Taxi Driver hereby authorise Bolt or a Bolt Partner as the case may be as your commercial agent to receive the Fares or other fees paid by the Passenger via In-app Payment and to forward relevant funds to the Taxi Company/Taxi Driver. Any payment obligations made via the In-app Payment shall be deemed to have been fulfilled as of the time the payment has been made.

6.2. Bolt reserves the right to distribute promo code to Passengers at our discretion on a per

promotional basis. Taxi Companies / Taxi Drivers are required to accept the use of promo code. If the use of promo codes is suspected as being fraudulent, illegal, used by Taxi Companies / Taxi Drivers in conflict with our General Terms relating to promo code use, then the promo code may be canceled and the outstanding amount will not be reimbursed by Bolt to Taxi Companies / Taxi Drivers.

6.3. If the Passenger decides to give the Taxi Driver a tip directly via the Bolt App, the Tip will be collected by Bolt on the Taxi Driver's behalf together with the Fares and other fees paid by the Passenger via the In-app Payment. If it is suspected that the Tip payment is being made fraudulently, illegally, or for purposes other than thanking the Taxi Driver for providing services contrary to our terms and conditions, Bolt shall have the right to withhold the Tip.

6.4. The Taxi Company/Taxi Driver has the right to view In-app Payment reports in the Bolt Taxi Company Account/Bolt Taxi Driver Account or in the Bolt App. The report shows the amounts of In-app Payments made via the Bolt App in the previous week, as well as deducted Bolt Fees. The Taxi Company/Taxi Driver must notify us of any important circumstances which may affect our obligations to collect and distribute the Fares paid via In-app Payments.

6.5. Bolt is not obliged to pay the Taxi Company/Taxi Driver the Fare due from the Passenger for the provided Taxi Services if the In-app Payment failed or has not been successfully made due to the Passenger's credit card problems or any other reasons. In such case, we will assist the Taxi Company/Taxi Driver in requesting the Fare due from the Passenger. The relevant Fare will be transferred to the Taxi Company/Taxi Driver once the Passenger has made the required payment.

6.6. Before providing Taxi Services, the Taxi Driver must verify that the service is actually provided to the Passenger who requested it, or that the Passenger explicitly and directly confirms that he/she allows other passengers to take a ride using a request made via the Passenger's account or call. If the Taxi Driver makes a mistake in identifying the Passenger, and the In-app Payment is charged to a person, who has not been provided the requested Taxi Services or has not approved the provision of Taxi Services to other passengers, then we shall reimburse such person for the Fare. In such case the Taxi Company/Taxi Driver is not entitled to recover the Fare from us. Additionally, for every incorrectly charged In-app Payment, we are entitled to charge the Taxi Company/Taxi Driver a contractual penalty of up to 10 (ten) euros.

6.7. The amounts the Taxi Company/Taxi Driver undertakes to pay or owes to Bolt (including Bolt Fees, penalties, etc.) will be deducted from their balance. We reserve the right to fulfill any of the Taxi Company/Taxi Driver's financial liabilities to Bolt or any Bolt Partners, in which case we will have the right to lodge a claim against them. We may deduct any of the Taxi Company/Taxi Driver's financial liabilities from the financial liabilities that they may have against us. For the avoidance of doubt, You acknowledge that Bolt reserves the right to deduct from Your balance the amount equal to the fine Bolt is required to pay for Your abuse of the airport parking lot, that is if Your presence at the airport parking lot without an active order exceeds the permitted time stipulated in Bolt Google Sites accessible via the link provided in Your Bolt welcome email.

6.8. Fares and other payments due to you per sec. 6.1 above will be forwarded to you on a periodic basis, typically once every week or other reference period communicated by Bolt in advance. We will forward all relevant funds as per sec. 6.1 above, that we collect on your behalf to the bank account that you indicate in your Taxi Company/Taxi Driver account. Bolt may elect, at its discretion, to offer fund transfers at intervals other than the standard reference period subject to limits and conditions prescribed by Bolt.

6.9. If we are unable to pay the Taxi Company/Taxi Driver Fares and Tips due for completed requests because they have not provided their bank account details in the Bolt Taxi Company

Account/Bolt Taxi Driver Account or the provided bank account details are incorrect, we will hold such payments for 180 days. If the Taxi Company/Taxi Driver does not provide us with correct bank account details within the 180-day period from the date on which the right to claim these payments is acquired, they lose their right to claim the payment of these amounts.⁷.

CUSTOMER SUPPORT

7.1. We provide customer support services to the Taxi Companies and Taxi Drivers regarding the use of the Bolt Services by means indicated by Bolt. Bolt has the right to change scope of the customer support services provided on its own discretion. We also reserve the right to discontinue customer support services if the Taxi Company and/or Taxi Driver are late in making any payments for more than 5 (five) calendar days.

8. RATINGS AND ACTIVITY

8.1. In order to ensure high quality services and provide additional guarantees to the Passengers, the Taxi Companies and Taxi Drivers hereby agree that the Passengers may give Taxi Drivers a rating and leave feedback regarding the quality of the Taxi Services provided. The average rating will be linked to the Bolt Taxi Driver Account and will be shown to the Passengers requesting Taxi Services. If we find out that the rating or comment is not given in good faith, such rating or comment may not be included in the rating.

8.2. In addition to the rating, the level of activity of the Taxi Company/Taxi Driver and relevant activity scores may be displayed in the Bolt Taxi Company/Bolt Taxi Driver Account, which are based on accepting, declining, not responding and completing requests for Taxi Services.

8.3. In order to provide reliable services to Passengers, we may set a minimum average rating and a minimum activity score that Taxi Drivers must achieve and maintain. If you do not raise your total rating or activity score to the minimum required level within the specified time after receiving the relevant notification from us, your Bolt Driver Account may be temporarily or permanently blocked, the duration of which will be determined at Bolt's discretion, taking into account the circumstances of each case separately. You will be duly notified regarding any such action. We may unban an account if the account is banned due to any external circumstances or if it is determined that the account is being banned due to a system error or fake, false and/or malicious feedback.

9. MARKET OVERVIEWS AND BONUSES

9.1. **Market overviews.** We may send the Taxi Companies and the Taxi Drivers via the Bolt Mobile App, the Bolt Taxi Driver Account, by SMS messages, email or other means market overviews in order to increase its awareness of when the demand for Taxi Services is highest. Such market overviews are only recommendations and do not constitute any obligations for either party. Since the forecasts provided in the market overviews are based on historical data, we cannot guarantee that the actual market situation will correspond exactly to the forecasts provided in the market overviews.

9.2. **Campaigns for Taxi Companies / Taxi Drivers.** We may run campaigns for Taxi Companies/Taxi Drivers, seeking to ensure and encourage supply of Taxi Services. The specific requirements and conditions attached to such campaign may be indicated via the Bolt App, the Bolt Taxi Company Account/Bolt Taxi Driver Account, communicated by SMS messages, email or other means. Additional campaign terms may apply. We reserve the right to decide unilaterally when and to which Taxi Companies/Taxi Drivers we offer such campaigns. If we have reasonable grounds to suspect unfair behaviour on the part of the Taxi Company/Taxi Driver in order to secure campaign benefit, application of it may be suspended until all circumstances relating to the unfair behaviour of the Taxi Company/Taxi Driver have been clarified.

9.3. **Campaigns for Passengers.** We reserve the right to arrange various campaigns for the

Passengers occasionally in order to promote demand for the Taxi Services via the Bolt App. If such campaigns reduce the amount paid by the Passenger to the Taxi Company/Taxi Driver when paying the Fare, we will compensate the reduced amount, thereby leaving the Fare to be perceived by the Taxi Company/Taxi Driver unaltered. We may also set-off any due amounts to the Taxi Company/Taxi Driver against the Bolt Fees.

10. RELATIONSHIPS BETWEEN THE TAXI COMPANIES/TAXI DRIVERS, BOLT AND THE PASSENGERS

10.1. The Taxi Company/Taxi Driver hereby acknowledges and agrees that Bolt acts as a taxi dispatch accepting the taxi orders for Taxi Companies/Taxi Drivers from the Passengers via means of communication and/or telecommunication terminal equipment, and handing them over to the Taxi Drivers, and does not provide in any way Taxi Services or any other passengers transportation services. The Taxi Company/Taxi Driver also acknowledges that the Taxi Company/Taxi Driver provides Taxi Services to the Passengers on the basis of a service contract and that the Taxi Company/Taxi Driver provides Taxi Services as an economic and professional activity. It is understood that the Taxi Company/Taxi Driver and the Passenger are bound by the Taxi order to provide the Passenger with Taxi Services to which Bolt and Bolt Partners are not a party.

10.2. The Taxi Company/Taxi Driver acknowledges that no employment agreement nor any employment relationship has been or will be established between the Taxi Company/Taxi Driver and Bolt, Bolt Partners. The Taxi Company/Taxi Driver also acknowledges that no joint venture or partnership exists between the Taxi Company/Taxi Driver and Bolt, Bolt Partners. The Taxi Company/Taxi Driver may not act as our employee, agent or representative of Bolt, Bolt Partners nor enter into any agreements on Bolt, Bolt Partners' behalf. If due to the implication of binding laws or other reasons, the Taxi Driver shall be deemed as our employee, the Taxi Company/Taxi Driver hereby agrees to waive any claims against us as a result of such implied employment relationship.

10.3. The Taxi Company/Taxi Driver may not transfer its rights and obligations arising from these General Terms or the Agreement to any third party.

10.4. The Taxi Company/Taxi Driver acknowledges that Bolt does not control or direct the Taxi Company/Taxi Driver's provision of Taxi Services. The Taxi Company/Taxi Driver has the sole right to decide when and how long the Bolt Services will be used. The Taxi Driver, if employed by or contracted to the Taxi Company, is subject to the Taxi Company's sole instructions.

11. PROCESSING OF PERSONAL DATA AND ACCESS TO DATA

11.1. The Taxi Driver's personal data will be processed in accordance with the Privacy and Data Protection Policy for Drivers available at <https://bolt.eu/it/legal/it/privacy-for-drivers/>.

11.2. Bolt has access to all personal data and other data provided or generated in connection with the use of the Bolt Services. Bolt will take all reasonable measures to ensure the confidentiality and security of such data and comply with the Privacy and Data Protection Policy and any applicable laws whenever such data contains personal data. Except where otherwise provided by the Privacy and Data Protection Policy and applicable laws, Bolt maintains access to such data also after the Agreement between the Taxi Company/Taxi Driver and Bolt is terminated.

11.3. The Taxi Company/Taxi Driver has access to the personal and other data provided by the Taxi Company/Taxi Driver or generated in connection with the use of the Bolt Services to the extent that is made available to the Taxi Company/Taxi Driver under its Bolt Taxi Company Account/Bolt Taxi Driver Account through Bolt App. The Taxi Company/Taxi Driver must take all reasonable measures to ensure the confidentiality and security of such data and comply with applicable privacy policies and laws as long and to the extent that such data contains personal

data of the Passengers. The Taxi Company/Taxi Driver agrees and acknowledges that the Passenger's personal data available to them will be processed only for the purpose of providing Taxi Services and for no longer than the period allowed by applicable laws.

12. LIABILITY

12.1. The Bolt Services, Bolt App and the Bolt Taxi Company Account/Bolt Taxi Driver Account are provided and operates on an "as is" basis. Bolt, Bolt Partners do not represent, warrant or guarantee that the access to the Bolt App, the Bolt Taxi Company Account/Bolt Taxi Driver Account and the Bolt Call Center, will be uninterrupted or error free. As the use of the Bolt App and Bolt Call Center depends on the Passengers' requests for Taxi Services, we cannot guarantee that the number of requests for Taxi Services will directly correlate to the frequency of the Taxi Company/Taxi Driver's use of the Bolt Services. Bolt, including Bolt Partners, does not guarantee the receipt of any requests from the Passenger and can in no way to be considered as acting on behalf of the Passenger.

12.2. To the maximum extent permitted by applicable law, Bolt, including Bolt partners, its representatives, directors and employees are not liable for any losses or damages that may arise out of or in connection with this Agreement or the use of the Bolt App and/or Bolt Call Center and/or the Bolt Taxi Company Account/Bolt Taxi Driver Account and/or Bolt Services, including but not limited to: 12.2.1. any direct or indirect damages to property or financial loss; 12.2.2. loss of profit or anticipated savings; 12.2.3. loss of business, contracts, contacts, goodwill, reputation or any other loss that may arise as a result of business interruption; 12.2.4. loss or inaccuracy of data; and 12.2.5. any other types of losses or damages.

12.3. The financial liability of Bolt, including Bolt Partners, in connection with a breach of these General Terms or the Agreement will be limited to the amount of 500 (five hundred) euros. The Taxi Company/Taxi Driver shall have the right to claim for damages only if Bolt, Bolt Partners has deliberately violated these General Terms or the Agreement.

12.4. Bolt, including Bolt Partners, is not liable for the actions or omissions of the Passenger or their co-passengers, and losses or damages caused to the Taxi Company/Taxi Driver or the vehicle by the actions or omissions of the Passenger or their co-passengers.

12.5. The Taxi Company/Taxi Driver shall be fully liable for any breach of these General Terms, the Agreement or any other applicable laws or regulations, and must stop and remedy such breach immediately upon receipt of the appropriate request from us or the public authority. The Taxi Company/Taxi Driver shall indemnify us for any direct and/or indirect losses and/or damages, loss of profit, expenses, penalties and fines that we may occur in connection with the Taxi Company/Taxi Driver's breach of these General Terms, the Agreement and applicable laws and regulations. In case we are entitled to make a claim against the Taxi Company/Taxi Driver, the latter shall compensate us any legal expenses related to the assessment of damages and making claims for such damages.

12.6. Disputes between the Taxi Company/Taxi Driver and the Passenger regarding the compensation for damage that occurred in the connection of the provision of Taxi Services shall be resolved in accordance with the procedure established by applicable laws.

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

13. TERM, SUSPENSION AND TERMINATION OF THE AGREEMENT

13.1. The terms and conditions expressly set out in these General Terms shall take effect as of the submission of the Taxi Company/Taxi Driver's sign-up form. The Agreement and other terms and conditions will enter into force from the moment the relevant document or notice is

submitted to the Taxi Company/Taxi Driver, and they commence or continue providing Taxi Services using Bolt Services.

13.2. The Taxi Company/Taxi Driver may terminate the Agreement at any time by notifying Bolt at least 7 (seven) days in advance, after which the Taxi Company/Taxi Driver's right to use Bolt Services, including Bolt App, Bolt Call Center and Bolt Taxi Company Account/Bolt Taxi Driver Account, shall terminate.

13.3. Bolt may terminate the Agreement and block the Taxi Company/Taxi Driver's access to the Bolt App and Bolt Call Center, if the Taxi Company/Taxi Driver violates these General Terms or the Agreement, including the requirements set forth in Sections 2, 3 and 4 of the General Terms, as well as applicable laws or regulations, disparage Bolt, or cause harm to Bolt's brand, reputation or business. We will notify the Taxi Company/Taxi Driver of the termination of the Agreement by email, via the Bolt App or the Bolt Taxi Company Account/Bolt Taxi Driver Account at least 30 (thirty) days prior to the effective date of the termination of the Agreement. This notice period shall not apply if: 13.3.1. Bolt is subject to a legal or regulatory obligation to terminate all its services to the Taxi Company and/or Taxi Driver in such a way that the notice period cannot be met; 13.3.2. the termination of the Agreement is conditioned by the imperative overriding provisions of applicable laws; 13.3.3. the Taxi Company/Taxi Driver has repeatedly violated the terms of the Agreement and Bolt can prove this.

13.4. We may immediately suspend the Taxi Company/Taxi Driver's possibility to the Bolt App, Bolt Call Center, the Bolt Taxi Company Account/Bolt Taxi Driver Account and Bolt Services, in the cases set out in Clauses 2.5, 4.7, 4.9 and 6.2 of the General Terms, as well as for the duration of the investigation if, based on a complaint submitted by the Passenger or data available to Bolt, we suspect a violation of these General Terms and/or the Agreement or fraudulent activity or in other cases set out in these General Terms and the Agreement. The Taxi Company/Taxi Driver will be notified of our decision to suspend their possibility to use Bolt Services, including their access to the Bolt Taxi Company Account/Bolt Taxi Driver Account and the grounds by email, via the Bolt App or the Bolt Taxi Company Account/Bolt Taxi Driver Account before or at the time such restriction takes effect. The decision to block access will be lifted if the investigation does not confirm such suspicions and/or if the circumstances that caused the Taxi Company/Taxi Driver's access to the Bolt Services to be suspended have disappeared.

13.5. Additional requirements and measures provided for in Regulation (EU) 2019/1150 of the European Parliament and of the Council of 20 June 2019 on promoting fairness and transparency for business users of online intermediation services shall apply when terminating the Agreement or blocking the access of the Taxi Company/Taxi Driver to the Bolt Services, when Taxi Services are provided in the member state of the European Union or European Economic Area.

13.6. The Taxi Company/Taxi Driver has the right to dispute the termination of the Agreement, suspension and other alleged non-compliance of Bolt with the regulations, in accordance with the Internal Complaint-Handling System Rules for Business Users of Bolt.

13.7. As Bolt is the provider of the Bolt Platform and is subject to the EU Platform to Business Regulations (2019/1150) as well as to the Digital Service Act (2022/2065), you are entitled by law to object to any termination of this Agreement, or any suspension of your access to the Bolt Platform Services. Bolt facilitates this right by providing an internal complaints handling system available on <https://bolt.eu/en/legal/>. You can find further information on Bolt's internal complaints handling system, including how you can make a complaint, here: the Internal Complaint-Handling System Rules

13.8. Bolt is entitled to suspend, for a reasonable period of time and after having issued a prior

warning, the processing of notices and complaints submitted through the Internal Complaint-Handling System by the Passengers, Taxi Service Providers and by Taxi Drivers acting on behalf of the Taxi Service Providers, that frequently submit notices or complaints which are manifestly unfounded. While assessing the circumstances for the suspension, Bolt considers the following:

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

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

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

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

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

14. AMENDMENTS

14.1. Bolt reserves the right to amend these General Terms at any time by uploading a revised version to its website (<http://bolt.eu/legal/>) and notifying the Taxi Company/Taxi Driver of such proposed amendments (e.g. by email, via the Bolt App or the Bolt Taxi Company Account/Bolt Taxi Driver Account). Bolt has no obligation to inform the Taxi Company/Taxi Driver of any proposed amendments to these General Terms or the Agreement, which are of editorial nature, provided that they do not alter the essence and substance of these Terms.

14.2. Bolt shall notify the Taxi Company/Taxi Driver of the proposed amendments to the General Terms or other terms of the Agreement at least 15 days in advance (e.g. by email, via the Bolt App or the Bolt Taxi Company Account/Bolt Taxi Driver Account), unless:

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

14.2.2. immediate amendment is required to address unforeseen and imminent risks related to health, safety or cybersecurity, or to protect the Bolt Services, Passengers or Taxi Companies/Taxi Drivers from fraud, malware, spam or data security breaches; or

14.2.3. Taxi Company/Taxi Driver has chosen to waive the advance notice period (e.g. you continue using the Bolt Services after the receipt of the notice of amendment).

14.3. If the Taxi Company/Taxi Driver does not agree to the amendments to the General Terms or other terms of the Agreement, the Taxi Company/Taxi Driver has the right to terminate the Agreement by discontinuing the use of the Bolt Services and providing a termination notice on a durable mean to Bolt. The termination of the Agreement takes effect on the effective date of the proposed amendment, unless otherwise provided in the termination notice. The Taxi Company/Taxi Driver's use of the Bolt Services on or after the effective date of the amendment constitutes the Taxi Company/Taxi Driver's consent to be bound by the amended General Terms or the Agreement.

15. APPLICABLE LAW AND JURISDICTION OF THE COURT

15.1. The General Terms and the Agreement shall be governed by and construed and enforced in accordance with the laws of the Republic of Lithuania. If a relevant dispute arising out of the General Terms or the Agreement cannot be settled by negotiation, then the dispute shall be settled in Vilnius City Court or Vilnius County Court depending on the dispute's nature.

16. NOTICES

16.1. The Taxi Company/Taxi Driver is obliged to immediately notify us of any material changes regarding the Taxi Company, Taxi Drivers, including contact information, and to ensure that any data or information inserted in the Bolt Taxi Company Account/Bolt Taxi Driver Account are correct and up-to-date at any time.

16.2. Notices required under the General Terms and the Agreement shall be deemed to have been duly served if: 16.2.1. delivered by hand; 16.2.2. sent by courier services with a proof of delivery; 16.2.3. sent by registered mail; 16.2.4. sent by email; 16.2.5. provided via the Bolt App or the Bolt Taxi Company Account/Bolt Taxi Driver Account.

16.3. Any notices sent or delivered in accordance with the previous clause shall be deemed to have been received: 16.3.1. if delivered by hand, at the time of delivery to the party; 16.3.2. if delivered by courier services, on the date specified by the courier, corresponding to the date of delivery of the notice to the party; 16.3.3. if sent by registered mail, on the 10th day after handing the document over to the post office for delivery; 16.3.4. if made available via the Bolt App or the Bolt Taxi Company Account/Bolt Taxi Driver Account; or 16.3.5. if sent by email, on the day the party receiving the email confirms the receipt of the respective email or on the 2nd day after the email was sent, provided that the sender has not received an error message (notifying that the email was not delivered to another party) and if no such error message is received after sending the email the next day.

17. FINAL PROVISIONS

17.1. If any provision of these General Terms is deemed unenforceable, the parties shall replace such provision with an enforceable provision that is consistent with the purpose and economic effect of the provision being replaced. If one of the provisions of these General Terms is or become invalid, the validity of the other provisions shall not be affected.

Date of last review of the General Terms: 01.09.2024.