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You may download an offline version of these terms for your records and future reference here.

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

How does Bolt Plus work?

Bolt Plus is a monthly or yearly subscription service.

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

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

Bolt Plus Benefits as well as other terms and relevant details, such as conditions on where and when Benefits can be used, subscription fee, term and 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 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 available at: https://assets.cms.bolt.eu/bolt_plus_inline_attachment_1_en_ee_4be14bf315.pdf may apply to your Bolt Plus subscription. Bolt is not responsible for any card charges or for any overdraft fees you may incur. In addition, you authorise Bolt to charge any payment method associated with your Bolt account in case your primary payment method is declined or no longer available to Bolt for payment of your Subscription Fee. 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 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 canceled 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.
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. Canceling 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 cancellations during the initial Right of Withdrawal Period. Should you be entitled to a refund, Bolt will make the refund to your Bolt Balance account. In order to request a refund, please contact our customer support (via the Support section of your Bolt App).

3.2. Right of Withdrawal Period

You will be able to cancel your Bolt Plus subscription without giving any reason within the initial 14-day period starting at the moment of your Bolt Plus subscription ("**Right of Withdrawal Period**"). In this case, Bolt will refund you the Bolt Plus subscription previously charged equivalent to the proportion of the remaining subscription period as of the date you informed Bolt of the exercise of the right of withdrawal or, depending on the Benefit, equivalent to the proportion of the remaining subscription Benefits as of the date you informed Bolt of the exercise of the right of withdrawal. The Right of Withdrawal Period will expire after 14 days from the start of a new Bolt Plus subscription (renewals excluded).
In order to cancel your Bolt Plus subscription during the Right of Withdrawal Period, please follow the rules on cancellation outlined in Section 3.1 above. When exercising your statutory right of withdrawal, you may also use the standard form found under Section 8 and send it to Bolt within the Right of Withdrawal Period.
To exercise the right of withdrawal outside the Bolt App, you must inform us, Bolt Operations OÜ, Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia, by email to: notices@bolt.eu, of your decision to withdraw from this contract. You may use the attached model withdrawal form referred to in Section 8 of these Terms, but it is not obligatory.
After the Right of Withdrawal Period you will only be able to cancel your Bolt Plus subscription in accordance with Section 3.1, and without any refund. Therefore, canceling 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 canceled 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.

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. Bolt will always notify you about any significant changes to the Bolt Plus Benefits, other conditions and/or these Terms via email in advance of the next billing cycle and auto-renewal. In case of an increase in the Bolt Plus Subscription Fee, Bolt will give you a 45 calendar-day advance notice via email. 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 45 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/legal and food.bolt.eu/legal). 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 contract details

If you are a resident of the EU, you enjoy the protection afforded to you by mandatory provisions of the law of your country of residence. 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 contact details above or using the Support function in your Bolt app.

If a dispute cannot be solved in agreement between you and Bolt, you may complain using the EU's online platform for dispute resolution which you can find here: www.ec.europa.eu/odr.

8. Model Withdrawal Form

Model withdrawal form

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

To Bolt Operations OÜ
Vana-Lõuna tn 15
Tallinn 10134
Republic of Estonia
Email: notices@bolt.eu

I/we (*) *hereby give notice that I/We (*) withdraw from my/our (*) *contract for the provision of the following service (*),

Ordered on (*)*/received on (*)*

Name of the consumer(s)

Address of the consumer(s)

Signature of the consumer(s) (only in case of notification on paper)

Date