

BOLT RENT TERMS AND CONDITIONS FOR USERS

Effective from 20 October 2026

These Terms and Conditions (**Agreement**) are concluded between you (**User, You or Your**) and Bolt Services Using Electronic Media LLC, registration number 2918896 (**Bolt, We, Us or Our**), with principal place of business at Office G-15, Onyx Building, Al Khabeesi, Dubai, United Arab Emirates.

If You need to get in touch with Us:

- Address: Office G-15, Onyx Building, Al Khabeesi, Dubai, United Arab Emirates.
- E-mail: rent-dubai@bolt.eu
- Phone: +97104 409 6713
- Online: via the chat function in the Bolt App.

By accepting this Agreement, You agree to the application and content of this Agreement.

The following documents are binding and incorporated by reference into this Agreement:

1. the applicable additional fees, penalties and applicable charges in the Bolt Rent List of Penalties and Additional Fees available at the end of this Agreement in Annex A (**List of Penalties and Additional Fees**);
2. other business and terms referred to in this Agreement, including policies, notices and the Bolt Rent Privacy Notice (**Privacy Notice**) available on the Bolt App and at <https://bolt.eu/en/privacy/>, which sets out the legal basis for the processing of Your personal data, the categories of personal data processed, the purposes of processing, the identity and contact details of the data controller, and Your rights as a data subject under Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (**PDPL**) and its Executive Regulations. The Privacy Notice shall apply respectively (mutatis mutandis) to the processing of Your personal data in connection with this Agreement.

1. Scope

- 1.1. This Agreement applies to Your use of the platform operated by Bolt consisting of a mobile application (**Bolt App**), as well as to the provision by Bolt of an information society service through Bolt App that enables mediation of the requests for temporary rental of motor vehicles between You and third party providers of motor vehicle rental services (each a **Fleet Owner** and collectively, **Fleet Owners**). This Agreement is concluded in the English language. In the event of any conflict between the English

version of this Agreement and any translation, the English version shall prevail to the extent permitted by applicable law.

- 1.2. The acceptance of a User's request to reserve and rent a motor vehicle by the Fleet Owner creates a legally binding contract between the User and the Fleet Owner with respect to the Services under the terms and conditions of the Fleet Owner. The User is informed about the acceptance of their request by the Fleet Owner in the Bolt App.
- 1.3. The temporary rental of motor vehicles (**Services**) is an independent service provided by the Fleet Owner to You under a contract concluded between You and the Fleet Owner via the Bolt App and according to the Fleet Owner's terms and conditions made available to You.
- 1.4. The Fleet Owner provides the Services on an independent basis as an economic and professional service provider. Bolt does not offer or provide the rental of motor vehicles to You, is not a party to the contract between You and the Fleet Owner and is not responsible in any way for the fulfilment of the contract or the Services. Bolt shall not be responsible for the verification of information provided by the Fleet Owner to You with respect to the Services, including but not limited to the price of the Services, cars' availability, features, packages, add-ons, functionalities and offerings provided or facilitated by the Fleet Owner, and shall not be liable for any loss or damage arising out of or in connection with such information consumed, or relied upon, by You. You shall independently verify the Fleet Owner's information and terms and conditions.
- 1.5. Bolt may offer additional features, packages, add-ons, functionalities, promotional or operation offerings in connection with the Services (each a **Feature**). Different methodologies, conditions, eligibility criteria, or offers may apply to individual Features. The applicable terms, conditions, and rules for each Feature will be displayed and explained in the Bolt App at or prior to activation or use of the relevant Feature (**Feature-specific terms**). By activating or using a Feature, You agree to the applicable Feature-specific terms, which shall apply in addition to this Agreement and, in case of conflict with the terms of this Agreement, shall prevail with respect to the relevant Feature. For the avoidance of doubt, any optional add-ons offered by Fleet Owners (including deposit-free options, damage waiver products and similar arrangements) are contractual arrangements between You and the Fleet Owner and are not insurance products. Such products are clearly identified as optional and separate from the Services.
- 1.6. Disputes arising from consumer rights, legal obligations or from law applicable to the provision of the Services will be resolved between You and the Fleet Owner. Data regarding the Fleet Owner and its Services are available in the Bolt App.

- 1.7. We may amend this Agreement by posting the amended Agreement on Our website or Bolt App and providing You with reasonable prior written notice thereof via e-mail and/or via the Bolt App. Your continued use of the Bolt App after such posting constitutes Your consent to be bound by the Agreement as amended. Any amendment to the processing of Your personal data will be reflected in an updated Privacy Notice, which will be made available to You in accordance with the PDPL.

2. Using the Bolt App

- 2.1. You must be at least eighteen (18) years old to obtain access to the Bolt App, including to accept this Agreement.
- 2.2. The Bolt App may be updated periodically in order to provide You with the best possible experience. The Bolt App is only accessible with an Internet connection. There are no specific technical requirements for the Internet connection, however, the quality of the experience may be affected by the Internet speed.
- 2.3. In case of any defects in the Bolt App, We endeavour to correct them as soon as possible, however You acknowledge that the functionality of the Bolt App may be restricted due to occasional technical errors and We are not able to warrant unlimited faultless functioning of the Bolt App at all times. To the extent allowed by applicable law, We accept no liability for any losses resulting directly or indirectly from disruptions or malfunctions of the Bolt App.
- 2.4. Rooting, jailbreaking or modifying Your mobile device at a hardware or operating system level in any manner which is against the manufacturer's instructions makes the device susceptible to mobile threats. You acknowledge that We are not liable for any losses in connection with the use of such a modified mobile device, and that We have no obligation to support the use of such a device.
- 2.5. Subject to Your compliance with the Agreement, We grant You a royalty free, limited, non-exclusive, non-sublicensable, revocable, non-transferable licence to access and use the Bolt App on Your personal device solely for the purpose of this Agreement and in accordance with this Agreement, the Privacy Notice and the applicable app-store terms. In the event that your right to use Bolt App is cancelled, the corresponding licence will also be cancelled.
- 2.6. We shall provide services which are designed, delivered, and support compliance with industry standards and best practices, such as ISO 27001/27002, whenever feasible and not in conflict with other agreed requirements. If credit card data is processed, Payment Card Industry Data Security Standard shall also be complied with.

3. Registering Your Account

- 3.1. After downloading and installing the Bolt App, You must create a user account (**Account**) and acknowledge that you have read and understood this Agreement and the Privacy Notice.
- 3.2. During the Account registration Your mobile number will be linked to Your Account and added to Our database. You must sign up by providing the requested information in the signup application and uploading necessary documentation.
- 3.3. You cannot register several Accounts with Bolt, trade or rent Your Account to a third party, and create fake, illicit Accounts. This includes creating an Account by using fake, illicit, false information.
- 3.4. You cannot allow any third party to use Your Account.
- 3.5. You cannot disclose the Account login data to any third party. You are responsible for ensuring the security of the Account and confidentiality of Your login details.
- 3.6. When creating and using Your Account, You:
 - 3.6.1. shall use Your real name, accurate personal information and payment information for setting up the Account, and keep such information up to date at all times;
 - 3.6.2. may be requested to provide Your contact details (phone number, e-mail address, residency address);
 - 3.6.3. may be requested to provide proof of identity in the form of a picture of Your driving licence, identification card or other legal identification document issued by the government to obtain or maintain access to the Services;
 - 3.6.4. are liable for the access, control and security of Your Account, and responsible for all actions carried out under Your Account, unless You have reported misuse of Your Account pursuant to Clause 3.7 hereof; and
 - 3.6.5. understand that We may suspend, restrict or disable Your Account to the extent required to (i) secure lawful and safe use of the Bolt App or the Services, including without limitation for fraud prevention, risk assessment, investigation and customer support purposes; (ii) ensure Your compliance with this Agreement and the rules displayed in the Bolt App; (iii) comply with an applicable law or the order of a court, law enforcement or other administrative agency or governmental body; or (iv) as otherwise set forth in this Agreement.
- 3.7. You shall immediately notify Bolt via one of the available contact channels to enable Bolt to block access to Your Account to prevent misuse in the case:
 - 3.7.1. of any unauthorised access to or use of Your Account;

- 3.7.2. of loss of the mobile device on which the Bolt App is installed;
 - 3.7.3. login details are lost or become available to a third party;
 - 3.7.4. Your Account is compromised or available for use by a third party; or
 - 3.7.5. of another situation that may cause loss of control of Your Account.
- 3.8. Entering into this Agreement does not guarantee access to the Services. Individual car rental contracts are entered into separately between You and the Fleet Owners and are subject to availability and other applicable conditions displayed in the Bolt App.

4. Validating Driving Licence

- 4.1. As part of the booking process, Bolt may request You to upload and validate Your identity and driving licence electronically for the specific motor vehicle category recognized in the United Arab Emirates (UAE) through the online validation process according to the instructions provided in the Bolt App. The specific documents required will be displayed in the Bolt App at the time of booking and may vary depending on the Fleet Owner and applicable requirements (**Required Documents**). Not all driving licences may be supported; supported driving licences will be shown in the Bolt App.
- 4.2. You have the right to use the Services if You:
- 4.2.1. have reached the minimum age specified on the Bolt App and in the Fleet Owner's terms and conditions, which may vary depending on the Fleet Owner and/or specific motor vehicle category or model;
 - 4.2.2. have a valid driving licence for the specific motor vehicles category for at least the time period specified on Bolt App and in the Fleet Owner's terms and conditions, which may vary depending on the specific motor vehicle model;
 - 4.2.3. successfully validated Your driving licence through the online validation process and through the Fleet Owner's verification procedure as per Clause 4.3 if applicable.
- 4.3. The Fleet Owner may also separately conduct its own driving license verification procedure, subject to the Fleet Owner's terms and conditions. Bolt reserves the right to request at any time for You to prove the validity of Your driving licence.
- 4.4. Deadlines may apply for the submission of Required Documents, including in connection with home delivery. Any applicable deadlines will be communicated to You via the Bolt App.

- 4.5. Upon vehicle collection, whether at the designated pickup location or delivery address, You must present the original Required Documents. Failure to present valid original Required Documents at the point of collection shall constitute a Customer-Fault Cancellation in accordance with Clause 5.3, to which the Cancellation Fee shall apply.
- 4.6. If Your legal right to drive is withdrawn, suspended, revoked or Your driving licence is lost, You are legally prohibited to drive a motor vehicle. You must immediately stop using the Services and notify Bolt thereof.

5. Booking, Modification and Cancellation

- 5.1. Once Your booking is confirmed via the Bolt App, it cannot be modified.
- 5.2. You may cancel Your confirmed booking subject to the following conditions:
 - 5.2.1. A cancellation fee equivalent to twenty-five percent (25%) of the first month's rental fee (**Cancellation Fee**) shall become due and payable where a cancellation is made outside of the Free Cancellation Conditions set out in Clause 5.2.2 below. The Cancellation Fee will be charged to Your Elected Payment Method, without prejudice to other debt collection means.
 - 5.2.2. No Cancellation Fee shall apply where You cancel Your booking in any of the following circumstances (**Free Cancellation Conditions**): (i) within two (2) hours of booking creation, regardless of the time remaining before the rental start; or (ii) at any time that is more than forty-eight (48) hours before the scheduled rental start time. For the avoidance of doubt, a cancellation made outside of these Free Cancellation Conditions shall be subject to the Cancellation Fee set out in Clause 5.2.1.
 - 5.2.3. Notwithstanding Clauses 5.2.1 and 5.2.2, different Cancellation Fees or Free Cancellation Conditions may apply depending on the Fleet Owner or motor vehicle, in which case the terms displayed in the Bolt App at the time of booking shall prevail.
- 5.3. The following situations at the point of vehicle collection shall be treated as a customer-fault cancellation (**Customer-Fault Cancellation**), to which the Cancellation Fee set out in Clauses 5.2.1 and 5.2.3 shall apply:
 - 5.3.1. You fail to appear at the agreed collection point or delivery address at the agreed time without requesting redelivery or rescheduling of collection (no-show). Redelivery and recollection may be arranged at Bolt's or the Fleet Owner's discretion upon Your request, is not guaranteed, and may incur an additional charge. Where redelivery or recollection is not possible or not agreed, the Cancellation Fee shall apply.
 - 5.3.2. Your original Required Documents are not presented, have expired, or do not match the booking details;

- 5.3.3. You reject the vehicle for reasons that do not qualify as unfit in accordance with Clause 5.4 of this Agreement; or
- 5.3.4. You refuse to sign the rental agreement with the Fleet Owner, provided that the rental agreement presented is consistent in all material respects with the terms agreed at the time of booking.
- 5.4. A vehicle shall be considered unfit where it presents a safety risk, is materially different from the booking details, or is otherwise in a condition not suitable for its intended use. Where the Fleet Owner is unable to provide the vehicle or the vehicle is considered unfit, You shall be entitled to cancel the reservation without incurring a Cancellation Fee and receive a full refund of any amounts paid in connection with the relevant booking.
- 5.5. If You need to return the vehicle before the end of the agreed rental period, You shall contact Bolt using one of the available contact channels. Early return is subject to Bolt's and/or the Fleet Owner's approval at their discretion and may result in Additional Charges as set out in the Bolt App and the Fleet Owner's terms and conditions. The first month of the rental period is non-refundable.
- 5.6. You must return the vehicle at the end of the rental period or upon early termination of the rental for any reason, including early termination by You (Clause 5.5), by Bolt due to breach (Clause 7.1), by the Fleet Owner in accordance with the Fleet Owner's terms and conditions, or termination for non-payment (Clause 6.14). You must also return the vehicle upon request by Bolt or the Fleet Owner. Retaining the vehicle beyond the agreed rental period without authorisation constitutes a breach of this Agreement and may result in Additional Charges or penalties.

6. Payments and invoicing

- 6.1. Bolt operates a digital marketplace platform that facilitates the conclusion of car rental agreements between Fleet Owners and Users. Bolt's role is limited to making the Bolt App available and providing payment facilitation and related platform services expressly set out in this Agreement. In connection with the Services, the Fleet Owner has authorised Bolt to act solely as a payment facilitator to collect the fees for the Services and any Additional Charges related to the Services from You on the Fleet Owner's behalf, through the Bolt in-App payment service (**In-App Payment**), and to forward the amounts to the Fleet Owner. Your payment obligation arising from the contracts between You and the Fleet Owner with respect to the aforementioned amounts is deemed fulfilled when the respective payment is credited onto Our payment account. No arrangement, contractual or otherwise, between the Fleet Owners and Bolt shall be construed as creating a commercial agency, partnership, joint venture, employment, fiduciary or similar relationship between Bolt and the Fleet Owner.
- 6.2. The fees for the Services provided by the Fleet Owner to You and any Additional Charges related to the Services are based on the Fleet Owner's terms and conditions.

- 6.3. You shall connect Your Account with Your valid credit or debit card or other payment method supported by the Bolt App (**Elected Payment Method**).
- 6.4. You authorise Us to charge Your Elected Payment Method linked to Your Account in connection with the Services pursuant to the contract concluded between You and the Fleet Owner and the Fleet Owner's terms and conditions. You shall ensure that Your Elected Payment Method has sufficient funds. Bolt may ask additional data from You to verify the Elected Payment Method.
- 6.5. The first monthly rental fee shall be charged to Your Elected Payment Method prior to the scheduled rental start time. Thereafter, the monthly rental fee shall be charged every thirty (30) days prior to the start of each new rental month. All charges will be made in UAE Dirhams (AED). The exact timing and amounts of charges, including any applicable taxes and government fees, will be displayed in the Bolt App at the time of booking.
- 6.6. The Fleet Owner may assign to Bolt its claims against the User for payment of the fees for the Services and of other Additional Charges due, all pursuant to the Fleet Owner's terms and conditions. By virtue of agreeing to this Agreement you acknowledge and agree to the assignment. In case of such an assignment, Bolt asserts the claim for payment of the fees for the Services and other Additional Charges against the User, which have been assigned by the Fleet Owner to Bolt, in Bolt's own name and on its own account. However, the contract between the User and the Fleet Owner governing the Services, the fees and Additional Charges shall remain in force between the User and the Fleet Owner, without Bolt being a party to it.
- 6.7. In addition to the fees related to the Services, You hereby consent to Bolt debiting from Your Elected Payment Method, pre-authorised amounts and/or security deposits, without requiring a separate consent at the time of each deduction, the following categories of additional charges arising from the Services and Your use of the Bolt App (**Additional Charges**):
- 6.7.1. charges for damage to the rental vehicle, including where assessed by the Fleet Owner following the rental;
 - 6.7.2. traffic fines, parking charges, salik (toll) charges and other public authority charges associated with the vehicle during the rental period;
 - 6.7.3. contractual penalties set out in the Fleet Owner's terms and conditions and/or this Agreement, including early return fees, the Cancellation Fee in Clauses 5.2.1 and 5.2.3 and the contractual penalties in Annex A of this Agreement;
 - 6.7.4. charges for excess mileage, fuel deficits, cleaning, or failure to comply with vehicle return requirements;

- 6.7.5. insurance deductibles and collision damage amounts to the extent applicable under the Fleet Owner's terms and conditions; and
- 6.7.6. any other charges disclosed to You in the Bolt App prior to booking confirmation or set out in this Agreement or in the Fleet Owner's terms and conditions presented to You at the time of booking.

The basis for calculating each category of Additional Charges will be set out in the applicable Fleet Owner terms and conditions and/or this Agreement.. All Additional Charges will be denominated in UAE Dirhams (AED). Prior to deduction, Bolt will notify You of the applicable Additional Charges and provide You with supporting documentation, including from the Fleet Owner where applicable.

- 6.8. If You disagree with the Additional Charges, or would like to make a complaint in respect thereof, You can contact Us using the available contact channels.
- 6.9. If the payment of the fees related to the Services or Additional Charges is not received within the prescribed period, other payment methods and collection procedures may be employed, including by referring the case to court. The amounts may also be converted into a negative balance in Your Account until the payment is received or the underlying claim is waived. You agree to compensate all collection costs, including without limitation reasonable legal fees, if You do not pay the amounts in due time.
- 6.10. Additional Charges arising from the Services must be notified to You within ninety (90) days of the end of the relevant rental period, except where such charges arise from fines, penalties or orders issued by a public authority (including traffic fines and salik charges), in which case the charge may be notified to You within the period prescribed by the relevant authority or, if no such period is prescribed, within ninety (90) days of Bolt or the Fleet Owner becoming aware of such fine, penalty or order.
- 6.11. You agree to immediately add a new Elected Payment Method in case of any changes to Your Elected Payment Method that may impair Our ability to charge You pursuant to this Agreement.
- 6.12. We may automatically pre-authorise an amount from Your Elected Payment Method to confirm the availability of funds. The pre-authorised amount may vary depending on the location, motor vehicle type among others. The pre-authorised amount shall either be returned to You or converted into payment for the Services.
- 6.13. We may also pre-authorise a reasonable amount from Your Elected Payment Method as a security deposit prior to the start of the rental. The pre-authorised amount may vary depending on the location, motor vehicle type, and the Fleet Owner's terms and conditions. We shall inform You about the security deposit requirement conditions and amount, and obtain Your agreement, before pre-authorising the security deposit. Bolt may use the security deposit as payment for the fees related to the Services and

Additional Charges resulting from the Services. Where such an option is offered by the Fleet Owner, You may be charged a non-refundable fee instead of a security deposit pre-authorisation (**No Deposit Fee**). The No Deposit Fee is offered by the Fleet Owner and may be subject to additional terms and conditions. For the avoidance of doubt, the No Deposit Fee and any collision damage waiver option are contractual arrangements between You and the Fleet Owner and are not insurance products.

- 6.14. If a charge to Your Elected Payment Method fails prior to the rental start, Bolt will attempt to process the payment again. If the payment is not successfully received, Your booking may be cancelled and the Cancellation Fee set out in Clause 5.2.1 or 5.2.3 shall apply.
- 6.15. If a charge to Your Elected Payment Method fails during an active rental, Bolt will notify You and attempt to process the payment again. If the outstanding amount is not received by the start of the new rental month, Your rental may be terminated early. In such a case, You shall be liable for the rental fees for the actual period of use and any applicable late payment fees or penalties.
- 6.16. Bolt may suspend, restrict or terminate Your Account in the event of non-payment or outstanding amounts owed in connection with a rental.
- 6.17. When making payments by cards, carrier billing and other payment methods (e.g., Bolt Business) via the In-App Payment, Bolt is not responsible for possible third-party payment costs (e.g., mobile operators, bank fees) that arise on Your part. These service providers may charge You additional fees when processing payments in connection with the In-App Payment. Bolt is not responsible for any such fees and disclaims all liability in this regard. Your Elected Payment Method may also be subject to additional terms and conditions imposed by the applicable third-party payment service provider; please review these terms and conditions before using Your payment method.
- 6.18. Bolt will provide support in resolving problems related to the functioning of the In-App Payment, including resolving disputes related to the In-App Payment. For payment support service please contact Us via one of the available contact channels. Bolt will resolve any In-App Payment related complaints and applications as expeditiously as possible.
- 6.19. Bolt shall create and forward a receipt or an invoice to the User on behalf of the Fleet Owner for the fees related to Services, including Additional Charges. Receipts or invoices will be issued in accordance with the applicable laws. The receipts and invoices are available on Your Account.
- 6.20. When using Bolt Balance as Your Elected Payment Method, You represent and warrant that you have acknowledged and accepted the Bolt Balance Terms and Conditions available in the Bolt App and at <https://bolt.eu/legal/>, which govern the Bolt Balance In-App Payment.

- 6.21. When making a payment using Bolt Business, which is a service that enables a business customer to administrate and pay for the use of Bolt services (**Bolt Business**), the fees for the Services and any Additional Charges shall be paid by the third person who has enabled Bolt Business for You. You and such a third party remain jointly and severally liable for all the fees and Additional Charges resulting from the Services pursuant to this Agreement and the Fleet Owner's terms and conditions. That means Bolt may charge You or the third party with such fees and charges, or both partially. Such a third party shall have the same rights as You have under the Agreement with regards to being charged in relation to the Services: the invoice or receipt for Services shall be issued to the third party along with any refund (as applicable), the third party can raise complaints and request information in relation to the fees, charges and the Services used under Bolt Business.

7. User's liability

- 7.1. In the event of any breach of this Agreement, including a default in payment, or if We reasonably consider it necessary to protect the integrity, safety or security of Bolt, the Bolt App, the Services or other users, We are entitled to temporarily or permanently suspend, restrict or block Your access to the Bolt App and Account with immediate effect, which will prevent You from using the Services. You will be informed thereof by e-mail or via the Bolt App, including the reason for such suspension, restriction or block.
- 7.2. In the event of a breach of this Agreement listed in Annex A, We are also entitled to charge to Your Elected Payment Method the corresponding Additional Charges in Annex A, as per Clause 6.6. Our right to claim for damages shall remain unaffected. In this case, the Additional Charges, if charged, shall be deducted from such damages.
- 7.3. You agree to fully indemnify and hold Bolt, their affiliate companies, representatives, employees and directors harmless from any claims or losses (including liabilities, damages, costs and expenses of any nature) that they suffer as a result of Your use of the Bolt App, including in connection with the Services ordered and provided through Your use of the Bolt App.

8. Bolt's obligations and responsibilities

- 8.1. Bolt assumes no liability for the performance or availability of the Services. The Fleet Owner is solely responsible for the provision of the Services.
- 8.2. As the Bolt App is an information society service (a means of communication) between Users and the Fleet Owners, We cannot guarantee or take any responsibility for the quality or the absence of defects in the provision of the Services. As the usage of the Bolt App for requesting Services depends on the Fleet Owner, Bolt does not guarantee that You shall always have motor vehicles available for the provision of the Services.

- 8.3. Bolt assumes no liability for the accuracy, completeness and timeliness of the information provided by the Fleet Owner, including but not limited to price of the Services and specifications of the motor vehicle, unless Bolt is at fault of its obligations under the Agreement.
- 8.4. The User has no right to a successful mediation of the requests for temporary rental of motor vehicles from the Fleet Owner and/or conclusion of the contract between the User and the Fleet Owner for the provision of the Services.
- 8.5. To the extent permitted by law, Bolt's aggregate liability for any and all claims arising out of or in connection with this Agreement, including those based on tort or other grounds, shall not exceed AED 2,000.00. We do not, however, limit Your right to claim for damages or use any other legal remedies provided by law upon Our non-compliance with this Agreement.
- 8.6. To the extent such liability limitation is allowed by applicable law, Bolt is not liable for:
- 8.6.1. the damage suffered by the User as a result of delay, availability or quality issues related to the Services;
 - 8.6.2. damages that the Fleet Owner causes to You;
 - 8.6.3. damages caused by the User to third persons while using the Services;
 - 8.6.4. any indirect or consequential damages or losses, including loss of profit.

9. Termination

- 9.1. This Agreement shall be concluded for an indefinite period. The User and Bolt are each entitled to terminate this Agreement for convenience upon 2 weeks' notice in writing. For the avoidance of doubt, termination of this Agreement does not affect any individual rental contracts already entered into between the User and the Fleet Owner, which shall continue to be governed by this Agreement and their respective terms until completion or termination in accordance with Clause 5. The User's and Bolt's right of extraordinary termination remains unaffected.

10. Other important terms

- 10.1. This Agreement and Your use of the Bolt App shall be governed by and construed in accordance with the laws of the United Arab Emirates, as applicable in the Emirate of Dubai.

- 10.2. Any disputes arising out of or in connection with this Agreement shall first be settled by good faith negotiations within fourteen (14) days of written notice of the dispute. If the dispute has not been settled by the end of this fourteen (14) day period, and both parties continue to negotiate in good faith, that period shall extend for as long as the parties are negotiating in good faith to finalise a settlement. If, at any time during negotiations that extend beyond the fourteen (14) day period the User fails to negotiate in good faith, Bolt may immediately submit the dispute to the exclusive jurisdiction of the courts of the Emirate of Dubai, UAE

Annex A - List of Penalties and Additional Fees

The imposition and payment of the Penalties and Additional Fees do not release the User from liability for the damage incurred. Bolt reserves the right to claim compensation for losses exceeding the Penalties and Additional Fees. The amount of compensation payable shall be determined based on the specific circumstances of the case.

	Violation	Penalty/ Charge
1	Allowing a third party to use Your Account or drive the motor vehicle.	AED 1,050
2	Registering multiple Accounts, creating a fake or illicit Account, creating an Account by using illicit or false information, including by using a third party's personal details, contact information or driving licence information.	AED 4,200