Giveaway Terms and Conditions for Grand Trip Away

1. General

1.1. This giveaway ("**Giveaway**") forms part of the "Grand Trip Away" campaign run in several countries by **Bolt Operations OÜ**, registry code 14532901, address Vana-Lõuna tn 15, 10134 Tallinn, Estonia ("**Bolt Global**"), together with local Bolt group companies in each participating country. In the United Kingdom, the Giveaway is organised jointly by **Bolt Operations UK Limited**, a company incorporated and registered in England and Wales with company number 12683400, having its registered office at Leather Market, Unit J, Taper Studios, 175 Long Lane, London, England, SE1 4GT, and **Bolt Services UK Limited**, company number 11063356, registered office Leather Market, Unit J, Taper Studios, 175 Long Lane, London, England, SE1 4GT (together, "**Bolt UK**"). The Prize is provided and awarded by Bolt Global. In these Terms, "**Bolt**" means Bolt UK and Bolt Global, jointly and severally, as the context requires. This Giveaway is not sponsored, endorsed or administered by, or associated with, any video game publisher or developer.

1.2. Bolt is the provider of the technology infrastructure ("**Bolt Platform**") that is used to facilitate online intermediation of transportation services ("**Ride-Hailing Services**").

1.3. The Giveaway is open to participants in Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Malta, Moldova, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Ukraine and the United Kingdom organised in each country by the relevant Bolt group company under separate local terms. Only one (1) Prize will be awarded in total, and Entries from the United Kingdom will be judged together with Entries from all other participating countries.

1.4. The Giveaway is available in the United Kingdom and will run from 11.11.2026, 22:00:00 GMT until 17.11.2026, 21:59:59 GMT (inclusive) ("**Term of the Giveaway**"). Entries received outside the Term of the Giveaway will not be accepted.

1.5. The Giveaway is governed by the current Giveaway Terms and Conditions for Grand Trip Away ("**Terms**") and supplemented by Platform Terms: Customers (Bolt Flex Ride-Hailing Services) available at https://bolt.eu/en-gb/legal/rides/tnc-customers/, Platform Terms: Customers (Bolt Standard Ride-Hailing and Taxi Services) available at https://bolt.eu/en-gb/legal/rides/terms-for-riders/, the Global Privacy Notice for Passengers available at https://bolt.eu/en-gb/privacy/rides/privacy-for-riders/, and the Fraud Policies available at https://bolt.eu/en-gb/legal/other/tnc-prevention-fraud/ and https://bolt.eu/en-gb/legal/other/fraud-prevention-policy/ ("**Additional Terms**").

1.6. All persons who meet the criteria set out in clause 2.1 of these Terms and comply with these Terms and Additional Terms are eligible to take part in the Giveaway and become participants ("**Participant**").

1.7. Prior registration for the Giveaway is not required. By submitting the Form, the Participant accepts these Terms.

1.8. The Giveaway may be advertised in order to inform the public, including by means of advertising and/or informative material. The information contained in such materials shall be interpreted in accordance with the provisions of these Terms and in case of discrepancies, the provisions of these Terms will prevail.

2. Participation in the Giveaway

2.1. To be eligible to become a Participant in the Giveaway, a person must:

2.1.1. be at least 18 years old; and

2.1.2. be resident of the United Kingdom.

2.2. Bolt reserves the right to refuse participation in the Giveaway to:

2.2.1. any person who does not comply with these Terms and Additional Terms;

2.2.2. any person who has previously violated the Additional Terms;

2.2.3. any person who engages in fraudulent activity or gives rise to suspicion of fraudulent activity on the Bolt Platform; or

2.2.4. any person whose conduct is contrary to the spirit or intent of the Giveaway.

2.3. Participants may opt out of the Giveaway after entering by contacting Bolt at giveaways.uk@bolt.eu.

2.4. Bolt reserves the right to terminate the Giveaway at its absolute discretion at any time without notice. If the Giveaway is terminated before the expiry of the Term of the Giveaway, all Participants acknowledge and accept that any subsequent allocation of the Prize shall be at Bolt's sole discretion.

2.5. To enter the Giveaway, a Participant must complete the form available at grandtripaway.com ("**Form**") by entering all information required in the Form and submitting the form during the Term of the Giveaway. The Form must contain answers to the following questions: "How obsessed is your partner with the November 19th game launch? How does that affect you?" ("**Key Questions**").

2.6. Subject to clause 2.2, a person will become a Participant once they have completed the steps set out in clause 2.5.

2.7. Bolt does not accept any liability for entries which are not successfully recorded or completed due to a technical fault, malfunction, computer hardware or software failure, or network failure of any kind.

2.8. Each Participant is limited to one entry for this Giveaway. Completing the Form multiple times will not increase a Participant's chances of winning the Giveaway.

2.9. Bolt may request proof of identity, age and residence before awarding the Prize. Failure to provide it within 48 hours of a request may result in disqualification.

2.10. The answers submitted to the Key Questions ("**Entry**") must be the Participant's own original work, written in English, and must not infringe any third party's rights. Participants should not include personal details of other people beyond what is necessary to answer the Key Questions. The Participant retains copyright in their Entry and grants Bolt and its group companies a non-exclusive, royalty-free licence to reproduce and publish the winning Entry, together with the Winner's first name, county and county (if applicable), in connection with the Giveaway on Bolt's websites, blog, social media channels, newsletters and PR communications for a period of 12 months from the Winner Announcement Date.

3. Winner Selection

3.1. After the Term of the Giveaway, all Entries received in all participating countries will be judged by a panel ("**Jury**") appointed by Bolt Global. The Jury will select one (1) Participant as the winner of the Giveaway ("**Winner**") on 18.11.2026 ("**Winner Selection Date**"). Bolt will publicly announce the winner no later than on 30.11.2026 (the date of such announcement, the "**Winner Announcement Date**").

3.2. The Jury will consist of three (3) members, of whom two (2) may be employees of Bolt or its group companies and at least one (1) will be an independent member who is not an employee, officer or contractor of Bolt, its group companies or any agency involved in the Giveaway, and who is not a Participant ("**Independent Judge**"). The full names of the Jury members are available on request at giveaways.uk@bolt.eu.

3.3. The Jury will judge Entries on their originality, creativity and how dramatic the answer to the Key Questions is. If two or more Entries are judged equal, the Independent Judge will have the deciding vote.

4. Prize

4.1. The Winner will receive a trip for two (2) adults aged 18 or over, consisting of:

4.1.1. return economy flights for the Winner and one companion from an airport in the country of residence of the Winner selected by Bolt Global to a European destination selected by Bolt Global, taking into account the Desired Travel Destination stated in the Winner's Form;

4.1.2. two (2) nights' accommodation in one double room at a 3-star or above hotel on a room-only basis; and

4.1.3. coupons that can be used to pay for transportation services requested using Bolt Platform ("**Bolt Ride Coupons**") with a total value of €150 or the equivalent in local currency, valid in the country of residence of the Winner until 31 December 2027 (together, the "**Prize**").

4.2. The total value of the flights and accommodation will not exceed €1,350 (approximately £1,128). The total value of the Prize shall not exceed £1300.

4.3. The flights and accommodation will be booked by Bolt Global or a travel agency acting on its behalf, and are subject to the terms and conditions of the relevant airline, hotel and travel agency.

4.4. The trip must be taken between 18.11.2026 and 17.12.2026 ("**Travel Period**"). Travel dates are subject to availability and must be agreed with Bolt Global.

4.5. The companion must be aged 18 or over and must travel with the Winner on the same itinerary. The Winner and companion are responsible for holding valid passports and for meeting all visa, entry and travel authorisation requirements.

4.6. No fees are payable to Bolt to receive the Prize. The Prize does not include: transfers to and from airports, meals, drinks, travel insurance, baggage beyond the standard allowance, spending money, or any other costs not expressly listed in clause 4.1.

4.7. If a flight is cancelled or delayed, or the booked travel arrangements are otherwise disrupted, Bolt Global will, directly or through the travel agency, assist the Winner in arranging suitable alternatives, subject to availability.

4.8. The Prize is as stated. No cash or other alternatives will be offered, and the Prize is not transferable or exchangeable. If any part of the Prize becomes unavailable for reasons beyond Bolt's reasonable control, Bolt Global may substitute it with an alternative of equal or greater value.

4.9. The Winner will be notified by email to the address provided in the Form by 23:59 GMT on the Winner Selection Date. Participants should check their spam folders. **The Winner must confirm acceptance of the Prize and provide the travel details requested by replying within 48 hours of the notification email being sent.** If the Winner does not respond within this period, declines the Prize, cannot travel within the Travel Period, or is found to be ineligible, the Prize will be forfeited and the Jury may select an alternative Winner from the remaining Entries in accordance with clause 3.

4.10. Bolt Global will send the Winner the booking confirmation within 30 days of the Winner's acceptance. After acceptance, the Winner will be announced on Bolt's social media and other official communication channels.

5. Personal Data and Publicity

5.1. Depending on your Bolt profile, Bolt Operations UK Limited, Bolt Services UK Limited or Bolt Operations OÜ acts as the controller of Participants' personal data processed in connection with the Giveaway, and each entity is responsible for ensuring its own compliance with applicable obligations.

5.2. Bolt will process the following personal data: name, email address, city and country, desired travel destination and Entry. For the Winner and the companion, Bolt also processes the details needed to book the trip (such as full name as shown in the passport, date of birth and contact details).

5.3. Bolt processes this data to administer the Giveaway, verify eligibility, select and notify the Winner, and arrange the Prize, on the basis that this is necessary to perform these Terms and otherwise in accordance with the Global Privacy Notice for Passengers available at https://bolt.eu/en-gb/privacy/rides/privacy-for-riders/. Bolt publishes the Winner's details and winning Entry under clauses 2.10 on the basis of its legitimate interests in promoting the Giveaway, and to meet its regulatory obligations.

5.4. Participants' personal data processed for the Giveaway will be deleted or anonymised no later than five (5) months after the end of the Term of the Giveaway, except that the Winner's and companion's data will be kept for as long as necessary to provide the Prize and to comply with applicable legal obligations. Participants have the right to access, rectify or erase their personal data, to restrict or object to its processing and to data portability. Requests can be submitted via https://bolt.eu/en-gb/privacy/data-subject/ or to Bolt's Data Protection Officer at privacy@bolt.eu.

5.5. Bolt may share personal data with its group companies; its service providers, including Typeform (the Form provider) and providers of cloud storage and IT services; the travel agency, airlines and hotel (Winner and companion only); and regulators such as the Advertising Standards Authority, or other public authorities where required by law. Where personal data is transferred outside the UK, this will take place under UK adequacy regulations or appropriate safeguards such as the International Data Transfer Agreement or Addendum. Details are available at privacy@bolt.eu.

5.6. By accepting the Prize, the Winner consents to Bolt's use of their name, likeness, image and/or voice (including photographs and video recordings of the same) for the purpose of announcing the results of the Giveaway and promoting the Giveaway across Bolt's official communication channels, including its website, social media accounts and newsletters. Such use will be limited to what is necessary and proportionate in connection with the Giveaway. The Winner may object to such use on reasonable grounds by contacting Bolt at giveaways.uk@bolt.eu.

6. Prohibited activities

6.1. The Participant will not engage in any fraudulent, unethical or unlawful activity, any activity which is not transparent to Bolt, or any activity that intentionally or unintentionally misuses or circumvents the Giveaway.

6.2. The Participant will also not display or transmit any material (either directly or indirectly, for example through a referral link or any other media) that:

6.2.1. is inappropriate, unethical, threatening, abusive or invasive of another's privacy, or causes annoyance, inconvenience or needless anxiety;

6.2.2. is likely to harass, upset, embarrass, alarm or annoy any other person;

6.2.3. impersonates any person, or misrepresents Participants identity or affiliation with any person;

6.2.4. gives the impression that such material emanates from Bolt unless specifically given to Participant by Bolt for that purpose; or

6.2.5. is detrimental to Bolt's reputation.

7. Limitation of liability

7.1. Bolt does not accept any claim relating to the selection of the Winner nor any liability, direct or indirect, special or consequential, arising in any way from the Giveaway.

7.2. Bolt and any third parties designated by Bolt and involved in the organisation of this Giveaway shall not be liable in any way for any direct or indirect damage resulting from entering the Giveaway unless due to gross negligence or intentional acts for which Bolt or a third party designated by Bolt and involved in the organisation of this Giveaway is responsible. Participants shall bear any and all costs of using the telephone networks / Internet in connection with entering and participating in the Giveaway.

7.3. Notwithstanding the generality of the above, Bolt and any third parties designated by Bolt and involved in the organisation of this Giveaway are not responsible for:

7.3.1. technical failures of the applications operated by Bolt, mobile operators/internet service providers occurring during the Term of the Giveaway;

7.3.2. errors in the data provided by the Participant via the application provided by Bolt, including e-mail address provided for reclaiming the Prize;

7.3.3. the inability of the Winner to use the Prize for its respective validity period.

7.4. Nothing in these Terms excludes or limits Bolt's liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for any other liability which cannot lawfully be excluded or limited.

7.5. The interpretation of these Terms and Additional Terms rests exclusively with Bolt.

8. General Conditions

8.1. By participating in the Giveaway, the Participant confirms that they have read and agree to the current Terms.

8.2. Employees of Bolt and companies belonging to the same group as Bolt, as well as their immediate family members, are not eligible to win the Prize.

8.3. Bolt's decisions regarding any aspect of the Giveaway are final and binding.

8.4. This Giveaway is not a lottery or any other form of gambling.

8.5. Should circumstances of *force majeure* appear, Bolt shall have the right to discontinue the Giveaway without prior notice or any consequences. If possible, Bolt shall provide notice of such discontinuation through Bolt's blog, website, in client communications, e-mails and/or social media channels.

8.6. Bolt reserves the right to make any decisions regarding the Giveaway, including to unilaterally change and supplement current Terms, without prior notice thereof. Bolt will publish such decisions regarding the Giveaway via Bolt's blog, website, in client communications, e-mails and/or social media channels.

8.7. Bolt has the right to remove the Participant from the Giveaway without prior notice should the Participant infringe these Terms.

8.8. Bolt is not responsible for any faults caused by a third party which prevents the Participant from participating in the Giveaway.

8.9. All complaints related to the organisation of the Giveaway must be presented to Bolt via following e-mail giveaways.uk@bolt.eu during the Term of the Giveaway. Bolt will not process complaints regarding the Giveaway which will be sent after the Term of the Giveaway. Any such complaints will be resolved by a committee formed of 3 members designated by Bolt.

8.10. In the event that any of the provisions of these Terms are found to be totally or partially ineffective, this decision will not affect the validity of the remaining parts of these Terms and Additional Terms.

8.11. Any disputes or legal actions arising from or in connection with these Terms, Additional Terms and/or this Giveaway, whether concerning their existence, validity, interpretation, performance, breach, termination or other matters, shall be resolved through negotiations.

8.12. These Terms and the Giveaway will be governed by and interpreted in accordance with the laws of England and Wales and the parties submit to the exclusive jurisdiction of the courts of England and Wales.