

Last updated on: 23.07.2025

These Platform Terms apply to both individuals and entities affiliated with the licensed taxi dispatch centers in Denmark ('Dispatchers') that register, or are registered, to the Bolt Platform to access and review opportunities in Denmark to fulfil Ride-Hailing Services on behalf a Dispatcher (each, a 'Service Provider').

Words and phrases capitalised in these Platform Terms have the meanings given in the glossary at section {13} below.

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

Important: These Platform Terms set out the rights and restrictions applicable to Service Providers when accessing the Bolt Platform. They do not govern or contain the terms of any relationship between Service Providers and Dispatchers for the fulfilment of Ride-Hailing Services. Any such relationship - including the fulfilment of Ride-Hailing Services by a Service Provider on behalf of a Dispatcher - is established directly between the Service Provider and the relevant Dispatcher.

1. About Bolt and our relationship with Service Providers and Dispatchers

1.1. Bolt operates an online platform in Denmark (the 'Bolt Platform') that intermediates and matches Dispatchers with potential clients ('Customers').

1.2. As a Service Provider, you may register (or be registered) as a Driver to access and review opportunities to fulfil Ride-Hailing Services on behalf of a Dispatcher.

1.3. Please note that Bolt collects amounts payable by Customers to Dispatchers in accordance with the commercial terms agreed directly between Bolt and each Dispatcher. Any remuneration owed to you for fulfilling Ride-Hailing Services on behalf of a Dispatcher is determined and paid by that Dispatcher in accordance with the terms agreed between you and the Dispatcher.

1.4. The Bolt Platform is made available for Dispatchers and Service Providers to use at their discretion. These Platform Terms do not oblige any person to:

1.4.1. access the Bolt Platform to review opportunities to provide or fulfil Ride-Hailing Services; or

1.4.2. provide or fulfil any Ride-Hailing Services.

1.5. Nothing in these Platform Terms prevents any person from providing ride-hailing transportation services independently of the Bolt Platform.

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

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

2. About these Platform Terms and the Bolt Platform

2.1. These Platform Terms:

1.1.1. take effect and apply to you from 23.07.2025, or from the date you first registered as a Service Provider on the Bolt Platform - whichever is later;

2.1.1. remain in effect until terminated in accordance with section {9}; and

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

2.2. Bolt may make changes to these Platform Terms and/or the Bolt Platform by providing you

with at least fifteen (15) days notice before those changes take effect. If you do not agree with such changes, you can terminate your relationship with Bolt pursuant to section {9}.

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

- 2.3.1. you consent to the changes;
 - 2.3.2. we make changes, updates or revisions to the Bolt Platform that are merely aesthetic, improve functionality, or that similarly do not significantly impact your use of the Bolt Platform;
 - 2.3.3. we make changes, other than those set out in section {2.3.2}, to introduce features on a temporary basis that are in a state of testing, trial, early access, preview or development;
 - 2.3.4. the changes are necessary to comply with laws or regulations; or
 - 2.3.5. we take urgent precautions in response to imminent dangers to Users, cybersecurity risks (including malware, spam or data breaches), or suspected unlawful or illegal activity.
- 2.4. When Bolt makes changes in accordance with sections {2.3.3} to {2.3.5} (inclusive), we will inform you of the relevant changes as soon as is reasonably practicable.
- 2.5. The content and functionality of the Bolt Platform is always provided on an “as is” and “as available” basis. By accessing and allowing access to the Bolt Platform, you acknowledge that:
- 2.5.1. Bolt makes no guarantee, whether express or implied, in respect of the availability of the Bolt Platform, its content or its function; and
 - 2.5.2. Bolt may from time to time make features available on a temporary basis that are in a state of testing, trial, early access, preview or development.

3. Your rights of access to the Bolt Platform

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

- 3.1.1. accessing and reviewing opportunities to provide Ride-Hailing Services; and
- 3.1.2. providing Ride-Hailing Services at your discretion.

3.2. Any Driver’s right to access the Bolt Platform to review — and, where applicable, fulfil — opportunities to fulfil Ride-Hailing Services is granted only:

3.2.1. for such periods that the Driver is lawfully permitted to fulfil Ride-Hailing Services on behalf of a Dispatcher. Accordingly, this right of access:

3.2.1.1. does not arise until Bolt has been provided with documentation reasonably required to verify the Driver’s eligibility to lawfully fulfil Ride-Hailing Services in the relevant market (including, where applicable, proof of the Driver’s right to work);

3.2.1.2. will immediately expire if the Driver is no longer legally permitted to provide or fulfil such services or if Bolt is unable to verify that the Driver is legally permitted to provide such services.

3.2.2. for such periods that a current and accurate photographic identity for the Driver has been submitted to Bolt, to ensure the Driver can be clearly identified by Users for safety and security purposes;

3.2.3. for such periods that the Driver is able to verify their identity and/or log-in credentials, to prevent unauthorised access;

3.2.4. in respect of access to any Category, only for so long as the Driver meets the applicable Category requirements, if any (see section {5.13} for more information);

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

3.3. For the sole purpose of preventing unauthorised access, Bolt may from time to time:

- 3.3.1. request documentation it reasonably considers necessary to verify that Ride-Hailing Services can be lawfully fulfilled; and
- 3.3.2. require Users to verify their identity and/or log-in credentials.

4. Information submitted to the Bolt Platform

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

4.2. You are solely responsible for ensuring that all information and content submitted or uploaded to the Bolt Platform by you is lawful. Bolt reserves the right to remove any illegal content from the Bolt Platform at any time, in accordance with its obligations under the Digital Services Act (EU: 2022/2065), which may occur without prior notice. If this happens, you will have the right to object in accordance with section {12.8}.

5. Ride-Hailing Services

Overview

5.1. Subject to these Platform Terms, Drivers may access and review requests for Ride-Hailing Services made by Customers, and may elect to confirm their willingness to fulfil those requests.

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

5.3. Bolt does not control Customers or Passengers and, as a result:

5.3.1. Bolt does not guarantee the availability of opportunities for Dispatchers to provide, or Service Providers to fulfil, Ride-Hailing Services; and

5.3.2. Bolt is not responsible for the actions or inactions of Customers or Passengers.

Requests for Ride-Hailing Services

5.4. In response to requests for Ride-Hailing Services made by Customers, Bolt will, acting as the appointed commercial agent of the Dispatcher in accordance with section:

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

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

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

5.4.1.3. (where applicable) the Category selected by the Customer;

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

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

5.4.2. subject to sections {5.5}, {5.6} and {5.7}, invite Drivers within reasonable proximity of the pick-up location to indicate their willingness to fulfil the Ride-Hailing Services, taking into account (for the purposes of determining the order and/or timing of such invitations):

5.4.2.1. the factors set out in section {5.4.1}; and

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

5.5. In certain high-demand locations with a large number of online Users, such as airports, Bolt may implement a "first in, first out" queuing system for inviting Drivers to indicate their willingness to fulfil Ride-Hailing Services. When such a queuing system is used, it will be shown to Drivers in the Driver App.

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

5.7. Where available, Drivers may refine the invitations they receive by setting filters and

parameters such as preferred pricing components or distance radiuses for pick-up locations. The availability of these features will be shown to Drivers in the Driver App.

5.8. When a Driver is invited via the Driver App to indicate their willingness to fulfil Ride-Hailing Services, the Driver App will display the following information:

- 5.8.1. the components of the applicable Fare;
- 5.8.2. the requested pick-up location
- 5.8.3. the requested destination; and
- 5.8.4. the scheduled pick-up time (if the pick-up is not immediate).

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

5.10. By fulfilling Ride-Hailing Services on behalf of any Dispatcher, you agree with Bolt that you will not improperly or dishonestly request, or permit others to request, any additional payments from Customers or Passengers in respect of the Ride-Hailing Services that conflict with the terms of their agreement(s) with the Dispatcher. This includes requesting that Passengers pay for Ride-Hailing Services in cash when it has previously been agreed that the Ride-Hailing Services will be paid for via the Bolt Platform and collected by Bolt on behalf of the Dispatcher.

Other fees

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

- 5.11.1. a Service Fee;
- 5.11.2. a Cancellation Fee in the event of a cancellation; and/or
- 5.11.3. a Cleaning Fee, if a vehicle is soiled by a Passenger.

5.12. Please note that Bolt's obligation to collect:

5.12.1. a Cancellation Fee on behalf of any Dispatcher is conditional upon the relevant Driver having a genuine intention to enter into an agreement to provide the applicable Ride-Hailing Services. The Dispatcher will not have a right to charge, and Bolt will not collect on behalf of the Dispatcher, a Cancellation Fee in circumstances where it appears that no genuine intention existed (for example, if no reasonable attempt was made by the Driver to arrive at the pick-up location at the relevant time).

5.12.2. a Cleaning Fee on behalf of any Dispatcher is conditional upon the relevant Driver being able to provide evidence that the vehicle was soiled by the relevant Passenger. Bolt will not collect a Cleaning Fee on behalf of the Dispatcher if the charge is disputed and the Driver is unable to provide supporting evidence. If a Passenger has soiled a vehicle that you have driven, we recommend that you collect photographic evidence and submit all relevant information to our support team as soon as possible, when it is safe to do so.

Access to Categories

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

5.14. The Categories available to a Driver will depend on factors relevant to each Category and the marketplace (for example, a Driver must use an electric vehicle to access the 'electric vehicle' Category). A Driver's right to access a Category will lapse if the Driver no longer meets the requirements for that Category (see section {3.2.4}).

5.15. For more information on the Categories available in a particular marketplace, please

contact our support team.

Promotions

5.16. Please note that Bolt may, at its discretion, make promotions available to Dispatchers under which Bolt will provide a benefit for their use of the Bolt Platform.

5.17. When a promotion is offered by Bolt to Dispatchers:

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

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

6. General prohibitions

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

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

6.1.2. any Prohibited Manipulative Conduct.

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

6.2.1. excessively cancelling Ride-Hailing Services after indicating a willingness to fulfil them;

6.2.2. excessively remaining ‘online’ in the Driver App during periods of inactivity;

6.2.3. persistently delaying the cancellation of Ride-Hailing Services after deciding not to fulfil them;

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

6.2.5. otherwise engaging with the Driver App in a manner that is inconsistent with a genuine, good faith intention to review, and where applicable fulfil, Ride-Hailing Service requests.

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

6.4. You must not allow any person to access the Bolt Platform using login details that do not match the information provided to Bolt in connection with sections {3.2.1} (‘eligibility to lawfully fulfil services’), {3.2.2} (‘photographic identity’), {4.1} (‘personal information’).

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

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

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

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

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

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

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

7. Investigations into unusual behaviour

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

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

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

7.4. Bolt may be required to disclose confidential information in accordance with applicable laws, court orders or regulatory investigations.

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

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

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

8.1.2. where Bolt is conducting an investigation relating to:

8.1.2.1. Bolt's legal or regulatory obligations; or

8.1.2.2. a suspected breach of these Platform Terms,

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

8.1.3. if you fail to verify their identity and/or log-in credentials;

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

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

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

8.1.6.1. imminent danger(s) to Users;

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

8.1.6.3. suspected unlawful or illegal activity; or

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

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

8.2.1. health and safety concerns;

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

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

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

8.4. If Bolt suspends your access to the Bolt Platform, you may submit a complaint or request a review of the decision in accordance with our internal complaint handling rules (see section {12.8})).

9. How our relationship may end

9.1. You may terminate your relationship with Bolt under these Platform Terms immediately and at any time by giving Bolt notice in writing to that effect. We recommend that you consult with all Dispatchers that you engage with, and review your prior agreements with them, before proceeding with this action.

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

9.2.1. giving you at least thirty (30) days' notice in writing to that effect, together with Bolt's reasons for doing so; or

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

9.2.2.1. a new law, regulation, or obligation comes into force (or similar circumstances beyond Bolt's control) requiring Bolt to terminate the provision of all or part of the Bolt Platform immediately or on less than thirty (30) days' notice;

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

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

9.2.2.4. there are repeated breaches of these Platform Terms.

9.3. Where required to do so, Bolt will provide you with a statement of reasons for any termination under section {9.2}, except to the extent that we are unable to do so or are advised not to do so for regulatory or legal reasons.

9.4. Upon termination of these Platform Terms:

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

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

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

9.6. If Bolt terminates your access to the Bolt Platform, you may submit a complaint or request a review of the decision in accordance with our internal complaint handling rules (see section {12.8}).

9.7. For the avoidance of doubt, the following sections of these Platform Terms will continue to apply at all times, including after the termination of all or part of our relationship: {10} (your liability), {11} (our liability), {12} (intellectual property, notices, disputes, our partners and affiliates, tax, interpretation and jurisdiction) and {13} (glossary of defined terms).

10. Your liability

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

10.1.1. any breach of your obligations under these Platform Terms;

10.1.2. property damage or monetary loss;

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

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

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

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

10.1.7. any allegation that any materials submitted to Bolt or transmitted through the Bolt Platform:

10.1.7.1. breach the intellectual property rights of any third party; or

10.1.7.2. breach any law or regulation;

10.1.8. the ownership, use, maintenance, or operation of a vehicle;

10.1.9. your inability to lawfully fulfil any Ride-Hailing Services;

10.2. Except where otherwise stated in these Platform Terms, you agree to pay any amounts payable to Bolt under these Platform Terms (including any indemnified losses, overpayments, interest, or enforcement costs) immediately on demand.

10.3. Any late payment by you of sums payable 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 interest rate set by Danmarks Nationalbank.

11. Our liability

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

- 11.1.1. your use of the Bolt Platform;
- 11.1.2. the unavailability, interruption, or improper functioning of the Bolt Platform;
- 11.1.3. the actions or inactions of any User of the Bolt Platform;
- 11.1.4. websites, content, applications, or services (including payment services) that are not owned, controlled, or operated by Bolt, including any delays or errors they cause;
- 11.1.5. incorrect or outdated information you have provided to Bolt;
- 11.1.6. the content of any third-party websites, content, or applications;
- 11.1.7. payment processing delays outside of Bolt's control (for example, delays caused by a third-party payment service provider); or
- 11.1.8. unauthorised access to the Bolt Platform using login credentials that do not belong to, or were not issued to, the person accessing it.

11.2. The exclusions of liability in section {11.1} include, without limitation, exclusions for any of the following types of loss or damage, whether direct or indirect:

- 11.2.1. property damage or monetary loss;
- 11.2.2. loss of profit, business, revenue, contracts, contacts, goodwill, reputation, or anticipated savings;
- 11.2.3. any loss arising from the interruption or use of the Bolt Platform;
- 11.2.4. loss of, damage to, or inaccuracy of data; or
- 11.2.5. any other type of indirect or consequential loss or damage (including, for example, losses that could not reasonably have been foreseen at the outset of our relationship).

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

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

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

- 11.5.1. death or personal injury caused by Bolt's negligence; or
- 11.5.2. any other liability that cannot lawfully be limited or excluded.

12. Other important provisions

Intellectual property

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

Notices

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

12.3. Bolt may issue notices to you in connection with these Platform Terms by email or using the most recent contact information you have provided to us from time to time, or — if you are a Driver — via the Driver App.

12.4. Except where expressly stated otherwise in these Platform Terms, notices issued in

connection with these Platform Terms must be provided in Danish or English and will be deemed properly served:

12.4.1. if sent by email, at the time the email is sent; or

12.4.2. if delivered via the Driver App, at the time the notice is made available to you through the Driver App.

12.5. If the time at which a notice is deemed properly served under section {12.4} falls after 17:00 on any day, or at any time on a Saturday, Sunday, or public holiday, the notice shall instead be deemed properly served at 09:00 on the next day that is not a Saturday, Sunday, or public holiday.

Enforcement

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

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

Disputes

12.8. In circumstances where Bolt has:

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

12.8.2. suspended access to the Bolt Platform (see section {8});

12.8.3. terminated access to the Bolt Platform (see section {9});

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

you may submit a complaint or request a review of the decision in accordance with our internal complaint handling rules, available [here](#).

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

Our partners and affiliates

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

Value added tax

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

Interpretation

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

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

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

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

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

12.13.4. a reference to one gender includes all genders;

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

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

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

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

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

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

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

Jurisdiction

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

13. Glossary of defined terms

In these Platform Terms the following definitions apply:

13.1. ‘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.

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

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

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

13.5. ‘Cleaning Fees’ means a fee charged by a Dispatcher to Customers in circumstances where a Passenger has soiled a vehicle during the provision of Ride-Hailing Services.

13.6. ‘Collection Period’ means the applicable period that:

13.6.1. starts when a Driver indicates (via the Driver App) their willingness to provide or fulfil Ride-Hailing Services to the relevant Customer further to that Customer’s request for Ride-Hailing Services; and

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

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

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

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

13.10. 'Driver App' means the mobile application(s) made available by Bolt enabling Drivers to review opportunities to fulfil Ride-Hailing Services.

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

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

13.12.1. 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 agreeing to transport them to the destination requested; and

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

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

13.14. 'Platform Terms' means the entirety of these terms and conditions entitled 'Platform Terms for Ride-Hailing: Taxi 4x27 Service Providers (Denmark)' together with any addendums forming an integral part of these Platform Terms.

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

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

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

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

13.17. 'Service Fee' means a service fee charged to the Customer by a Dispatcher for each Journey Period.

13.18. 'Service Provider' means an individual or legal entity that has registered (or been registered) to the Bolt Platform to access and review opportunities in Denmark to fulfil Ride-Hailing Services on behalf of a Dispatcher.

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

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

13.21. 'Users' means all users and beneficiaries of the Bolt Platform including all Service Providers, Drivers, Customers and Passengers.

13.22. 'You' (or 'you') means a Service Provider that is subject to these Platform Terms.

End of Platform Terms