

BOLT PLUS Subscription Terms

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*This document sets out how you purchase and use Bolt Plus benefits offered by **Bolt Operations OÜ**, a private limited liability company incorporated and registered under the laws of Republic of Estonia with registration code 14532901, registered office Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia (hereinafter “**Bolt**”). The purchase and use of Bolt Plus benefits is subject to the terms of this document and the applicable General User Terms and Conditions for Riders available at www.bolt.eu/legal (collectively referred to as “**Terms**”).*

1. How does Bolt Plus work?

Bolt Plus is a monthly or yearly subscription service.

Bolt Plus subscribers receive special access to promotional offers and discounted rates for selected goods and services offered via the Bolt Platform (as defined below), as well as other ancillary benefits indicated in each Bolt Plus subscription offer available through the Bolt Platform (to the extent such benefits are available in the specific country where the subscription was purchased). Bolt Platform means the mobility and delivery platforms operated by Bolt, known as the ‘Bolt App’.

You can use Bolt Plus benefits only in the country where you have purchased a subscription.

Bolt Plus is an automatically renewing service, charged monthly or yearly depending on your subscription model, which you choose when subscribing to Bolt Plus through the Bolt Platform. You can cancel your Bolt Plus benefits following the instructions in Section 3 below.

Bolt Plus is a paid subscription service provided by Bolt to its users (“**Bolt Plus subscription**”). It allows users to benefit from discounted mobility and/or delivery services, discounted goods, as well as other ancillary benefits (collectively called “**Benefits**”). Benefits may be related to services provided by Bolt as well as by third party service providers, in which case your ability to use Benefits will always be subject to availability of the relevant third party services as well as confirmation of a service request you make through the Bolt Platform. Benefits may also be related to goods provided by restaurants and stores, in which case your ability to use Benefits will always be subject to availability of goods provided by third parties as well as confirmation of orders you place through the Bolt Platform.

Bolt Plus Benefits, as well as other terms and relevant details — such as conditions on where and when Benefits can be used, subscription fee, term and billing interval — will always be available to you under the *Subscriptions* tab in the Bolt App. Please always review the available Benefits and any further conditions in the Bolt App before subscribing. Note also that Benefits may change, so please check current details in the Bolt App regularly. You can find all details and manage your ongoing Bolt Plus subscription under the *Manage Bolt Plus* tab in the Bolt App.

2. Duration and Charges

You will be charged a Bolt Plus subscription fee when you make a purchase on the Bolt App (hereinafter “**Subscription Fee**”), except where you have been offered a free trial. **This is an automatically recurring subscription**, meaning you will be charged the Subscription Fee again when the Bolt Plus subscription renews. If you have been offered a free trial, the Subscription Fee will only be charged once the relevant trial period ends. The Bolt Plus subscription renews automatically based on the date of your initial purchase and on whether you have chosen a monthly or yearly Bolt Plus subscription.

By purchasing a Bolt Plus subscription, you authorise Bolt and/or its affiliates to charge a Subscription Fee to your selected payment method at the start of your subscription period, and for each subsequent subscription period at the moment of auto-renewal, until you cancel your Bolt Plus subscription (see Sections 3 and 8 for details). Affiliates, within the meaning of these Terms, are companies in which Bolt holds a majority ownership interest, companies that hold a majority ownership interest in Bolt, companies controlled by Bolt, companies controlling Bolt, companies within Bolt's group, Bolt's cross-shareholding companies, and parties to an inter-company agreement with Bolt.

Unless you change your selected payment method for your Bolt Plus subscription, recurring payments will be charged to the same payment method you selected the first time you subscribed to the Bolt Plus subscription. The General Terms and Conditions for Bolt Balance may apply to your Bolt Plus subscription. Bolt is not responsible for any transaction or overdraft fees you may incur. In addition, you authorise Bolt to charge other payment methods linked to your Bolt account if your primary payment method is declined or otherwise no longer available to Bolt for payment of your Subscription Fee. Bolt may make several attempts to charge a Subscription Fee to your payment method. Note that if your available payment methods in the Bolt App are declined, or payments otherwise fail, Bolt is entitled to cancel your Bolt Plus subscription, and your Bolt Plus Benefits will end at the close of the current subscription period.

We will always notify you in advance of an upcoming renewal of your Bolt Plus subscription, generally 7 days before the next charge. If you have chosen a yearly subscription, we will notify you of the upcoming auto-renewal at least 30 calendar days in advance.

You can always find the details of your Bolt Plus subscription, including information on auto-renewal and the next billing date, under your Profile in the Bolt App. You will also be able to cancel your Bolt Plus subscription there, or via the ‘model withdrawal form’ set out in Section 8 if cancelled within the initial right of withdrawal period (as described in Section 3.2).

If the Benefits offered materially change and/or the Subscription Fee increases, we will notify you of this before the next auto-renewal.

The Bolt Plus Subscription Fee is inclusive of VAT. You will see the breakdown of the Subscription Fee on your payment receipt from Bolt. A receipt will be sent to you each time your Bolt Plus subscription renews.

Bolt may offer certain users promotions on the Bolt Plus subscription, including reductions to your Subscription Fee for a limited time. Promotions may be limited at Bolt's sole discretion, including based on eligibility for, or the duration of, a promotion.

3. Cancelling Bolt Plus Subscription

3.1. Right of Cancellation

You may cancel your Bolt Plus subscription in your Bolt App (*Profile -> Subscriptions -> Manage Subscription -> Cancel Subscription*) no later than 24 hours before the end of the subscription period (as shown in your Bolt App), to ensure your Bolt Plus subscription does not auto-renew. If you want to cancel your Bolt Plus subscription closer to the next billing date than 24 hours, but before the next subscription period has begun — please contact our support team (via the *Support* section of your Bolt App). In this case, you do not have a right to cancel the renewal, but Bolt will try to find a suitable solution for you.

Please note that, when you cancel your ongoing Bolt Plus subscription, the termination becomes effective at the end of the subscription period, save for the exception of a free trial and the initial Right of Withdrawal Period (see Section 3.2 below). Unless you are subject to a free trial or the Right of Withdrawal Period, you will continue to have access to your Bolt Plus Benefits until the end of the current subscription period, and the auto-renewal will not occur unless you subscribe again. If you are offered a free trial, or the Right of Withdrawal Period applies, your Bolt Plus Benefits will expire immediately once you cancel the Bolt Plus subscription.

Please also note that the Subscription Fee is non-refundable, meaning cancellation of your ongoing Bolt Plus subscription will not result in any refunds from Bolt, except for cancellations during the initial Right of Withdrawal Period. Should you be entitled to a refund, Bolt will make the refund to your Bolt Balance account. To request a refund, please contact our customer support (via the Support section of your Bolt App).

3.2. Right of Withdrawal Period

You will be able to cancel your Bolt Plus subscription without giving any reason within the initial 14-day period starting at the moment of your Bolt Plus subscription (“**Right of Withdrawal Period**”). In this case, Bolt will refund you the previously charged Bolt Plus subscription equivalent to the proportion of the remaining subscription period as of the date you informed Bolt of the exercise of the right of withdrawal, or, depending on the Benefit, equivalent to the proportion of the remaining subscription Benefits as of that date. The Right of Withdrawal Period will expire 14 days from the start of a new Bolt Plus subscription (renewals excluded).

In order to cancel your Bolt Plus subscription during the Right of Withdrawal Period, please follow the rules on cancellation outlined in Section 3 above. When exercising your statutory right of withdrawal, you may also use the standard form found under Section 8 and send it to Bolt within the Right of Withdrawal Period.

To exercise the right of withdrawal outside the Bolt App, you must inform us, Bolt Operations OÜ, Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia, by email to: notices@bolt.eu, of

your decision to withdraw from this contract. You may use the attached model withdrawal form referred to in Section 8 of these Terms, but it is not obligatory.

After the Right of Withdrawal Period you will only be able to cancel your Bolt Plus subscription in accordance with Section 3.1, and without any refund. Cancelling after the Right of Withdrawal Period will therefore only come into effect at the end of the applicable subscription period, which means that there is no auto-renewal. The Right of Withdrawal Period does not apply to auto-renewals.

4. Bolt Plus Subscription Limitations

Bolt Plus subscription Benefits are personal to you and applicable only to your Bolt account.

In case of abuse of Benefits, breach of the Terms, failure to comply with applicable laws, or other harm or detriment towards Bolt and/or third party service providers on the Bolt App, Bolt may suspend availability of your Bolt Plus Benefits without prior notice and limit your future access to a Bolt Plus subscription or any other similar service. Your subscription period will be automatically extended by a period corresponding to the duration of the suspension, so that you do not incur any costs during the suspension. You and Bolt shall make every effort to clarify the matter as quickly as possible in order to keep the suspension as short as possible.

To use the Bolt Plus subscription you must have Internet access and a Bolt account, and provide us with one or more valid payment methods.

Bolt Plus subscription Benefits are only applicable in the country where you have originally purchased the Bolt Plus subscription. The Benefits may vary depending on the city you are using the Bolt Plus subscription in. In order to use the Bolt Plus subscription in multiple countries, you must subscribe to Bolt Plus in each country where you want to benefit from the Benefits. In this case, you will be recurrently charged for several Bolt Plus subscriptions in accordance with the rules set out in Section 2 of these Terms.

Bolt reserves the right to withdraw the Bolt Plus subscription in one or several markets (cities or countries) at its own discretion at any time. Once Bolt withdraws the Bolt Plus subscription from a particular market, your Bolt Plus subscription is automatically cancelled, and you will no longer be able to use the Benefits of your Bolt Plus subscription until the end of the subscription period you have been charged for. We will inform you of the withdrawal from the market at least 30 days in advance and, if possible, let you use the Bolt Plus Benefits until the end of your subscription period. If Bolt, for any reason, is unable to provide the Bolt Plus subscription until the end of your subscription period, Bolt will refund you for the remainder of the subscription period.

5. Changes to Bolt Plus and these Terms

Bolt reserves the right, at its own discretion, to change the Benefits in Bolt Plus, the Subscription Fee, and other applicable terms. Significant changes to the Benefits in Bolt Plus and/or the Bolt Plus Subscription Fee will only apply from the next auto-renewal of the subscription period.

Bolt will always notify you of any significant changes to the Benefits in Bolt Plus, other terms and/or these Terms via email before the next subscription period and auto-renewal. In the event of an increase in the Bolt Plus Subscription Fee, Bolt will give you 45 days' advance notice via email. If you do not agree to changes in Benefits and/or price, you can cancel your Bolt Plus subscription as per Section 3.1 above. Bolt also reserves the right to cancel your subscription if you do not agree to the changes to the subscription terms. If you do not cancel the subscription, all changes will take effect and automatically apply at the next renewal of the subscription period, or, in the case of a change to the Subscription Fee, at the next subscription period following the 45 calendar-day advance notice period described above.

6. Your Personal Data

Your personal data is always processed by Bolt in accordance with our Privacy Policy (available at www.bolt.eu/privacy).

7. Complaints and contact details

You have the right to submit complaints in accordance with local legislation, provided you notify us within a reasonable time after discovering the issue. If you would like to complain to Bolt, please notify us within a reasonable timeframe of any issues. You may also contact us using the contact details above or the support function in your Bolt App.

If a dispute cannot be resolved by agreement between you and Bolt, you may submit a complaint via the EU's online platform for dispute resolution, which you can find here: www.ec.europa.eu/odr, or contact the National Board for Consumer Disputes (Allmänna Reklamationsnämnden, ARN) via their website, www.arn.se.

8. Model Withdrawal Form

Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

To Bolt Operations OÜ
Vana-Lõuna tn 15
Tallinn 10134
Republic of Estonia

Email: notices@bolt.eu

- I/we (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the provision of the following service (*),
- Ordered on (*)/received on (*)
- Name of the consumer(s)
- Address of the consumer(s)
- Signature of the consumer(s) (only in case of notification on paper)

– Date