

BOLT PLUS Subscription Terms - Thailand

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*This document sets out how you purchase and use Bolt Plus benefits offered by Bolt Support Services (Thailand) Limited, a private limited company incorporated and registered under the laws of Thailand with registration number 0105565075610, registered office Level 30, Bhiraaj Tower at EmQuartier, 689 Sukhumvit Road (Soi 35), Klongton Nuea Sub-district, Vadhana District, Bangkok 10110 (hereinafter “**Bolt**”). The purchase and use of Bolt Plus benefits is subject to these terms and explicitly incorporated into the applicable Terms and Conditions for Passengers applicable in Thailand available at www.bolt.eu/en-th/legal (the “Terms”).*

Bolt provides its services in the Kingdom of Thailand in accordance with Licence/Approval No. 007 granted by the Department of Land Transport (DLT) dated 12 May 2023. The Bolt app and the Bolt Platform (jointly, the “Electronic System”) have been certified by the DLT.

These Subscription Terms are made in the Thai and English languages. If there is any inconsistency between the two versions, the Thai version prevails.

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 ride-hailing 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 platform operated by Bolt and known respectively 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 can choose when subscribing to Bolt Plus through the Bolt Platform. You can cancel your Bolt Plus benefits following the instructions in Section 3 below. You have a statutory right to terminate your Bolt Plus subscription within 7 days and receive a full refund (see Section 3.2).

Bolt Plus is a paid subscription service provided by Bolt to its users (“**Bolt Plus subscription**”). It allows users to benefit from discounted mobility services and 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 third party services as well as confirmation of a service request you make 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 recurring billing interval will always be available for you under your *Subscriptions* section in the Bolt App. Please always review Benefits and any further conditions on your Bolt App before subscribing. Also, please note that Benefits are subject to change so please regularly check current details in the Bolt App. You can do that by going to the *Manage Bolt Plus* section in the Bolt App to find all the details as well as to manage your ongoing Bolt Plus subscription.

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 for the cases when you are offered a free trial. **This will be an automatically recurring subscription**, meaning that you will be charged the Subscription Fee again at the moment the subscription renews. If you have been offered a free trial, you will be charged a Subscription Fee first when your free trial expires. The date on which your Bolt Plus subscription auto-renews depends on the date of your initial purchase as well as on whether you have chosen a monthly or a yearly subscription.

When you purchase a Bolt Plus subscription, and each time your Bolt Plus subscription renews, Bolt will send you a sale document by email. When 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 as well as for each subsequent billing cycle 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 a majority ownership interest is held by Bolt and companies which hold a majority of the ownership interest of Bolt, companies controlled by Bolt and companies controlling Bolt, companies of Bolt’s group, Bolt’s cross-shareholding companies, or parties to an inter-company agreement with Bolt.

Recurring payments will be charged to the same payment method you have selected when subscribing for the Bolt Plus subscription for the first time, unless you have changed the payment method for your Bolt Plus subscription. Bolt Balance Terms and Conditions may apply to your Bolt Plus subscription. Bolt is not responsible for any card charges or for any overdraft fees you may incur. If your primary payment method is declined or no longer available to Bolt for payment of your Subscription Fee, Bolt may charge the Subscription Fee to another payment method only if you have saved that payment method in your Bolt account and selected it as a backup payment method for Bolt Plus. Bolt will notify you in the Bolt App when a charge fails. Bolt may make several attempts to charge a Subscription Fee on your payment method. Please note that in case your payment methods available in the Bolt App are declined or payments fail in any other way, Bolt is authorised to pause or cancel your Bolt Plus subscription and your Benefits will expire at the end of the current billing cycle.

If you have chosen a yearly subscription, we will notify you about your upcoming auto-renewal at least 30 days in advance.

You can always find your Bolt Plus subscription details including information about auto-renewal and next billing cycle in your Bolt App by going to the *Subscriptions* section 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).

In case offered Benefits significantly change and/or the Subscription Fee increases, we will notify you about this in advance of the next auto-renewal, in accordance with Section 5.

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

Bolt may offer some users promotions to the Bolt Plus subscription, including discounts on your Subscription Fee for a limited time. The promotions may be limited in Bolt’s sole discretion, including based on eligibility or 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**) up to 24 hours prior to the end of the billing cycle (which you can always see in your Bolt App) to make sure that your Bolt Plus subscription does not auto-renew. If you want to cancel your Bolt Plus subscription later than 24 hours prior to the next billing cycle but before the beginning of your next billing cycle - please contact our customer support team (via the *Support* section of your Bolt App). In such a case, you do not have a right to end the contract, but Bolt will try to find an acceptable solution for you.

Please note that, when you cancel your ongoing Bolt Plus subscription, the termination becomes effective at the end of the billing cycle save for the exception of a free trial and initial Right of Withdrawal Period (see Section 3.2 below). Unless you are subject to a free trial or withdrawal period, you will continue to have access to your Bolt Plus Benefits until the end of the current billing cycle and the auto-renewal will not occur until you re-subscribe again. If you are offered a free trial or if the Right of Withdrawal Period applies, your Bolt Plus Benefits will expire immediately after 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 to you, except for termination under Section 3.2 or as otherwise set out in these Terms. Should you be entitled to a refund, Bolt will make the refund to your original payment method within 15 days. Bolt will make the refund to your original payment method. In order to request a refund, please contact our customer support (via the *Support* section of your Bolt App).

3.2. Statutory right to terminate and Right of Withdrawal Period

You may terminate your Bolt Plus subscription without giving any reason by notifying Bolt within 7 days from the date on which you receive the Bolt Plus service or, if your Bolt Plus subscription started with a free trial, from the date on which your first Subscription Fee is charged ("Statutory Termination Period"). If you do so, Bolt will refund **the full Subscription Fee** you have paid within 15 days from the date on which Bolt receives your notice. This right cannot be excluded or limited by these Terms.

In order to cancel your Bolt Plus subscription, please follow the rules on cancellation outlined in Section 3.1 above. When exercising your statutory right of termination, you may also use the standard form found under Section 8 and send it to Bolt within the Statutory Termination Period. Cancelling in the Bolt App, or contacting our customer support, within the Statutory Termination Period counts as your written notice of termination.

To exercise the right of withdrawal outside the Bolt App, you must inform us, Bolt Support Services (Thailand) Limited, Level 30, Bhira Tower at EmQuartier, 689 Sukhumvit Road (Soi 35), Klongton Nuea Sub-district, Vadhana District, Bangkok 10110, by email to: [Thai notices email], 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. Therefore, cancelling after the Right of Withdrawal Period will only come into effect to the end of the applicable billing cycle, which means that there is no auto-renewal. The Right of Withdrawal Period does not apply to any 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 spotted usage irregularities (such as suspected abuse of Benefits, suspected transfer of Benefits to other persons), breach of the Terms, suspected failure to comply with applicable laws, any 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 billing cycle will be automatically extended by the duration of the suspension, so that you do not incur any costs for the duration of 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, please subscribe to Bolt Plus in each country where you want the Bolt Plus subscription to apply. 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 service 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 benefit from the Benefits of your Bolt Plus subscription. We will inform you of the withdrawal from the market at least 30 days in advance and let you use Bolt Plus subscription until the end of the billing cycle. Should Bolt for some reason be unable to provide the Bolt Plus subscription until the end of the billing cycle, Bolt will issue you a refund for the remainder of the billing cycle to your original payment method.

If Bolt must suspend or stop providing the Bolt Platform or Bolt Plus in Thailand because a licence, approval or certification is suspended, revoked or not renewed, or because a competent authority orders it, your Bolt Plus subscription will end on the date on which the service stops. In that case, Bolt will notify you as soon as possible and refund to your original payment method the Subscription Fee for the unused part of any paid billing cycle, including yearly subscriptions.

5. Changes to Bolt Plus and these Terms

Bolt reserves the right to change Bolt Plus Benefits, Subscription Fee and other applicable conditions at its sole discretion. Significant changes to the Bolt Plus subscription Benefits and/or Bolt Plus Subscription Fee increase will only apply from the next billing cycle after auto-renewal. A significant change means any increase in the Subscription Fee, the removal of a Benefit without getting another one, a reduction in the cashback rate, or any other change that reduces the Benefits available to you. Changes will not apply retroactively in a way that affects your rights.

Bolt will always notify you about any significant changes to the Bolt Plus Benefits, other conditions and/or these Terms via email and in the Bolt App at least 30 calendar days before the change takes effect. Each notice will state the change and its effective date, your right to cancel your Bolt Plus subscription before the change takes effect, how to cancel, and what happens if you do not cancel. In case of an increase in the Bolt Plus Subscription Fee, Bolt will give you a 30 calendar day advance notice via email and in the Bolt App. If you do not wish to accept changes in Benefits and/or price change, you can cancel your Bolt Plus subscription as per Section 3 above. Bolt reserves the right to terminate your subscription in the event that you do not agree to the changes to the subscription terms. Otherwise all changes will come into effect automatically starting on the next billing cycle and auto-renewal or, in case of the changes to Subscription Fee, starting on the next billing cycle after the 30 calendar-day advance notice period as described above.

6. Your Personal Data

Your personal data is processed by Bolt always in accordance with our Privacy Notice(s) (available at www.bolt.eu/privacy). Your usage of the Bolt Plus subscription will not result in collection of additional personal data, except where you would like to use Bolt Plus Benefits offered on your birthday, in which case your birth date is required.

7. Complaints and contact details

You enjoy the protection afforded to you by the mandatory provisions of Thai consumer protection law, which these Terms do not limit. If you would like to complain to Bolt, please notify us within a reasonable timeframe of any issues. You may contact us by using the Support function in your Bolt App. Bolt will acknowledge your complaint and inform you of the outcome. If a dispute cannot be solved in agreement between you and Bolt, you may file a complaint with the Office of the Consumer Protection Board (hotline 1166, www.ocpb.go.th) or bring a claim before the competent Thai court.

8. Model Withdrawal Form

Model withdrawal form

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

To Bolt Support Services (Thailand) Limited, Level 30, Bhiraaj Tower at EmQuartier, 689 Sukhumvit Road (Soi 35), Klongton Nuea Sub-district, Vadhana District, Bangkok 10110, Email: [Thai notices email]

- 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