

General Terms and Conditions for Bolt Business account

This document sets forth the terms and conditions under which a customer may use a Bolt Business account along with one or several related Bolt Business products.

Effective from 27.10.2025

1. Definitions

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1. **Agreement** – this agreement between Company and Bolt which consists of these General Terms and Conditions along with any product addendums, special terms or annexes if agreed upon
2. **Bolt** - Bolt Operations OÜ, registered in the Estonian commercial register with the registration code 14532901, registered office at Vana-Lõuna tn 15, Tallinn 10134, Estonia
3. **Business account** – an account for a Company for administration of and payment for the use of Services by Users, and for making available other Bolt Business products (e.g. Ride Booker, Business Card, APIs) as enabled by Bolt and opted for by the Company
4. **Bolt Platform** - the entirety of the technology platform made available by Bolt to facilitate online intermediation of Provider Services
5. **Bolt Services** - online intermediation services which are provided by Bolt, or its affiliates or partners, through Bolt Platform in accordance with the terms of service applicable to the use of the relevant Bolt Services (**Terms of Service**). All Terms of Service are available at bolt.eu/en/legal/ or food.bolt.eu/legal as applicable in the relevant territory, and as may be amended from time to time.
6. **Company Dashboard** – gateway to use the Business account
7. **Company** - a company or other person in whose name the Business account is maintained for acting in its commercial and/or professional capacity only
8. **Coupon** - a code or a group of codes generated by the Company each of which allows its User to benefit from a partial or full payment by the Company for any fees due for Services as available in the relevant territory, and as may be adjusted from time to time. A Company can generate Coupons in the limits set on the Company Dashboard or by Coupons API, e.g. country of validity, the number and value of the codes it includes, and validity term.
9. **Provider** - independent service provider that offers its goods or services on Bolt Platform
10. **Provider Services** - goods and/or services offered by Providers on Bolt Platform
11. **Services** - Bolt Services and Provider Services
12. **Business Service Fee** - the fee for Company's use of Business account amounting to 10% of the fee chargeable for the Services and Coupons used unless stated otherwise on the Company Dashboard and/or in the special terms
13. **User** – a person who uses Services under the Terms of Service (e.g. a passenger) and can benefit from Business account in the limits set by the Company

3. Rules of use of Business account

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1. The Company is responsible for providing only accurate and complete information, and for keeping such information updated at all times.
2. Company shall inform Bolt immediately of any changes relating to Company's elected payment method that may impair the ability to charge Company pursuant to

this Agreement.

3. Company shall limit access to the Business account only to authorised representatives. Company shall ensure that such authorised representatives do not share or transfer their access privileges to any third person. Company shall be responsible for all activity that occurs under its credentials, and acknowledges that:
4.
 1. if a User changes the phone number in his/her Bolt application then the phone number is automatically changed for this User also in the Business account;
 2. Company shall communicate the applicable limitations and details of a Coupon to a User to whom the Coupon is distributed to.
5. Company is granted the right to use Business account in accordance with and throughout the term of this Agreement. Bolt, its affiliates and licensors own all right, title and interest, including intellectual property rights in and to the Business account, the related Bolt Business products, Bolt Services, and any modifications to or derivative works of any of the foregoing. The Company does not acquire any rights, including rights of ownership to any intellectual property, other than rights expressly granted by Bolt in writing.
6. Company shall use Business account related Bolt Business products solely for legitimate business purposes in accordance with this Agreement and shall not use Business account for unauthorised or unlawful purposes nor impair the proper operation of Business account, e.g Company shall not itself, and shall not authorise third persons to:
7.
 1. decompile, disassemble, reverse engineer or otherwise attempt to derive the source code or underlying technology, methodologies or algorithms related to Business account;
 2. misuse Business account by knowingly introducing viruses, Trojans, worms, logic bombs or other material which would harm the use of Business account in any way;
 3. circumvent, disable or otherwise interfere with any security related features of Business account;
 4. advocate, promote or engage in any illegal or unlawful conduct or conduct that causes damage or injury to any person or property;
 5. collect any data from the Business account other than in accordance with the Agreement including but not limited to prohibition of data scraping;
 6. impose any additional fees or charges on a User.
8. In the event that a User's personal account is suspended or terminated, such User's access to Business account can also be suspended or terminated.

5. **Payments and refunds**

6.
 1. The Company's credit or debit card — or another payment method supported by the Business account — will be charged the following amounts, unless otherwise specified on the Company Dashboard or in the Agreement:
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 1. the fee for the use of the Services;
 2. the fee for any Coupons used in connection with the Services;
 3. the applicable Service Fee; and

4. other fees agreed upon under the Agreement.
3. All payments, including but not limited to payment for the Coupons and the Service Fee, shall be processed in the local currency applicable in the country where the respective Services or other services under the Agreement were used.
4. All payments are non-refundable except as may be expressly provided otherwise herein. Any refund shall be made as credit which can be used for payment for Services used in future.
5. An account statement along with any invoice for the use of Business account and for Services shall be made available to the Company by Bolt, its affiliate or partner, or by the Provider with respect to its Provider Services (transportation, sales, delivery or rental services) made available via Bolt Platform, as provided under the Terms of Service and/or in the Agreement.
6. The account statement shall be provided in the currency applicable to the Company's location declared at the time of the Agreement conclusion. Bolt shall determine the applicable exchange rate for converting fees for services used in geographies with other currencies at its reasonable discretion.
7. Company acknowledges that every Provider offering its Provider Services via the Bolt Platform has authorised Bolt to act as its commercial agent in relation to the respective transportation, sales, delivery or rental services agreement. Bolt has a right to collect on behalf of the Provider the service fee or other fees under the services agreement payable by the User and/or by the Company in line with this Agreement. In this case, the respective payment obligation is deemed to be fulfilled when the payment is credited to the payment account of Bolt indicated on the Company Dashboard. This clause is not applicable if according to the Terms of Service Bolt is the provider of the services made available on the Bolt Platform.

7. **Personal data processing**

8.
 1. Bolt and Company remain separate data controllers regarding any personal data processed under this Agreement. Bolt and Company shall thereby:
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 1. adhere to all the applicable data protection laws, e.g the General Data Protection Regulation 2016/679 (GDPR), including but not limited to application of proper technical and organizational data protection measures. Bolt processes personal data as described in Bolt's Privacy Policies. All available at <https://bolt.eu/en/privacy/> as applicable in the relevant territory, and as may be amended from time to time;
 2. inform each other immediately about any data processing incidents or breaches related to performing this Agreement;
 3. reasonably assist each other in responding to the requests of data subjects and authorized public authorities.

9. **Confidentiality**

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 1. Parties shall keep confidential any business, technical or financial information, including but not limited to any special terms which form an integral part of the Agreement, received from the other party in connection with this Agreement (**Confidential Information**), unless:
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 1. the disclosing party permits in writing the requested disclosure of particular

Confidential Information;

2. such Confidential Information is already public or becomes publicly available without the breach of this clause 5;
 3. the receiving party uses Confidential Information solely for the purposes permitted under the Agreement;
 4. the receiving party discloses Confidential Information within its corporate group on a need to know basis provided that the receiving party ensures the awareness of and compliance with these confidentiality obligations;
 5. disclosure of Confidential Information is required by applicable mandatory law; or
 6. the receiving party receives an administrative or judicial order, or any other similar request for disclosure of any Confidential Information, if the receiving party provided the disclosing party written notice of such request allowing the disclosing party to assert any available defences to disclosure (unless prohibited by a lawful request from the competent authority).
3. The receiving party shall protect the disclosing party's Confidential Information in the same manner as it protects the confidentiality of its own proprietary and confidential information, but in no event using less than a reasonable standard of care.

11. Liability

12.

1. The Business account, the related Bolt Business products and Bolt Services are provided on an "as is" and "as available" basis. Bolt does not guarantee that access shall be uninterrupted or error free. In case of any faults in the software, Bolt shall use its reasonable endeavours to correct them as soon as possible. To the maximum extent permitted by applicable law, and except as expressly set out in this Agreement, Bolt disclaims all representations, warranties and conditions, express or implied, including all warranties of merchantable quality and fitness for a particular purpose.
2. The total aggregate liability of Bolt for all the claims arising under or in connection with the Agreement during the period of one calendar year, whether in contract, tort, or otherwise shall be limited to the amounts paid from Company to Bolt under the Agreement in the 3 month period prior to the date the first claim arose.
3. Bolt shall not be liable whether in tort, contract, or otherwise for:
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 1. any failure of its systems that results in the failure or inability to provide Services or Bolt Business account or any of the Bolt Business products;
 2. loss of business or profits;
 3. any pure economic, special, indirect, or consequential loss, costs, damages, charges or expenses;
 4. any costs, losses or damages caused due to inaccurate or incomplete data provided by Company; nor for
 5. the actions, errors or omissions of any Provider or other third party providing its services via Bolt platform (e.g. driver, courier) other than a Bolt affiliate.
5. Company is liable for all the activities of its representatives and Users including but not limited to any breach of Terms of Service by a User, and fees incurred in the course of unauthorised, fraudulent or other unlawful activity connected to the User's use of Services or any Bolt Business products.

6. Bolt may use or reference the other party's name, logo, trademarks or service marks in a press release or otherwise without the prior consent of such other party in each instance. The Company may do the same having acquired prior consent from Bolt.
7. Force majeure. Non-performance of either party under the Agreement shall be excused to the extent and during the period that performance is rendered impossible by strike, fire, flood, earthquakes, governmental acts or orders or restrictions, failure of suppliers, or contractors, or any other reason where failure to perform is beyond the reasonable control and not caused by the negligence or wilful misconduct of the non-performing party.
8. The Company shall indemnify Bolt, Provider, or any other person against all claims, damages, losses, costs and expenses (including reasonable legal fees) arising from the Company's or any User's breach of this Agreement, unlawful conduct, or use of the Services. Bolt may charge such a cost using the Company's elected payment method.
9. No provision in the Agreement shall limit or exclude either party's liability in relation to death or personal injury arising as a result of such party's negligence; nor any other liability that cannot be excluded or limited by applicable law.

13. Term and termination

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1. The Agreement becomes effective upon successful processing of Company's signup application to the Business account, and remains in effect until terminated in accordance with the provisions of the Agreement.
2. Either party may terminate the Agreement at any time and for any reason by notifying the other party at least 7 days in advance.
3. Either party is entitled to terminate the Agreement without prior notice but by providing relevant reasoning in cases where the other party materially breaches the Agreement, any applicable laws or regulations, or harms the other party's brand, reputation or business.
4. All outstanding payment obligations, as well as obligations arising out of liability, confidentiality, dispute resolution, governing law, and any other provisions of this Agreement which by their nature are intended to survive, shall remain in effect following termination of this Agreement. Confidentiality provisions shall terminate 5 years after the end of the Agreement.
5. Company's access to the Business account or to any of the products it enables may be suspended for a period of investigation if a material infringement of the Agreement or fraudulent activity associated with Company's use of Business account is suspected.
6. The termination and suspension rights set out in this Section 7 may also be exercised in relation to a product-specific addendum independently, unless specified otherwise in the applicable addendum.

15. Final provisions

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1. Any notice or document under the Agreement shall be sufficiently given:
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 1. if delivered personally, at the time of delivery to the party;
 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;

3. if sent by registered mail, on the 10th day after handing the document over to the post office for delivery to the party;
 4. if provided on the Company Dashboard, or if sent by email, on the 2nd day following the dispatch of the message.
3. Bolt reserves the right to make changes to these General Terms and Conditions and any product addendum at any time. Such changes shall take effect after they have been made available to the Company via the Company Dashboard or notified to Company's contact details recorded on the Company Dashboard within a reasonable period of time prior to the changes taking effect. Continued use of Business account after changes have taken effect shall constitute Company's consent to such changes.
4. Bolt reserves the right to add, remove and update features and functionality of Business account, Bolt Business products, Bolt Services, Bolt application, any Bolt dashboard or API; or other Bolt platform or service offering at any time including but not limited to pricing, payment methods, dashboard configurations and requirements for the use of Bolt Services.
5. Bolt reserves the right to offer promotional initiatives to Users for the benefit of Users at any time.
6. The Company may not assign or transfer this Agreement, in whole or in part, without Bolt's prior written consent. Bolt may assign or transfer this Agreement, in whole or in part, without the Company's consent, provided that the assignee is not a direct competitor of the Company and assumes the obligations under the Agreement
7. The Agreement constitutes the entire agreement between the parties relating to its subject matter and supersedes all prior communications, drafts, agreements, representations, warranties, stipulations and undertakings of whatsoever nature, whether oral or written between the parties.
8. Any right or obligation of either party under the mandatory applicable law shall overrule any conflicting term under the Agreement to the minimal extent required.
9. Governing law and jurisdiction. The Agreement shall be governed by, and construed and enforced in accordance with the laws of Finland. If a dispute arising out of or relating to the Agreement including but not limited to non-contractual claims can not be settled by negotiations within 30 days, then it shall be finally and exclusively settled in the courts of Finland.