

You may download an offline version of these terms for your records and future reference [here](#).

These General Terms set forth the main terms and conditions applying to and governing the usage of the Bolt Services. In order to provide Transportation Services via using the Bolt Platform you must agree to the terms and conditions that are set forth below.

1. DEFINITIONS

1.1. **Bolt** (also referred to as “we”, “our” or “us”) – Bolt Operations OÜ a private limited 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, or other Bolt group company or cooperation partner where Bolt Services are not provided by Bolt Operations OÜ. The list of Bolt group companies and partners is available at <https://bolt.eu/cities/>.

1.2. **Bolt Services** – services that Bolt provides, including provision and maintenance of Bolt App, Bolt Platform, In-app Payment, customer support, communication between the Driver and the Passenger and other similar services.

1.3. **Bolt App** – a smartphone application for Drivers, Agent and Passengers to request and receive Transportation Services

1.4. **Bolt Platform** – technology connecting Passengers with Drivers to help them move around cities more efficiently.

1.5. **Passenger** – a person requesting Transportation Services by using Bolt Platform.

1.6. **Transportation Services Provider/ Driver** (also referred to as „you“) – a legal person or a small trade business - an aggregator providing Transportation Services via the Bolt Platform. Any person authorized by the Transportation Service Provider to provide a service on behalf of the Transportation Service Provider or an employee of the Transportation Service Provider will receive a personal Bolt Driver Account to use the Bolt Application and the Bolt Platform.

1.7. **Agent** – *Poslovne vožnje d.o.o.*, with its registered seat in Zagreb, Ulica grada Vukovara 269A, OIB: 02206712155, a legal entity licensed to carry out agency activities in road transport in accordance with applicable Croatian law. The Agent acts as an independent intermediary in arranging the provision of Transport Services by Drivers to Business Users, based on prior authorisation from the relevant Bolt Business Client.

1.8. **Bolt Business Client** – a legal entity or sole trader that, based on a contractual relationship with the Agent and/or Bolt, uses the Bolt Business service and may authorise one or more natural persons (Business Service Users) to use transport services via Bolt Business on its behalf and at its expense.

1.9. **Business User** – a natural person authorised by the Client to use the Bolt Business service on its behalf and at its expense, including but not limited to employees, external contractors, and other individuals added by the Bolt Business Client to its business account. For the purposes of these Terms, the terms “Business Service User” and “Passenger” may be used interchangeably where it is clear that the person is using the Bolt Business service on behalf of the Bolt Business Client.

1.10. **Bolt Business** – a service provided by the Agent intended for Bolt Business Clients for the administration and payment of transport services ordered through the Agent by Business Service Users in the name and on behalf of the Bolt Business Clients.

1.11. **Agreement** – this agreement between Transportation Services Provider and Bolt regarding the use of Bolt Services which consists of:

1.11.1. these General Terms;

1.11.2. special terms displayed in Bolt App, e.g regarding price info or service descriptions;

- 1.11.3. the Drivers guidelines; and
- 1.11.4. other terms referred to in this Agreement as may be amended from time to time.
- 1.12. **Fare** – the fee a Passenger or Agent is obliged to pay the Transportation Services Provider for provision of the Transportation Services.
- 1.13. **Bolt Fee** – the fee that Transportation Services Provider is obliged to pay to Bolt for using the Bolt Platform.
- 1.14. **In-app Payment** – cards, carrier billing and other payment methods used by the Passenger via the Bolt App to pay for the Transportation Services.
- 1.15. **Bolt Driver Account** – access to a website containing information and documents regarding usage of the Bolt Services in course of provision of Transportation Services, including accounting documentation. Transportation Services Provider and Authorized persons may access the Bolt Driver Account at <https://partners.bolt.eu> by entering username and password.
- 1.16. **Tip** -a gratuity offered by the Passenger at their sole discretion in addition to the Fare paid.
- 1.17. **Authorized persons** - employees or subcontractors of the Transportation Service Provider who are authorized by the Transportation Service Provider to provide transportation services on behalf of the Transportation Service Provider
- 1.18 **Transportation Services** – transport service a Transportation Service Provider pr Authorized person on its behalf is providing to Passenger whose request Transportation Service Provider or Authorized person has accepted through the Bolt App.

2. ENTRY INTO THE AGREEMENT

- 2.1. Prior to using the Bolt Services, you must sign up by providing the requested information in the signup application on the website and uploading necessary documentation as required by us. Upon successful completion of the signup application, we will provide you with a personal account accessible via a username and password. By clicking the „Sign up" button located at the end of the signup application, you represent and warrant that:
- 2.1.1. pursuant to valid legal acts, you are entitled to enter into an agreement with us to use the Bolt Platform for providing the Transportation Service; 2.1.2. you have carefully studied, fully understand and agree to be bound by these General Terms, including all obligations that arise as provided herein and from Agreement;
- 2.1.3. all the information you have presented to us is accurate, correct and complete;
- 2.1.4. you will keep Bolt Driver Account accurate and profile information updated at all times;
- 2.1.5. you will not authorize other persons to use your Bolt Driver Account nor transfer or assign it to any other person;
- 2.1.6. you will not use the Bolt Services for unauthorized or unlawful purposes and impair the proper operation of the Bolt Services;
- 2.1.7. at all times, you fully comply with all laws and regulations applicable in the state you are providing Transportation Services in, including (but not limited to) laws regulating passenger transportation services;
- 2.1.8. you are aware that Bolt is entitled to share with the relevant tax authorities any information required under Council Directive (EU) 2021/514 of 22 March 2021 amending Directive 2011/16/EU on administrative cooperation in the field of taxation, including but not limited to any consideration paid or credited to the Driver in connection with the activities carried out through the Bolt Platform. Where you do not provide the information required under the Directive referred to above, Bolt is entitled to (i) terminate your account, (ii) prevent you from re-registering on Bolt Platform and (ii) withhold the payment of the Fares to you as long as you do not provide the information requested.

2.1.9. you guarantee that all Authorized Persons of the Transportation Service Provider are fully aware of these General Terms and Conditions and will fully comply with them, otherwise the Transportation Service Provider will be liable for any violation by its Authorized Persons.

2.2. You are obliged to provide your bank requisites in the course of filling the payment details upon registration. In case you are a legal person, you must insert the bank account of the company. We are transferring In-app Payment fees to the bank account that you have provided. We are not liable for any incorrect money transactions in case you have provided wrong bank requisites.

2.3. After submitting the signup application, you will receive an e-mail with additional conditions that must be met in order to use Bolt Services. These conditions may include providing criminal records, valid driving license, satisfactory technical state of the vehicle, completion of a training course, owning a GPS-supporting mobile device and other conditions as described in the pertinent e-mail. The failure to comply with the provided requirements and conditions may result in termination of the Agreement and right to use the Bolt Services.

2.4. You agree that in specific cities or countries Bolt Operations OÜ may assign any of our obligations arising from the General Terms or Agreement to Bolt group companies and partners. This includes, among else, assigning the rights and obligations regarding reviewing documents related to signup applications, trainings, collection of Bolt Fees, forwarding you the fees due, mediating In-app Payment, licensing the Bolt App, etc. Details of the Bolt group companies and partners can be accessed here <https://bolt.eu/cities>.

2.5. Registering the account as a legal person (i.e. a company). You are considered to be a legal person, if the recipient of the fees is marked as a legal person in payment details (as accessible in the Bolt Driver Account). In such case, the indicated legal person is considered to be the provider of Transportation Services and a party to these General Terms, Agreement and any further agreements. Only the Authorized person (a natural person) indicated in the signup process may factually provide the Transportation Services. Such Authorized person may use the account of the Driver only if he/she has read and agrees to be bound by these General Terms and any further documentation that is part of the Agreement. THE TRANSPORTATION SERVICE PROVIDER IN THE PAYMENT DETAILS AND THE AUTHORIZED PERSON FACTUALLY PROVIDING THE TRANSPORTATION SERVICES UNDER BOLT ACCOUNT SHALL REMAIN JOINTLY AND SEVERALLY LIABLE FOR ANY INFRINGEMENT OF THE GENERAL TERMS AND AGREEMENT CONDUCTED BY THE AUTHORIZED PERSON.

3. RIGHT TO USE BOLT APP AND BOLT DRIVER ACCOUNT

3.1. License to use the Bolt App and the Bolt Driver Account. Subject to your compliance with the Agreement, We hereby grant you have a license to use the Bolt App and the Bolt Driver Account. The license does not grant you the right to sublicense or transfer any rights to the third persons except to your Authorized persons.

3.2. In course of using the Bolt App and/or Bolt Driver Account you or your Authorized persons may not:

3.2.1. decompile, reverse engineer, or otherwise attempt to obtain the source code of the Bolt App, the Bolt Driver Account or other software of Bolt;

3.2.2. modify the Bolt App or the Bolt Driver Account in any manner or form or to use modified versions of the Bolt App or Bolt Driver Account;

3.2.3. transmit files that contain viruses, corrupted files, or any other programs that may damage or adversely affect the operations on Bolt Platform;

3.2.4. attempt to gain unauthorized access to the Bolt App, Bolt Driver Account or any other Bolt Services.

3.3. The License granted herein revokes automatically and simultaneously with termination of the Agreement. After termination of the Agreement you must immediately stop using the Bolt App and the Bolt Driver Account and we are entitled to block and delete Driver account without prior notice.

3.4. Using tags and labels of Bolt. Additionally, we may give you tags, labels, stickers or other signs that refer to the Bolt brand or otherwise indicate you are using the Bolt Platform. We grant you a non-exclusive, non-sublicensable, non-transferable license to use such signs and only for the purpose of indicating you are providing Transportation Services via the Bolt Platform. After termination of the Agreement you must immediately remove and discard any signs that refer to Bolt brand.

3.5. All copyrights and trademarks, including source code, databases, logos and visual designs are owned by Bolt and protected by copyright, trademark and/or trade secret laws and international treaty provisions. By using the Bolt Platform or any other Bolt Services you do not acquire any rights of ownership to any intellectual property.

4. PROVIDING THE TRANSPORTATION SERVICES

4.1. The Transportation Service Providers' and their Authorized persons' Obligations. You hereby guarantee that you and your Authorized persons shall provide Transportation Services in accordance with the General Terms, Agreement as well as laws and regulations applicable in the state where you are providing Transportation Services. Please note that you are fully liable for any violation of any local laws and regulations as may arise from providing Transportation Services.

4.2. You must have all licenses (including a valid driver's license), permits, car insurance, liability insurance (if applicable), registrations, certifications and other documentation that are required in the applicable jurisdiction for providing the Transportation Services. It is your obligation to maintain the validity of all aforementioned documentation. Bolt reserves the right to require you to present evidence and submit for review all the necessary licenses, permits, approvals, authority, registrations and certifications.

4.3. You must provide the Transportation Services in a professional manner in accordance with the business ethics applicable to providing such services and endeavour to perform the Passenger's request in the best interest of the Passenger. Among else, you

- (i) must take the route least costly for the Passenger, unless the Passenger explicitly requests otherwise;

- (ii) may not make any unauthorised stops;

- (iii) may not have any other passengers in the vehicle other than the Passenger and the passengers accompanying the Passenger; and

- (iv) must adhere to any applicable traffic acts and regulations, i.e must not conduct any actions that may disrupt driving or the perception of traffic conditions, including holding a phone in his/her hand while the vehicle is moving.

- (v) you must take special care to ensure that your actions, in any way, do not endanger the safety of Passengers and/or fellow passengers while driving and/or while having a direct contact with them.

4.4. You retain the sole right to determine when you are providing the Transportation Services. You shall accept, decline or ignore Transportation Services requests made by Passengers at your own choosing.

4.5. Costs you incur while providing the Transportation Services. You are obliged to provide and maintain all equipment and means that are necessary to perform the Transportation Services at your own expense, including a car, smartphone, etc. You are also responsible for paying all

costs you incur in the course of performing the Transportation Services including, but not limited to, fuel, mobile data plan costs, duty fees, amortization of the vehicle, insurance, relevant corporate or payroll taxes etc. Please bear in mind that using the Bolt App may bring about consummation of large amounts of data on your mobile data plan. Thus, we suggest you subscribe for a data plan with unlimited or very high data usage capacity.

4.6. Fares. You are entitled to charge a fare for each instance you have accepted a Passenger on the Bolt Platform and completed the Transportation Service as requested (i.e. Fare). The Fare is calculated based on a default base fare, the distance of the specific journey as determined by the GPS-based device and the duration of the specific trip. The default base fare may fluctuate based on the local market situation. In markets with In-app payment, you may negotiate the Fare by sending us a pertinent request that has been either signed digitally or by hand. Additionally, you shall always have the right to charge the Passenger or the Agent less than the Fare indicated by the Bolt App. However, charging the Passenger or the Agent less than the Bolt App indicates, does not decrease the Bolt Fee.

4.7. Upfront Fare. A Passenger may be offered to use a ride option that allows the Passenger to agree to a fixed Fare for a given instance of Transportation Service provided by you (i.e. Upfront Fare). Upfront Fare is communicated via the Bolt App to a Passenger before the ride is requested, and to you when the ride is accepted or at the end of the ride. The Fare calculated in accordance with section 4.6 shall be applied instead of Upfront Fare if the Passenger changes the destination during the ride, the ride takes materially longer than estimated due to traffic or other factors, or when other unexpected circumstances impact the characteristics of the ride materially (e.g a route is used where tolls apply).

4.8. In markets with In-app payment, if you find that there has been an error in the calculation of the Fare and wish to make corrections in the calculation of the Fare, you must submit a petition in the section „Fare Review“ of the Bolt App. If a petition in the section „Fare Review“ of the Bolt App has not been submitted, then Bolt shall not recalculate the Fare or reimburse you for an error made in the calculation of the Fare. This option is not applicable in markets with only cash payment.

4.9. Bolt may adjust the Fare for a particular order completed, if we detect a violation (such as taking a longer route or not stopping the fare meter of the Bolt App after the Transportation Services have been completed) or in case a technical error affecting the final fare is identified. Bolt may also reduce or cancel the fare in case we have reasonable cause to suspect a fraud or a complaint by the Passenger indicates a violation by you. Bolt will only exercise its right to reduce or cancel the fare in a reasonable and justified manner.

4.10. Passengers may have the option to pay the fare for the Transportation Services either directly to you or via the In-app Payment, in markets where this option is available, as described in section 6 of these General Terms. In case the Passenger pays the Fare directly, it is your obligation to collect the Fare. In case the Passenger fails or refuses to pay, Bolt will send a notice of debt to the Passenger on behalf of you. Such authorisation derives from the mandate of paying agent given to Bolt and does not entail that Bolt has an obligation to compensate the Fare not paid by the Passenger. If the passengers in the vehicle do not agree to pay the Fare for the provision of Transportation Service, the Fare will be paid by the Passenger who has ordered the provision of Transportation Service. If Passenger justifiably refuses to pay the Fare on the account that your information stated in the Bolt App is incorrect, then Bolt will not reimburse you for such expenses. The fee for a Bolt Business ride will be paid by the Agent based on an invoice that will be issued and submitted by Bolt on your behalf, as described in Clause 4.12.

4.11 Tips. In some markets Passenger may be given the option to tip you after a successful

provision of Transportation Services. The Passenger can Tip you only by means authorised by Bolt for Tipping. The Tip will not affect the amount of Bolt Fees and Bolt will not collect a commission on the Tip paid by the Passenger. You are obliged to fully comply with any tax obligations arising from the Tipping. We may limit the maximum value of a Tip at our sole discretion.

4.12. Receipts. After each successful provision of Transportation Services, Bolt shall create and forward a receipt to the Passenger, if the ride is ordered through the standard Bolt App, or, to the Agent if the ride is ordered via the Bolt Business service. consisting of some or all of the following information: the Transportation Service Provider company's business name, place of business, the first name and surname of the Authorized person, a photo of the Authorized person, service license number (if applicable), the registration number of the vehicle, the date-, the time-, the start and end locations-, the duration and length-, the Fare and the Fare and Tip paid for the provision of the Transportation Services. In the case of Bolt Business rides, the Agent acts as the ordering party of the transport service and as the party liable for payment of the Ride Fee, while the driver remains the provider of the transport service. The invoice issued to the Agent contains all mandatory elements in accordance with Croatian tax and fiscal regulations and is issued in the name of the driver. The receipt of each provision of Transportation Services is available to you via the Bolt Driver Account.

4.13. Cancellation fee & wait time fee. Passenger may cancel a request for Transportation Services that a Driver has accepted via the Bolt App. In some markets, Driver may be entitled to the Fare for cancelled Transportation Services (Cancellation Fee) in the event that a Passenger cancels accepted request for Transportation Services after a certain time period determined by Bolt App.

4.14. If, in the course of the provision of the Transportation Services, a Passenger or its co-passengers negligently damage the vehicle or its furnishing (among else, by blemishing or staining the vehicle or causing the vehicle to stink), you shall have the right to request the Passenger to pay a penalty up to 50 EUR and request compensation for any damages exceeding the penalty. If the Passenger does not consent to paying the penalty and/or compensating the damage, you must notify us and we will then try to collect the penalty and/or relevant costs on your behalf from the Passenger. However, bear in mind that Bolt and Agent are not taking any liability for direct or indirect damages in relation to cleaning or maintenance of the vehicle caused by Passenger or Business User.

4.15. Your tax obligations. You hereby acknowledge that you are obliged to fully comply with all tax obligations that arise to you from the applicable laws in relation to providing the Transportation Services, including

- (i) paying income tax, social security tax or any other tax applicable; and
- (ii) fulfilling all employee and tax registration obligations for calculations in regard to accounting and transfers to applicable State authorities as required by the applicable law. In case the relevant tax authority will submit a valid application to us to provide information regarding the activities of you, we may make available to the relevant tax authority the information regarding the activities of you to the extent set forth in valid legal acts. Additionally, it is your obligation to adhere to all applicable tax regulations that may apply in connection with the provision of Transportation Services. You hereby agree to compensate Bolt all state fees, claims, payments, fines or other tax obligations that Bolt will incur in connection with the obligations arising from applicable tax regulations not having been met by you (including paying the income tax and social tax).

4.16. The Driver's authorisation to issue invoices. Bolt has a right to issue an invoice on your behalf to the Passenger or the Agent in order to compensate you for any Fares, contractual

penalties or other fees that Bolt mediates to you. In markets where Bolt issues invoices, the invoice will be made available to you via the Bolt Driver Account.

4.17. If any of the information you or Authorized person acting on your behalf provide to Bolt is deemed to be illegal content under applicable laws or otherwise contravenes these General Terms, Bolt reserves the right to:

- (i) remove, disable access or demote such content,
- (ii) suspend, terminate or restrict any monetary payment due from Bolt to you,
- (iii) suspend or terminate the Bolt Services in whole or in part, and/or
- (iv) suspend or close your Bolt Driver Account or, if applicable, your Fleet Owner Portal account.

4.18. All content uploaded to the Bolt Platform by you or any person authorised to act on your behalf is subject to the sole responsibility of the Transportation Service Provider, and Bolt is under no obligation to actively monitor or review such content. Nevertheless, Bolt is entitled to remove any allegedly illegal content at its own discretion and after the receipt of a notice and/or order regarding the existence of such content on the Bolt Platform. Should the Transportation Service Provider disagree with Bolt's decision on removal of the content, the Transportation Service Provider is solely responsible for providing additional information why the content is not illegal or incompatible with these General Terms within Bolt's internal complaint-handling procedure.

4.19. To ensure the safety on Bolt Platform, neither you nor the Authorized persons acting on your behalf are allowed to carry Prohibited Items while using the Bolt App and Bolt Services, unless otherwise stated in the applicable laws. The Transportation Service Provider may refuse the provision of the Transportation Services to the unauthorized possessor of the Prohibited Items. Bolt may at any time discontinue the provision of Bolt Services to the Transportation Service Provider and, as the case may be, to the Authorized persons acting on behalf of the Transportation Service Provider, that do not comply with this section of these Terms and applicable laws, and report an unauthorized use of the Prohibited Items to the authorities. The Prohibited Items include, among other things:

4.19.1. firearms and their parts, ammunition, melee weapons, other items specially designed for attack and defense;

4.19.2. flammable, combustible, explosive and radioactive or other ionizing substances, munitions, gas, infectious, poisonous or corrosive materials which by their nature may pose danger to the environment;

4.19.3. drugs and other psychotropic substances which are subject to special control in accordance with the legislation;

4.19.4. any other items that are not allowed to be carried or transported by law and items that cannot be carried or transported without additional licenses, permits and approvals.

4.20. *While providing Transportation services you must ensure that you or your Authorized persons do not:*

4.20.1. *create unnecessary safety risks for Passengers;*

4.20.2. *use or encourage violence, sexism, racism or discrimination in any form; and/or*

4.20.3. *cause or allow material unnecessary discomfort to Passengers.*

4.21. *You must not use (or allow the use of) the Bolt Services in any manner that:*

4.21.1. *is materially inconsistent with a genuine intention to provide Transportation services (for example, repeatedly agreeing to Transportation services but then not taking any steps to fulfil those Transportation services);*

4.21.2. *materially interferes or interrupts the agreement to and/or fulfilment of Transportation services by other Users (for example, excessively indicating a willingness to provide but then deciding not to fulfil Transportation services).*

4.22. *You are entitled to decline or refuse Transportation services at any time (subject to Clause 4.21).*

4.23. *You must not use (or allow the use of) the Bolt App or Bolt Services in any manner that:*

4.23.1. *is unlawful or illegal;*

4.23.1. *is indicative of: an unlawful or illegal purpose; or financial (or data related) manipulation and/or exploitation;*

4.24. **Your other legal obligations.** The Transportation Service Provider guarantees that they have valid employment contracts or other legally applicable contracts with all Authorized Persons. In the event that any material or non-material damage occurs or threatens to occur to Bolt due to the violation of labor law regulations by the Transportation Service Provider towards Authorized Persons, the Transportation Service Provider undertakes, without delay, to fully remedy and/or compensate Bolt for such damage.

4.25. To ensure safety on the Bolt Platform, Bolt may ask you to verify your identity or the identity of any person authorised to act on your behalf to ensure that the person using Bolt App is the same person whose information is provided in the signup application. You will not be able to provide Transportation Services until you or the person authorised to act on your behalf pass the verification process. If you fail or any person acting on your behalf fails to pass the verification process, your Bolt Driver Account may be suspended or terminated, depending on the circumstances

5. BOLT FEES

5.1. In order to use the Bolt Services, you are obliged to pay a Bolt fee (i.e. the Bolt Fee). The Bolt Fee is paid based on the Fare of each Transportation Service order that you have completed. The amount of the Bolt Fee is made available to you via e-mail, Bolt App, Bolt Driver Account or other pertinent means. Please note that the Bolt Fees chargeable may change from time to time, considering the principles of dynamic commission pricing that take into account (i) the balance of the supply and demand for the Transportation Service, (ii) characteristics of the ride ordered; and (iii) conditions of any applicable campaigns. The Bolt Fees shall not go above the highest rate for Bolt Fees, that we have communicated to you ("Highest Rate of Bolt Fees"). However, we may increase the applicable Highest Rate of Bolt Fees at any time by giving you prior notice.

5.2. You must pay the Bolt Fee and any other fees due to us for the previous month at latest by the 15th date of the following month. Upon delay with payment of the Bolt Fee, you shall be obliged to pay a penalty of late payment in the amount of 0,04% (zero point zero four percent) of the unpaid amount per day. You are obliged to cover all costs incurred by us, which are related to debt collection activities.

6. IN-APP PAYMENTS

6.1. We may enable Passengers to pay for the Transportation Service via cards, carrier billing and other payment methods (Bolt Business etc) directly in the Bolt App (i.e. In-app Payment). You hereby authorise us as your commercial agent, among other things, to receive the Fares or other fees paid by the Passenger via In-app Payment and to forward relevant funds to you. Any payment obligation made by the Passenger via the In-app Payment shall be considered fulfilled as of the time that the payment has been made.

6.2. You may not refuse payment by the Passenger via the In-app Payment, or influence the Passenger against the use of the In-app Payment. In case you refuse to accept an In-app Payment without just cause, we shall be entitled to charge you a contractual penalty in the amount of 15 Euros for every refusal and/or block your right to use the Bolt Services in case of

repetitive behaviour.

6.3. Bolt reserves the right to distribute promo code to riders at our discretion on a per promotional basis. You are required to accept the use of promo code only when the rider applies the code in-app to a trip using both card or cash payment. If the use of promo codes is suspected as being fraudulent, illegal, used by a Driver in conflict with our Terms and Conditions relating to promo code use, then the promo code may be canceled and the outstanding amount will not be reimbursed by Bolt to the Driver.

6.4 If the option is available and the Passenger chooses to Tip you directly in the Bolt App, the Tip will be collected by Bolt on your behalf together with the Fares and other fees paid by the Passenger via the In-app Payment. If the payment of the Tip is suspected as being fraudulent, illegal, for a purpose other than as a gratuity related to the service provided or used by a Driver in conflict with our Terms and Conditions and, then the Tip can be withheld by Bolt.

6.4. You are entitled to review In-app Payment reports in the Bolt Driver Account or App. The reports will show the amounts of the In-app Payments brokered in the previous week as well as the withheld amounts of the Bolt Fee. You must notify us of any important circumstances which may affect our obligations to collect and distribute the Fares paid via In-app Payment.

6.5. We are not obliged to pay you the Fare due from the Passenger if the In-app Payment failed because Passenger's credit card or other payment is cancelled or is unsuccessful for other reasons. In such case we will help you in requesting the Fare due from the Passenger and shall transmit it to you once the Passenger has made the requested payment.

6.6. Before providing Transportation Services, you must verify that the service is being actually provided to the right Passenger or the Passenger has expressly confirmed he/she allows other passengers to ride under Passenger's account. If you make a mistake in identifying the Passenger, and the In-app Payment is charged to a person, who has not been provided or has not approved the Transportation Services for other passengers, then we shall reimburse the person for the Fare. In such case you are not entitled to receive the Fare from us. Additionally, for every wrongfully applied In-app Payment, we shall be entitled to charge you a contractual penalty up to 10 Euros.

6.7. Please note that we will set off any Fares or Tip paid via In-app Payment against the amounts that you are obliged to pay to us (i.e. Bolt Fees and contractual penalties). We reserve the right to fulfil any of your financial liabilities to any Bolt group companies, in which case we will acquire the right to submit a claim against you. We may set off any of your financial liabilities against financial liabilities that you may have against us.

6.8. If we are not able to pay the Fees or Tip to you due to you not including your bank account details in your Driver's account or if the bank account details have been noted incorrectly, then we will hold such payments for 180 days. If you do not notify us of the correct bank account details within 180 days from the date that the right to claim such payments has been established, your claim regarding the payment of the Fare or Tip not transferred to you shall expire.

7. CUSTOMER SUPPORT

We provide the Drivers customer support regarding the use of the Bolt Services. We have the right to stop providing the customer support services in case you are in delay with any of the payments for more than 5 (five) calendar days.

8. RATINGS AND ACTIVITY

8.1. In order to guarantee high-quality service and provide additional reassurance to Passengers, you hereby acknowledge that the Passengers may provide you a rating and leave

feedback regarding the quality of the Transportation Services that your Authorized person has provided. Your average rating will be linked to your Driver's account and will be available to Passengers at Bolt App. If we find out the rating or comment is not given in good faith, this rating or comment may not be projected in the calculations of your rating.

8.2. In order to provide reliable services to Passengers, we may set a minimum average rating that Authorized Persons must obtain and maintain. This rating is used to ensure security and avoid misconduct on our platform. If, after reasonable notice from us, your Authorized Person does not increase their average rating to the minimum level within the described time period, you authorize us to temporarily or permanently suspend the Bolt Driver Account used by the Authorized Person. We may reverse the suspension of a Bolt Driver Account, if it is caused by some external circumstances or the suspension is found to be caused by a system error or fraudulent ratings.

9. MARKET OVERVIEWS AND CAMPAIGNS

9.1. **Market overviews.** We may send you, via the Bolt App, Bolt Driver Account, SMS, e-mail or other means, market overviews, in order to increase your awareness regarding when the demand by the Passengers is highest. Such market overviews are merely recommendatory and do not constitute any obligations for you. As the market overview estimations are based on previous statistics, we cannot give any guarantees that the actual market situation will correspond to the estimations provided in the market overview.

9.2. **Campaigns promising minimum income.** We may also provide campaigns, whereby we will guarantee a minimum income if you provide Transportation Services within a specified timeframe. If the specified minimum is not reached by you, we shall compensate for the gap. The specific requirements and conditions will be sent via the Bolt App, Bolt Driver Account, SMS, e-mail or other means. We have full discretion in deciding if, when and to which Drivers we provide such campaigns. If we have reasonable cause to suspect any fraudulent activity by you, we may withhold your Fare until the suspicion of fraud has been cleared.

9.3. **Campaigns for Passengers.** We may also occasionally arrange various campaigns to Passengers in order to promote the Bolt Platform. If the Fare paid by the Passengers is reduced as part of such campaign, we shall pay you compensation, amounting to the monetary value of the benefit offered to the Passengers. We may set off the marketing compensation against the Bolt Fee.

10. RELATIONSHIP BETWEEN YOU, US AND THE PASSENGERS

10.1. You hereby acknowledge and agree that we provide an information society service and do not provide Transportation Services. By providing the Bolt Platform and Bolt Services, we act as a marketplace connecting Passengers with Drivers to help them move around cities more efficiently. You acknowledge that you are providing the Transportation Services on the basis of a contract for carriage of passengers and that you provide the Transportation Services either independently or via a company as an economic and professional activity. You hereby authorise Bolt, as the operator of Bolt App, to act as the commercial agent of the Drivers for the mediation or conclusion of contracts between the Driver and the Passenger, or Agent and thus, among other things, accepts payments from the Passengers or Agent and forwards the payments to the Driver.

10.2. You acknowledge that no employment agreement nor an employment relationship has been or will be established between you and us. You also acknowledge that no joint venture or partnership exists between you and us. You may not act as an employee, agent or representative of us nor bind any contract on behalf of us. If due to the implication of mandatory

laws or otherwise, you shall be deemed an employee of us, you hereby agree to waive any claims against us that may arise as a result of such implied employment relationship. 10.3. You may not transfer your rights and obligations deriving from the General Terms or Agreement to any third party.

11. PROCESSING OF PERSONAL DATA, ACCESS TO DATA

11.1. Your personal data will be processed in accordance with the Privacy Notice, available at <https://bolt.eu/en/legal/privacy-for-drivers/>

11.2. Bolt has access to all personal data and other data provided or generated in connection with your use of the Bolt Services. Bolt shall take all reasonable steps to ensure confidentiality of such data and comply with all applicable Privacy Policies and laws whenever such data contains personal data. Except where otherwise provided by applicable Privacy Policies and laws, Bolt maintains access to such data also after the Agreement between you and Bolt is terminated.

11.3. You have access to personal and other data provided by you or generated in connection with your use of the Bolt Services to the extent that is made available to you under your Bolt Driver Account through Bolt App. You shall take all reasonable steps to ensure confidentiality of such data and comply with applicable Privacy Policies and laws as long and to the extent that such data contains personal data of Passengers.

12. LIABILITY

12.1. The Bolt Platform is provided on an "as is" and "as available" basis. We do not represent, warrant or guarantee that access to Bolt Platform will be uninterrupted or error free. As the usage of Bolt Platform for requesting transportation services depends on the behavior of Passengers, we do not guarantee that your usage of the Bolt Platform will result in any Transportation Service requests.

12.2. To the maximum extent permitted under the applicable law, we, nor Bolt's representatives, directors and employees are not liable for any loss or damage that you may incur as a result of using the Bolt Services, including but not limited to: 12.2.1. any direct or indirect property damage or monetary loss;

12.2.2. loss of profit or anticipated savings; 12.2.3. loss of business, contracts, contacts, goodwill, reputation and any loss that may arise from interruption of the business;

12.2.4. loss or inaccuracy of data; and

12.2.5. any other type of loss or damage.

12.3. The financial liability of us in connection with violating the General Terms or Agreement will be limited to 500 euros. You shall have the right to claim for damages only if we have deliberately violated the General Terms or Agreement.

12.4. We shall not be liable for the actions or non-actions of the Passenger or co-passengers and shall not be liable for any loss or damage that may incur to you or your vehicle as a result of actions or non-actions of the Passenger or co-passengers.

12.5. You shall be fully liable for breach of the General Terms, Agreement or any other applicable laws or regulations and must stop and remedy such breach immediately after receipt of a respective demand from us or any state authority. You shall indemnify us for any direct and/or indirect loss and/or damage, loss of profits, expense, penalty, fine that we may occur in connection with your breach of the General Terms, Agreement and laws and regulations. If Passenger presents any claims against us in connection with your provision of Transportation Services, then you shall compensate such damage to us in full within 7 (seven) days as of your receipt of the respective request from us. In case we are entitled to present any claims against

you, then you shall compensate us any legal costs related to evaluation of the damages and submission of claims relating to compensation for such damage.

12.6. The Transportation Service Provider is solely responsible for complying and ensuring compliance of any Drivers providing Transportation Services on its behalf, with all relevant laws and regulations as well as with the Agreement for operating and using the chosen means of transport (e.g. licences, insurances, etc), including all applicable consumer laws.

13. TERM, SUSPENSION AND TERMINATION

13.1. The conditions expressly specified in these General Terms shall enter into force as of submitting the signup application. Agreements and other terms shall enter into force once the specific document or message has been made available to you and you commence or continue providing Transportation Services on Bolt Platform.

13.2. You may terminate the Agreement at any time by notifying Bolt at least 7 (seven) days in advance, after which your right to use the Bolt Platform and Bolt Services shall terminate. Bolt may terminate the Agreement at any time and for any reason at the sole discretion of us by notifying you at least 3 (three) days in advance.

13.3. Bolt is entitled to immediately terminate the Agreement and block your access to the Bolt Platform without giving any advance notice in case you breach the General Terms or Agreement, any applicable laws or regulations, disparage Bolt, or cause harm to Bolt's brand, reputation or business as determined by Bolt in our sole discretion. In the aforementioned cases we may, at our own discretion, prohibit you from registering a new Driver account.

13.4. We may also immediately suspend (block) your access to the Bolt Platform and to the Bolt Driver Bolt Driver Account for the period of investigation, if we suspect an infringement of the Agreement or fraudulent activity from your behalf. The block of access will be removed once the investigation disproves such suspicions.

13.5. We are aiming to provide the highest quality service to all Passengers therefore we are monitoring the activity of Drivers on Bolt Platform. If you fail to meet the minimal service requirements, such as the minimal rating and activity score, we are entitled to immediately terminate the Agreement without giving any advance notice.

13.6. Additional requirements and safeguards provided in Regulation (EU) 2019/1150 (Regulation) shall apply where the termination of the Agreement or blocking of the access to the Bolt Platform affects the rights of the Driver or fleet company using the Bolt Services for the provision of Transportation Services in the member state of the European Union or European Economic Area (Member State).

13.7. The Driver and fleet company referred to in section 13.6 (Business User Operating in the Member State) has the right to challenge the termination of the Agreement, blocking, and other alleged non-compliance of Bolt with the Regulation, in accordance with the Internal Complaint-Handling System Rules for Business Users of Bolt.

13.8. As Bolt is the provider of the Bolt Platform and is subject to the EU Platform to Business Regulations (2019/1150) as well as to the Digital Service Act (2022/2065), you are entitled by law to object to any termination of this Agreement, or any suspension of your access to the Bolt Platform Services. Bolt facilitates this right by providing an internal complaints handling system available on <https://bolt.eu/en/legal/>. You can find further information on Bolt's internal complaints handling system, including how you can make a complaint, here: the Internal Complaint-Handling System Rules (<https://bolt.eu/en/legal/complaint-handling-system-for-business/>).

13.9. Bolt is entitled to suspend, for a reasonable period of time and after having issued a prior warning, the processing of notices and complaints submitted through the Internal

Complaint-Handling System by the Passengers, Transportation Service Providers and by Authorized persons acting on behalf of the Transportation Service Providers, that frequently submit notices or complaints which are manifestly unfounded. While assessing the circumstances for the suspension, Bolt considers the following:

13.9.1. the absolute numbers of items of manifestly illegal content or manifestly unfounded notices or complaints, submitted within a month; and

13.9.2. the relative proportion of notices and complaints in relation to the total number of items of information provided or notices submitted within a month; and

13.9.3. the gravity of the misuse of the notice action mechanisms; and

13.9.4. (if applicable) the intention of the complainant for submitting manifestly unfounded complaints.

13.10. In the interest of maintaining a consistent and secure user experience on the Bolt Platform, if the Transportation Service Provider or any person authorised to act on its behalf is suspended or terminated from the Bolt App for Transportation Services, Bolt reserves the right to suspend or terminate the Transportation Service Provider or any Authorised person to act on its behalf also from the Bolt App for delivery services.

14. AMENDMENTS

14.1. Bolt reserves the right to amend these General Terms anytime by uploading the revised version on its website (<https://bolt.eu/legal/>) and notifying you (e.g. via e-mail, Bolt App or Bolt Driver Account) whenever, in the reasonable opinion of Bolt, such amendments are material.

14.2. Bolt shall provide at least 15 days advance notice (e.g. via e-mail, Bolt App or Bolt Driver Account) about the amendments that affect the rights of Business Users Operating in the Member State, unless:

14.2.1. Bolt is subject to a legal or regulatory obligation which requires it to amend the General Terms in a manner which does not allow it to respect the advance notice period;

14.2.2. an immediate amendment is required to address an unforeseen and imminent danger related to health, safety or cybersecurity risks, or defending the Bolt Services, Passengers or Drivers from fraud, malware, spam or data breaches;

14.2.3. you have elected to waive the advance notice period (e.g. you continue to use Bolt Services after receipt of the notice of amendment); or

14.2.4. in the reasonable opinion of Bolt, amendments are beneficial for the Drivers and do not require technical adjustments from them.

14.3. If you do not agree to the amendments of the General Terms or other conditions of the Agreement, you have the right to terminate the Agreement by discontinuing the use of the Bolt Services and providing termination notice to Bolt. The termination of the Agreement takes effect on the effective date of the proposed amendment, unless otherwise provided in your termination notice. Your use of the Bolt Services on or after the effective date of the amendment constitutes your consent to be bound by the General Terms or Agreement, as amended.

15. APPLICABLE LAW AND COURT JURISDICTION

15.1. The General Terms and Agreement shall be governed by and construed and enforced in accordance with the laws of Republic of Estonia. If the respective dispute resulting from General Terms or Agreement could not be settled by negotiations, then the dispute shall be solved in Harju County Court.

16. NOTICES

16.1. You are obliged to immediately notify us of any changes to your contact information.

16.2. Any notice required to be given under the General Terms and Agreement shall be sufficiently given if:

16.2.1. delivered personally,

16.2.2. sent by courier with proof of delivery,

16.2.3. sent by registered mail,

16.2.4. sent by e-mail or

16.2.5. made available via the Bolt App or Bolt Driver Account.

16.3 Any notice which is sent or dispatched in accordance with the previous clause shall be deemed to have been received:

16.3.1. if delivered personally, at the time of delivery to the party;

16.3.2. if delivered by courier, on the date stated by the courier as being the date on which the envelope containing the notice was delivered to the party;

16.3.3. if sent by registered mail, on the 10th day after handing the document over to the post office for delivery to the party;

16.3.4. if made available via the Bolt App or Bolt Driver Account, or

16.3.5. if sent by email, on the day the party receiving the email confirms receiving the respective e-mail or on the 2nd day following the dispatch of the email provided that the sender has not received an error notice (notifying that the email was not delivered to the party) and has sent the email again on the next calendar day and has not received a similar error notice.

17. FINAL PROVISIONS

If any provision of the General Terms is held to be unenforceable, the parties shall substitute for the affected provision an enforceable provision that approximates the intent and economic effect of the affected provision.

Date of entry into force of the General Terms: 15.08.2025.