

General Terms: Passengers

Date when these Terms were last updated: 17 **October 2025**

Effective from: 7 November 2025

*This document (which is referred to as the "**Terms**") sets out how you can access and use the Bolt Platform and the relationship between you and us. By using and accessing the Bolt Platform, you must agree to these Terms. If you do not agree to these Terms, please do not access or use the Bolt Platform.*

Key points covered are:

- Our ability to change the Terms and the Bolt Platform.
- Additional charges (such as cleaning and cancellation fees).
- How you will be expected to act when using the Bolt Platform and how if you don't, your access could be disabled or ended.
- An explanation of how Services are provided to you and by whom. For example, we operate the Bolt Platform and may also provide Services ourselves via the Bolt Platform. Services available on the Bolt Platform may be provided by someone separate from us, for example by Service Providers.

These Terms are split into three parts:

- **Part 1 - General Platform Terms:** this sets out how to create your account, how to access the Bolt Platform and how you can use the Bolt Platform. This applies to all Users using the Bolt Platform.

Full list of topics covered:

1. General Platform Glossary
 2. Our relationship with you
 3. How we can make changes to these Terms or the Bolt Platform
 4. How to access the Bolt Platform
 5. Your right to use the Bolt Platform
 6. Acceptable Use Policy
 7. When our relationship starts, how use of the Bolt Platform can be disabled, and how our relationship can come to an end
 8. Our responsibility for losses suffered by you
 9. Your content and intellectual property
 10. Contact, feedback and complaints
 11. Resolving disputes
 12. Other important terms
 13. How we process your data
- **Part 2 - Private Hire Terms:** this sets out additional terms that will apply to you when requesting private hire services from Bolt UK via the Bolt Platform.

Full list of topics covered:

1. Private Hire Glossary
 2. Taking a Journey
 3. Other costs
 4. Your responsibilities
 5. How to pay
 6. Promotional Codes
- **Part 3 - Taxi Terms:** this sets out additional terms that will apply to you when requesting taxi services from drivers via the Bolt Platform.

Full list of topics covered:

1. Taxi Glossary
2. Taking a Journey
3. Other costs
4. Your responsibilities
5. How to pay
6. Promotional Codes

Part 1: General Platform Terms

1. General Platform Glossary

Throughout these Terms, some words and phrases are capitalised. This means that they have the defined meanings set out below:

"Acceptable Use Policy" means the Policy set out in section 6 of these Terms.

"Account" means the account you use to access the Bolt Platform and request and/or receive Services.

"App" means the Bolt UK application enabling you to request and/or receive Services.

"Bolt Platform" means the platform on which you can request Services.

"Bolt Parties" means Bolt UK, its group companies and/or any entity that is directly or indirectly under the control of Bolt UK, its licensors or its employees and a **"Bolt Party"** means any of these.

"Bolt Standard" means the service made available on the Bolt Platform by Bolt Services UK Ltd, where Bolt, and is responsible for providing, ride-hailing Services to you. Your use of Bolt Standard is governed by Part 2 of these Terms.

"Bolt UK" means Bolt Services UK Limited (a limited company incorporated and registered in the United Kingdom with company number 11063356, having its registered office at Leather Market, Unit J, Taper Studios, 175 Long Lane, London, SE1 4GT).

"Child Safety Policy" means Bolt UK's policy for the safeguarding of children available [here](#).

"Fraud Policy" means Bolt UK's policy for the prevention of fraud available [here](#).

"Platform Conduct Guidelines" means the guidelines available [here](#).

"Policies" means together the Acceptable Use Policy, Child Safety Policy, Fraud Policy, Platform Conduct Guidelines and Privacy Notice (and **"Policy"** means any one of them).

"Privacy Notice" means the privacy notice available [here](#).

"Services" means services offered via the Bolt Platform.

"Service Provider" means Bolt Platform users who access the Bolt Platform to provide Services to Users, which excludes the Bolt Parties.

"Taxi Services" means the services described in Part 3 of these Terms.

"Terms" means the entirety of this agreement including the General Platform Terms (Part 1 of these Terms), the Private Hire Terms (Part 2 of these Terms) and the Taxi Terms (Part 3 of these Terms).

"Users" means those members of the public, including you, who request Services through the Bolt Platform.

"User Content" means any text, images, or other information that you provide to Bolt UK while using the Bolt Platform.

"VAT" means value added tax.

"we", "our" or "us" means Bolt UK.

"you"/"Customer" means the party entering into these Terms with us.

2. Our relationship with you

- a. These Terms apply between you and Bolt UK.
- b. We agree to provide access to the Bolt Platform to you free of charge (save where stated otherwise) for use in accordance with these Terms.

3. How we can make changes to these Terms or the Bolt Platform

- a. We are constantly in the process of improving and updating the Bolt Platform. This can include updating or deleting certain elements of the Bolt Platform and this can impact on your use of the Bolt Platform. Where possible we will give you reasonable notice prior to making any changes to the Bolt Platform, unless the change is required immediately, for example to manage a security threat. By continuing to use the Bolt Platform you will be treated as accepting the changes. You can always stop using the Bolt Platform at any time.
- b. These Terms can also be amended by Bolt UK from time to time. We can make changes to reflect changes in the law and other regulatory requirements or to make minor technical adjustments and improvements at any time without notice to you. With other types of change you will be notified in advance. We will endeavour to provide you with reasonable and appropriate notice depending on the nature of the proposed change. This will usually mean providing at least 7 days' notice and we will also explain the reasons for and impact of the proposed change on you, before the new Terms become effective. If you are not happy with the updated Terms, please do not continue to use the Bolt Platform. By continuing to use the Bolt Platform after a change has taken effect, you will be deemed to have accepted that change.
- c. We may offer you access to additional beta or test features on the Bolt Platform for a limited period from time to time. Additional terms and conditions may apply, which we will tell you about before you sign up.

4. How to access the Bolt Platform

- a. To access the Bolt Platform, you must:
 - i. install the App on your mobile device;
 - ii. be at least 18 years old; and
 - iii. register and set up an Account with a user ID and password.
- b. You may connect to the Bolt Platform using a third-party service (eg LinkedIn, Facebook or Twitter). You acknowledge that we can access and use your personal data from that service as permitted by that service. All your personal data will be processed in accordance with the Privacy Notice.
- c. During the installation of the App, your mobile number will be linked to the respective Account and added to our database. If you are no longer using your mobile number, you must notify us as soon as possible. If you do not notify us about any change to your number, your mobile operator can issue the same mobile number to another of their users and when using the App, this new person will be able to access your data on the App.
- d. You must provide Bolt UK with valid and up-to-date credit or debit card details (or other means of payment as Bolt UK may accept) in order to use your Account and use the Bolt Platform. You confirm that the details you provide are correct and accurate and that you have the right to use the credit or debit card or other payment method provided.
- e. You must keep your login details confidential. If you have any concerns that your Account may have been misused, you should contact us via the App straight away to let us know.

5. Your right to use the Bolt Platform

- a. We will grant you a right to access the Bolt Platform without charge, as long as you comply with these Terms, the Policies and the applicable app-store terms. You must not let anybody else use your Account to access the Bolt Platform although you can request Services on your Account on behalf of others, in which case the actions of such others will be considered by Bolt to be your own actions for the purposes of these Terms and you will be responsible for ensuring

that such others do not put you in breach of these Terms.

b. You agree that you have no rights in or to the App or any portion of the Bolt Platform other than the right to use them in accordance with these Terms.

6. Acceptable Use Policy

This section describes the Acceptable Use Policy.

a. When using the Bolt Platform you must not:

- i. tamper with any security related features of the Bolt Platform;
- ii. use the Bolt Platform if we have temporarily restricted your access or stopped you from using it;
- iii. advocate, promote or engage in any illegal or unlawful conduct or conduct that causes damage or injury to any person or property;
- iv. modify, interfere, intercept, disrupt or hack the Bolt Platform including introducing any software viruses or use the Bolt Platform to commit any fraud against Service Providers, Bolt Parties or any third parties such as contractors, credit card issuers and holders etc;
- v. collect any data from the Bolt Platform other than in accordance with these Terms;
- vi. submit or contribute any User Content that contains nudity or violence or is abusive, threatening, obscene, misleading or offensive;
- vii. submit or contribute any User Content that you do not own or have the right to use or otherwise infringe the copyright, trademark or other rights of third parties;
- viii. submit or contribute any information or commentary about another person without that person's permission;
- ix. threaten, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety or be likely to harass, embarrass, alarm or annoy any other person;
- x. extract, or try to extract, any data from the Bolt Platform for your own purposes (for example, to build a database);
- xi. resell any Services that have been provided in connection with your Account;
- xii. do anything that would be a failure to comply with the Child Safety Policy (available [here](#)) and/or the Fraud Policy (available [here](#)).

7. When our relationship starts, how use of the Bolt Platform can be disabled, and how our relationship can come to an end

a. These Terms take effect when you register for an Account and will apply until you or we terminate them in accordance with these Terms.

b. If at any time you feel that you can no longer agree to these Terms or any changes made to the Terms or the Bolt Platform, you must immediately uninstall the App and stop using the Bolt Platform.

c. If you would like to delete your Account, please let us know using the communication feature in the Bolt Platform. Please note that in order for us to access your data and delete your Account, we may ask you to verify your identity first.

d. We can take any of the following actions (with or without notice, depending on the severity of the breach) if you breach any part of these Terms, the Policies or if any Bolt Party considers it necessary to protect the integrity of the Bolt Platform, any Bolt Party or the safety of our staff, contractors or Service Providers:

- i. immediate, temporary or permanent withdrawal of your right to use and access the Bolt Platform (or access to particular Services);
- ii. immediate, temporary or permanent removal of any User Content;
- iii. issuing a warning to you;
- iv. legal action against you including proceedings for reimbursement of all costs (including, but not limited to, reasonable administrative and legal costs) resulting from the breach; or

v. disclosure of such information to law enforcement and regulatory authorities as we reasonably feel is necessary or as is otherwise required by law or regulation.

e. If the relationship is terminated or we suspend your access to the Bolt Platform as described in this section, we can delete your User Content or any other information we hold about you. You will also lose any rights you have to: (i) use the Bolt Platform; (ii) access any content provided by us or another Bolt Party under the Bolt Platform; (iii) to access any content provided by Service Providers; or (iv) to access your User Content.

f. The termination of your use of the Bolt Platform and the cancellation of your Account shall not affect any of your obligations to make any payments you are required to make under these Terms.

8. Our responsibility for losses suffered by you

a. We are only responsible to you for any damages, losses and costs which result from us not performing our obligations under the Terms and which could have been reasonably foreseen by any of the Bolt Parties and you when entering into these Terms. Please note that the Bolt Parties will not be responsible to you for any Services other than those provided to you by the Bolt Parties.

b. We do not make any guarantees that the Bolt Platform, its content and functionality will be fully available, uninterrupted or error free at all times. We will not be responsible for any losses and costs suffered by you as a result of the Bolt Platform not being fully available at all times.

c. Other Service specific losses and costs which the Bolt Parties will not be responsible for are set out in Part 2 (Private Hire Terms) and Part 3 (Taxi Terms) of these Terms.

d. The Bolt Parties shall not have any liability in relation to the Services or otherwise save as is expressly set out in these Terms. All limitations and exclusions of liability set out in these Terms will apply to the fullest extent permitted by law. However, nothing set out in these Terms shall limit or exclude the Bolt Parties' liability in relation to:

- i. death or personal injury arising as a result of the negligence of any Bolt Party;
- ii. fraud on the part of any Bolt Party; or
- iii. any other liability that cannot be excluded or limited by law.

9. Your content and intellectual property

a. You confirm that any User Content that you provide to us whilst using the Bolt Platform will meet the Acceptable Use Policy.

b. We will not own your User Content and this will be owned by you (or the relevant third party). You grant us all the rights we need on a worldwide and continuing basis (and without charge) to use, copy distribute, change, publish, translate, license, sub-license, and exploit the User Content anywhere and in any form for the purposes of providing access to the Bolt Platform (including allowing other Users to view your User Content). You must ensure that if you include content owned by a third party in your User Content, you have been given the same rights from the owner which are set out above.

c. We are not responsible for any such third party content in any way, but can monitor User Content and reject, refuse or delete any User Content where we consider that it breaches any part of the Acceptable Use Policy.

d. All intellectual property rights in the Bolt Platform, its content and any related documentation existing anywhere in the world belong to us or our licensors and must not be copied, distributed, uploaded or republished in any way without our prior written consent. You will not have any rights of ownership in the Bolt Platform, its content or any related documents other than the right to use and access it in accordance with these Terms.

10. Contact, feedback and complaints

a. If you need to contact us in relation to these Terms or any other document mentioned in them,

you can get in touch through the App.

b. By providing your feedback you agree that you are giving up any rights you have in your feedback so that we can use and allow others to use it without any restriction and without any payment to you.

11. Resolving disputes

Should you have any dispute, conflict, claim or controversy with the Bolt Parties, the Bolt Platform, any Services or Service Providers (for example, disputing a payment), you must first contact us through the App. We will then discuss and agree with you the most effective way of resolving the dispute.

12. Other important terms

a. English law will apply to all disputes and the interpretation of these Terms. The English courts will have non-exclusive jurisdiction over any dispute arising from or related to your use of the Bolt Platform or these Terms, provided that you may raise a dispute in the courts of Scotland or Wales if you live in that country.

b. If any provision of these Terms is held to be unenforceable, the parties shall substitute the affected provision with an enforceable provision that approximates the intent and economic effect of the affected provision. The failure or delay by either party to enforce any term of the Terms shall not be deemed a waiver of such term.

c. Nobody else has any rights under these Terms – these are between you and Bolt UK.

d. All sums stated in these Terms are inclusive of any VAT that may be chargeable (unless stated otherwise).

13. How we process your data

Your privacy is important to us. You should read our Privacy Notice (available [here](#)) to understand how we process information about you.

Bolt UK can also respond to information requests, such as those from law enforcement agencies, for example when we have a good faith belief that the response is required by law or furthers a public interest task, affects users, and is consistent with internationally recognised standards. In any scenario, we'll always satisfy ourselves that we have a lawful basis on which to share the information, and we'll make sure that we document our decision – further information about such disclosures can be found in our Privacy Notice: Passengers.

Part 2: Private Hire Terms

This Part 2 sets out additional terms that will apply to you when requesting and receiving private hire services from Bolt UK via the Bolt Platform. To request and receive private hire services via the Bolt Platform, you must agree to these Private Hire Terms. If you do not agree to these Private Hire Terms, please do not request private hire services via the Bolt Platform.

The defined meanings set out in the General Platform Glossary (at section 1 above) shall apply. If there is any inconsistency between the General Platform Terms (i.e. Part 1 of these Terms) and the Private Hire Terms (i.e. Part 2 of these Terms), the Private Hire Terms will apply.

14. Private Hire Glossary

Throughout these Private Hire Terms, some additional words and phrases are capitalised. This means that **for the Private Hire Terms only** they have the defined meanings set out below:

"Driver" means a properly licensed driver who is authorised to transport a Passenger for Journeys on Bolt UK's behalf.

"Fare" means the fare payable by Passengers for Journeys.

"Journey" means the private hire transportation service provided to Passengers by Bolt UK pursuant to these Private Hire Terms.

"Operator Licences" means any applicable Bolt UK's operator licences including:

- Bolt UK's PHV Operators Licence number 010088, issued by Transport for London, in accordance with the Private Hire Vehicles (London) Act 1998; and
- other operator licences issued by local authorities in accordance with the Local Government (Miscellaneous Provisions) Act 1976 or the Civic Government (Scotland) Act 1982, as applicable.

"Passenger" means those members of the public, including you, who request and receive Journeys through the Bolt Platform.

"Passenger" means those members of the public, including you, who request and receive Journeys through the Bolt Platform.

"Service Fee" means a service fee charged to you by Bolt UK for each Journey. When a Service Fee is applicable, the estimated Service Fee will be shown as a component of the Fare in the App and the estimated Fare shown to you in the App will include the estimated Service Fee. More information on how Service Fees are calculated is available [here](#).

"Toll Charge" means an additional charge that applies due to the route of a Journey, such as Journeys over toll bridges, Journeys to and from airports and Journeys that pass through certain congestion zones. A list of applicable Toll Charges is available [here](#).

15. Taking a Journey

a. We operate the Bolt Platform which allows you to request, book, receive and pay for Journeys using the App. Where applicable, Bolt UK's provision for the invitation or acceptance of bookings for Journeys is made under its relevant Operator Licences. We will provide Journeys in accordance with the details provided when your booking is confirmed.

b. When you submit a booking request for a Journey, Bolt UK may accept your booking request (depending on your location and payment history and Driver availability).

c. Once your Journey request has been confirmed, a contract between you and Bolt UK will be created for the provision of the Journey in accordance with these Terms, including in respect of our commitment to provide the Journey and your commitment to pay.

d. As part of your request for a Journey, the App will provide you with an estimate of the Fare you will be charged for the provision of the Journey, taking into account any applicable Service Fee and any Toll Charges for the anticipated route. The App may also provide you with an estimate of your arrival time. If the estimate of the Fare changes before your Journey is confirmed, you will be informed of this. The estimates are provided for your reference only and the actual Fare and arrival time may differ from the estimates – for example if you change your destination during the Journey, if the Journey takes materially longer than estimated due to traffic, or due to other factors (e.g. a Toll Charge is applicable due to a change in destination or route).

e. The actual Fare you must pay to Bolt UK will be calculated in accordance with the pricing elements shown to you in the App. The App will allow you to review pricing elements that apply to your Journey for the purposes of calculating the estimated Fare. Where a pricing element (such as price per mile) is provided as a range, you will always be shown the actual applicable fare element after your Journey is confirmed.

f. A waiting fee will be added to your Fare if you arrive late to meet your Driver at the pick-up location. The App will show you the applicable waiting time fee before you confirm a booking request. The time period before the waiting fee will be charged (the "Waiting Period") may be updated or amended from time to time, based on a variety of factors including but not limited to your location or selected vehicle category - these temporary variations to the Waiting Period will be set out [here](#).

g. If you schedule a Journey in advance, a Reservation Fee will apply in addition to the Fare,

Service Fee and any other applicable charges. The Reservation Fee will be shown as a component of the estimated Fare in the App before you confirm your booking request. Paying a Reservation Fee does not guarantee that a Driver will be available or that your Journey will be fulfilled at the scheduled time. If Bolt UK cannot fulfil your scheduled Journey (for example, because a Driver is not available or cancels), the Reservation Fee will be automatically refunded to you. The Reservation Fee will not be refunded if you cancel the Journey, unless required under applicable consumer law. If you cancel your Journey after the applicable Waiting Period has elapsed, or if you are late to meet your Driver and the Journey is cancelled on your behalf, a separate cancellation fee may apply in accordance with clause 16(a) below.

h. You acknowledge that while receiving the Journey:

- i. the Driver can take any reasonable route to your requested destination;
- ii. you can amend your route in consultation with your Driver, in which case, your Fare can change;
- iii. an extraordinary situation (such as mechanical breakdown or civil emergencies) can result in your Driver being unable to complete your Journey.

i. You may cancel your booking request for a Journey any time before you begin your Journey by informing us through the App. We may also cancel the Journey if you are late to arrive to the pick-up location after the Driver has arrived. In either case, the contract between you and Bolt UK for that Journey will come to an end. When there is a cancellation, a fee may apply as is set out in section 16 below.

Please also read our Platform Conduct Guidelines for guidance on cancellations (available [here](#)).

j. Bolt UK and/or a Driver may cancel or refuse to fulfil a Journey for the safeguarding of minors in accordance with the Child Safety Policy.

k. Bolt UK and/or a Driver may cancel or refuse to fulfil a Journey if it is considered fraudulent in accordance with the Fraud Policy.

l. Lost Property: In the event that you believe you have left a personal item in a Driver's vehicle, please contact us with as much detail as possible and we will investigate your enquiry.

m. Please let us know through the App if you have not had a satisfactory Journey.

16. Other costs

a. When you confirm a request for a Journey you agree that you will have to pay a cancellation fee of up to £35 for a scheduled pre-booked Journey, or a cancellation fee of up to £15 for all other Journeys, in the following circumstances:

- i. if you cancel your booking request after the applicable **Cancellation Period** published on our website has elapsed, once your Journey has been successfully assigned to a Driver or
- ii. if you are late to meet your Driver at the pick-up location and the Driver cancels the Journey on behalf of Bolt UK, after the applicable **Cancellation Period** published on our website has elapsed.

The **Cancellation Period** may be modified or updated by Bolt from time to time, and the latest version will always be published on our website <https://bolt.eu/en-gb/>

The cancellation fee that will apply to your Journey will be shown to you in the App at the point of making your booking request.

b. You must pay a cleaning fee if you or anyone associated with you soils the vehicle in any way (including by staining the vehicle or causing the vehicle to smell). The applicable fee will be determined by the levels of severity or the cost incurred cleaning the vehicle. The maximum fee you will be charged is £60. If you do not pay the fee when we notify you, you authorise us to deduct that amount from your credit or debit card.

17. Your responsibilities

- a. You agree to comply with the Policies.
- b. We are not a specialist goods transportation business and you agree not to use this Service for the transport of goods or personal possessions (including pets or livestock) by themselves without proper supervision by you. Similarly, you agree not to use this Service for the transport of sensitive, perishable, fragile or irreplaceable items that require notable care or specialist transportation. We will not accept any responsibility or liability in the event that such items are lost or damaged.
- c. You are responsible for ensuring that your personal belongings are stowed safely during a Journey and you must check that you have retrieved all of your personal belongings before exiting the vehicle. Bolt UK is only responsible for loss or damage to property if the loss or damage results from Bolt UK's negligence, in which case Bolt UK's total liability to you and your co-passengers in respect of any personal items that are lost or damaged shall be limited to £250 per incident.
- d. Other examples of losses or costs where Bolt UK will not be responsible to you on the basis that they could not have been reasonably foreseen by Bolt UK and you when entering into these Terms include the following:
 - i. arrangements you make relating to or that you have planned following a Journey, for example relating to onward travel arrangements;
 - ii. damage to or loss of fragile or perishable goods.This is not a list of all circumstances that could not have been reasonably foreseen, others may be relevant depending on specific circumstances. Otherwise, we are only responsible to you for any damages, losses or costs which result from us not performing our obligations under the Terms and which could have been reasonably foreseen by any of the Bolt Parties and you when entering into these Terms.
- e. You acknowledge that while receiving the Journey:
 - i. you will not consume or carry drugs or alcohol in the vehicle;
 - ii. you will not carry or use weapons in the vehicle; and
 - iii. you will not use, incite or encourage violence, sexism, racism or discrimination in any form.
- f. We can provide social features on the Bolt Platform, such as the ability to contact, rate, review or select (if the option is available) the Driver. You must comply with our Acceptable Use Policy when using any of these social features. We can monitor Driver and Passenger communications and intercept these in accordance with the Privacy Notice.

18. How to pay

- a. You must pay all Fares (including any Service Fees and Toll Charges) via the Bolt Platform. Cash payments are not permitted.
- b. Bolt UK will collect a Fare from you for each completed Journey booked through the Bolt Platform and will also collect other costs in accordance with section 16 above if applicable. For card payments, Bolt UK can pre-authorise payment of a Fare prior to the completion of the Journey.
- c. You authorise Bolt UK to collect the Fares, from the credit or debit card (or other accepted means of payment) that you provide details of, incurred via your Account.
- d. Where a Reservation Fee applies, you authorise Bolt UK to collect the Reservation Fee at the point of scheduling a Journey from the credit or debit card (or other accepted means of payment) that you provide details of, incurred via your Account.
- e. Once you have completed a Journey, Bolt UK will issue a corresponding invoice and (if payment of the Fare has not been pre-authorised) charge the nominated credit or debit card (or other accepted means of payment) for the amount of the Fare.
- f. If, due to no fault of Bolt UK or the Bolt Platform, Bolt UK is unsuccessful in collecting a Fare

or any other amount from your credit or debit card (or other means of payment), we will inform you and we can recover the payment on your next Journey and/or temporarily disable all or part of your access to the Bolt Platform (without any responsibility to you) until you pay the Fare. This does not affect any other rights and remedies available to Bolt UK.

19. Promotional Codes

a. Bolt UK can send you promotional codes. Promotional code credit can be applied towards payment on completion of a Journey or other features or benefits related to the Service and/or a third party's service and additional promotion terms and conditions can apply. Expiration dates of promotional codes will be shown in-App once you have applied the promo code to your Account.

b. If your Fare is higher than the promotional credit which applies, the balance will be automatically deducted from your Account. Each promotional code credit can only be used for one journey and cannot be carried over to a next journey / trip and so will be lost.

c. Bolt UK can cancel any promotional code at any time for any reason including, for example, if Bolt UK considers that the codes are being used illegally or fraudulently, the codes have been issued by accident, or the codes have expired.

Part 3: Taxi Terms

This Part 3 sets out additional terms that will apply to you when requesting and receiving taxi services from taxi drivers via the Bolt Platform. To request and receive taxi services via the Bolt Platform, you must agree to these Taxi Terms. If you do not agree to these Taxi Terms, please do not request taxi services via the Bolt Platform.

The defined meanings set out in the General Platform Glossary (at section 1 above) shall apply. If there is any inconsistency between the General Platform Terms (i.e. Part 1 of these Terms) and the Taxi Terms (i.e. Part 3 of these Terms), the Taxi Terms will apply.

20. Taxi Terms Glossary

Throughout these Taxi Terms, some additional words and phrases are capitalised. This means that **for the Taxi Terms only** they have the defined meanings set out below:

"Booking Fee" means a booking fee charged to you by a Driver for a Journey. When a Booking Fee is applicable, the estimated Fare shown to you in the App will include the Booking Fee. More information on Booking Fees that apply is available [here](#).

"Driver" means a taxi driver who has access to the Bolt Platform (as a Service Provider) to transport Passengers for Journeys on their own behalf

"Fare" means the fare payable by Passengers for Journeys.

"Service Fee" means a service fee charged to you by Bolt UK for its services to you pursuant to these Taxi Terms. When a Service Fee is applicable, the estimated Fare shown to you in the App will include the Service Fee. More information on how Service Fees are calculated is available [here](#).

"Journey" means the taxi transportation service provided to Passengers by Drivers pursuant to these Taxi Terms.

"Passenger" means those members of the public, including you, who request Journeys through the Bolt Platform.

21. Taking a Journey

a. We operate the Bolt Platform which enables:

- i. Passengers to request, book and pay for Journeys using the App; and
- ii. Drivers to provide Journeys to Passengers.

b. When you make a request for a Journey, the Bolt Platform will offer your requests to Drivers

to fulfil. Once an individual Driver confirms your Journey request, you will enter into a separate contract with the Driver for the provision of the Journey (which the Driver will fulfil in accordance with the conditions of the Driver's taxi licence). Please note that Bolt UK does not provide Passengers with taxi Journeys and is not a part of any contract for Journeys that you make with a Driver.

c. You acknowledge that:

i. each Driver has authorised Bolt UK to act as their commercial agent in relation to any contract for Journeys that you make with a Driver;

ii. Bolt UK has a right to negotiate and conclude any contract for Journeys that you make with a Driver, including (without limitation) to collect on the Driver's behalf the Fare and/or other fees payable to the Driver via the Bolt Platform; and

iii. your payment obligations arising from any contract for Journeys that you make with a Driver shall be deemed fulfilled when the respective payment is credited to our payment account.

d. As part of your request for a Journey, the App will provide you with an estimate of the Fare you will be charged for the Journey based on publicly available taximeter rates, taking into account any applicable Booking Fee payable to the Driver and also any applicable Service Fee payable to Bolt UK. The App will also provide you with an estimate of your arrival time. If the estimate of the Fare changes before your Journey is confirmed, you will be informed of this. The estimate is provided for your reference only and the actual Fare and arrival time can change – for example if you change your destination during the Journey, if the Journey takes materially longer than estimated due to traffic, or due to other factors (e.g. due to a change in destination or route).

e. The actual Fare you must pay the Driver will be calculated in accordance with the Driver's taximeter (which will have rates prescribed by law). Please note that a Booking Fee will be charged by the Driver where applicable and will apply on top of the price shown on the Driver's taximeter when there is no requirement for the Driver to add the Booking Fee to the taximeter.

For more information on Booking Fees that will apply see [here](#).

f. If a Service Fee applies it will be payable to Bolt UK in addition to the Fare (and any Booking Fee) that is payable to the Driver.

g. You may cancel your booking request for a Journey any time before you begin your Journey by informing us through the App. The Driver may also cancel the Journey if you are late to arrive to the pick-up location after the Driver has arrived. In either case, the contract between you and the Driver for that Journey will come to an end. When there is a cancellation, a fee may apply as is set out in Section 22.

Please also read our Platform Conduct Guidelines for guidance on cancellations (available [here](#)).

h. Lost Property: In the event that you believe you have left a personal item in a Driver's vehicle, please contact us with as much detail as possible and we will investigate your enquiry but without accepting any responsibility for the return of any such items. The Driver's responsibility for the return of any lost property to you or your co-passengers shall be no greater than the responsibility that the Driver would have had for lost property had the taxi been hailed on the street. Please note that as Bolt Parties are not responsible for providing you with the Journey, they cannot be responsible for property left in a taxi and shall therefore accept no liability in respect of the same.

i. Please let us know through the App if you have not had a satisfactory Journey.

22. Other costs

a. When you confirm a request for a Journey you agree that you will have to pay a cancellation fee to the Driver of up to £356 for a scheduled pre-booked Journey, or a cancellation fee of up to

£15 for all other Journeys, in the following circumstances:

- i. if you cancel your booking request after the applicable Cancellation Period published on our website has elapsed, once your Journey has been successfully assigned to a Driver; or
- ii. if you are late to meet your Driver at the pick-up location and the Driver cancels the Journey on behalf of Bolt UK, after the applicable Cancellation Period published on our website has elapsed.

The Cancellation Period may be modified or updated by Bolt from time to time, and the latest version will always be published on our website <https://bolt.eu/en-gb/>

- b. You must pay a cleaning fee if you or anyone associated with you soils the vehicle in any way (including by staining the vehicle or causing the vehicle to smell). The maximum fee you will be charged will be in accordance with the taxi regulations that apply to the relevant Journey. If you do not pay the fee when we notify you, you authorise us to deduct that amount from your credit or debit card.

23. Your responsibilities

- a. You agree to comply with the Policies.
- b. Taxis are not suitable for specialist goods transportation and you agree not to use this Service for the transport of goods or personal possessions (including pets or livestock) by themselves without proper supervision by you. Similarly, you agree not to use this Service for the transport of sensitive, perishable, fragile or irreplaceable items that require notable care or specialist transportation. We will not accept any responsibility or liability in the event that such items are lost or damaged.
- c. You are responsible for ensuring that your personal belongings are stowed safely during a Journey and you must check that you have retrieved all of your personal belongings before exiting the vehicle. Please note that as Bolt Parties are not responsible for providing you with the Journey, they cannot be responsible for property left in a taxi and shall therefore accept no liability in respect of the same. Bolt UK is only responsible for loss or damage to property if the loss or damage results from Bolt UK's negligence, in which case Bolt UK's total liability to you and your co-passengers in respect of any personal items that are lost or damaged shall be limited to £250 per incident.
- d. Other examples of losses or costs where Bolt UK will not be responsible to you on the basis that they could not have been reasonably foreseen by any of the Bolt Parties and you when entering into these Terms include the following:
 - i. arrangements you make relating to or that you have planned following a Journey, for example relating to onward travel arrangements;
 - ii. damage to or loss of fragile or perishable goods.

This is not a list of all circumstances that could not have been reasonably foreseen, others may be relevant depending on specific circumstances. Otherwise, we are only responsible to you for any damages, losses or costs which result from us not performing our obligations under the Terms and which could have been reasonably foreseen by Bolt UK and you when entering into these Terms.

- e. You acknowledge that while receiving the Journey:
 - i. you will not consume or carry drugs or alcohol in the vehicle;
 - ii. you will not carry or use weapons in the vehicle; and
 - iii. you will not use, incite or encourage violence, sexism, racism or discrimination in any form.
- f. We can provide social features on the Bolt Platform, such as the ability to contact, rate, review or select (if the option is available) the Driver. You must comply with our Acceptable Use Policy when using any of these social features. We can monitor Driver and Passenger communications and intercept these in accordance with the Privacy Notice.

24. How to pay

- a. You must pay all Fares (including any Booking Fees) and Service Fees via the Bolt Platform. Cash payments are not permitted.
- b. Bolt UK will collect the Fare (including any Booking Fees) from you on behalf of your Driver for each completed Journey booked through the Bolt Platform and will also collect other costs in accordance with section 22 above if applicable. Bolt UK will also collect any applicable Service Fees from you on its own behalf for each completed Journey booked through the Bolt Platform.
- c. For card payments, Bolt UK can pre-authorise payment of a Fare (including any Booking Fees) and any Service Fees prior to the completion of the Journey.
- d. You authorise Bolt UK to collect the Fares (including any Booking Fees) and Service Fees, from the credit or debit card (or other accepted means of payment) that you provide details of, incurred via your Account.
- e. Once you have completed a Journey, Bolt UK will:
 - i. issue a corresponding invoice on behalf of the Driver and (if payment of the Fare, including any Booking Fee, has not been pre-authorised) charge the nominated credit or debit card (or other accepted means of payment) for the amount of the Fare including any Booking Fee.
 - ii. (if a Service Fee is payable) issue a corresponding invoice on its own behalf if it is obliged to do so and (if payment of the Service Fee has not been pre-authorised) charge the nominated credit or debit card (or other accepted means of payment) for the amount of the Service Fee.

25. Promotional Codes

- a. Bolt UK can send you promotional codes. Promotional code credit can be applied towards payment on completion of a Journey or other features or benefits related to the Service and/or a third party's service and additional promotion terms and conditions can apply. Expiration dates of promotional codes will be shown in-App once you have applied the promo code to your Account.
- b. If your Fare is higher than the promotional credit which applies, the balance will be automatically deducted from your Account. Each promotional code credit can only be used for one journey and cannot be carried over to a next journey / trip and so will be lost.
- c. Bolt Parties can cancel any promotional code at any time for any reason including, for example, if any Bolt Party considers that the codes are being used illegally or fraudulently, the codes have been issued by accident, or the codes have expired.