

HOPP PLUS Subscription Terms

Last updated: **3 February 2026**

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 Hopp Plus benefits offered by Bolt Services CA Inc. , a Canada registered company. (hereinafter "**Hopp**"). The purchase and use of Hopp Plus benefits is subject to these terms ("**Terms**") as well as the applicable Terms and Conditions for Passengers available at <https://gethopp.com/en-ca/legal/> which are incorporated by reference into these Terms. In the event of any conflict or inconsistency between these Terms and the applicable Terms and Conditions for Passengers, these Terms will take precedence.*

1. How does Hopp Plus work?

Hopp Plus is a monthly or yearly subscription service.

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

smartphone application for requesting and receiving services through the Hopp Platform.

You can use Hopp Plus benefits only in the country where you have purchased a subscription.

Hopp Plus is an automatically renewing service charged monthly or yearly depending on your subscription model, which you can choose when subscribing to Hopp Plus through the Hopp Platform. You can cancel your Hopp Plus benefits following the instructions in Section 3 below.

Hopp Plus is a paid subscription service provided by Hopp to its users ("**Hopp Plus subscription**"). It allows users to benefit from discounted mobility and/or delivery services, discounted goods as well as other ancillary benefits, all as set out in the *Subscriptions* section of the Hopp App (collectively called "**Benefits**"). Benefits may be related to services provided by Hopp 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 Hopp 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 Hopp Platform.

Hopp 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 Hopp App. Please always review Benefits and any further conditions on your Hopp App before subscribing. Also, please note that Benefits are subject to change in accordance with Section 5 of these Terms so please regularly check current details in the Hopp App for any changes that we are not required to notify you about separately. You can do

that by going to the *Manage Hopp Plus* section in the Hopp App to find all the details as well as to manage your ongoing Hopp Plus subscription.

2. Duration and Charges

You may purchase either a monthly or yearly Hopp Plus subscription, which will commence on the date you purchase a subscription and (unless terminated earlier in accordance with these Terms) end on the date that falls one month (for monthly subscriptions) or one year (for yearly subscriptions) after that commencement date (the “**Subscription Term**”). For both monthly and year subscriptions, your Subscription Term will automatically renew indefinitely for further monthly or yearly (as applicable based on the original Subscription Term) terms, unless you cancel your subscription before the end of the then-current Subscription Term, in accordance with the cancellation terms set out in Section 3.

You must pay the applicable Hopp Plus subscription fee (as set out in the *Subscriptions* section of the Hopp App) (hereinafter “**Subscription Fee**”) for your Hopp Plus subscription, which will be payable monthly (for monthly subscriptions) or yearly (for yearly subscriptions) in advance. You will be charged the Hopp Plus Subscription Fee when you purchase a subscription on the Hopp App, 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 unless you exercise your cancellation rights under section 3. The date on which your Hopp 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.

If you have been offered a right to use Hopp Plus on a free trial basis (“**Free Trial**”), that Free Trial will continue in effect for the free trial period offered to you in the Hopp App (“**Free Trial Period**”). Your use of Hopp Plus during the Free Trial Period will be subject to these Terms, excluding any terms that relate to payment of the Subscription Fee. However, if you do not cancel your Free Trial during the Free Trial Period in accordance with section 3.1, your Free Trial will automatically roll over either to a monthly or a yearly Hopp Plus

subscription, as selected, upon expiry of the Free Trial Period and you will be charged the Subscription Fee in accordance with these Terms.

When purchasing a Hopp Plus subscription you authorise Hopp and/or its affiliates to charge the 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 Hopp Plus subscription (see Section 3 for details). Affiliates within the meaning of these Terms are companies in which a majority ownership interest is held by Hopp and companies which hold a majority of the ownership interest of Hopp, companies controlled by Hopp and companies controlling Hopp, companies of Hopp's group, Hopp's cross-shareholding companies, or parties to an inter-company agreement with Hopp.

Recurring payments will be charged to the same payment method you have selected when subscribing for the Hopp Plus subscription for the first time, unless you have changed the payment method for your Hopp Plus subscription. Hopp Balance Terms and Conditions may apply to your Hopp Plus subscription. Hopp is not responsible for any card charges or for any overdraft fees you may incur. In addition, you authorise Hopp to charge any payment method associated with your Hopp account in case your primary payment method is declined or no longer available to Hopp for payment of your Subscription Fee. Hopp may make several attempts to charge a Subscription Fee on your payment method. Please note that in case your payment methods available in the Hopp App are declined or payments fail in any other way, Hopp is authorised to cancel your Hopp Plus subscription and such cancellation will take effect, and your Benefits will expire, at the end of the current billing cycle.

If you have chosen a monthly subscription, we will notify you about your upcoming auto-renewal at least 7 days in advance.

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 Hopp Plus subscription details including information about auto-renewal and next billing cycle in your Hopp App by going to the *Subscriptions* section in the Hopp App.

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, provided that any changes will only take effect in accordance with section 5 below.

The Hopp Plus Subscription Fee is exclusive of applicable sales taxes, which may include federal, provincial, or territorial sales taxes, and will be added where required by law. The applicable taxes and total amount charged will be shown in the relevant payment receipt. A receipt will be sent to you each time your Hopp Plus subscription renews.

Hopp may offer some users promotions to the Hopp Plus subscription, including discounts on your Subscription Fee for a limited time. The promotions may be limited in Hopp's sole discretion, including based on eligibility or duration of a promotion, and will be subject to any terms and conditions that are stated to apply to those promotions.

3. Cancelling Hopp Plus Subscription

3.1. Right of Cancellation

You may cancel your Hopp Plus subscription in your Hopp App (*Profile -> Subscriptions -> Manage Subscription -> Cancel Subscription*) up to 24 hours prior to the end of the Subscription Term and related billing cycle (which you can always see in your Hopp App) to make sure that your Hopp Plus subscription does not auto-renew. If you want to cancel your Hopp 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 Hopp App). In such a case, you do not have a right to end the contract, but Hopp will try to find an acceptable solution for you.

Please note that, when you cancel your ongoing Hopp 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 Right of Withdrawal Period, you will continue to have access to your Hopp Plus Benefits until the end of the current billing cycle and the auto-renewal will not occur, provided that if you re-subscribe again then your Hopp Plus subscription will be reactivated and will auto-renew in accordance with these Terms. If you are offered a Free Trial or if the Right of Withdrawal Period applies, your Hopp Plus Benefits will expire immediately after your Hopp Plus subscription.

Your Hopp Plus Membership starts with a 30-day free trial period as shown in the App. No Subscription Fee is charged during this trial. You can cancel at any time before the trial ends to avoid being charged. When the trial ends, your paid subscription will begin automatically unless you cancel before that date.

Once your paid subscription starts, the Subscription Fee is non-refundable, except where a refund is required under applicable Canadian consumer protection laws or expressly provided for in these Terms. This means that if you cancel part-way through a paid subscription period, you will not receive a refund unless required by law.

If a refund is approved, Hopp will credit the amount to your Hopp Balance. To request a refund, please contact our Support team through the in-app Help Centre.

References to “cancellations” in these Terms, in relation to your Hopp Plus subscription (and any associated contract) should be construed as references to termination and not to “cancellation” as that term is used in the Contract and Commercial Law Act 2017.

3.2. Right of Withdrawal Period

If you are subscribing to Hopp Plus for the first time, you will receive a 30-day free trial, during which you can cancel at any time before the trial ends to avoid being charged.

If you are a returning subscriber (i.e., you have previously held and cancelled a Hopp Plus subscription and are now subscribing again), you will be entitled to a 14-day "Right of Withdrawal Period", starting from the date of your new purchase of the Hopp Plus subscription. During this period, you may cancel your subscription without giving any reason.

If you cancel within the Right of Withdrawal Period, Hopp will either refund you the subscription fee equivalent to the proportion of the remaining subscription period (or, depending on the Benefit, the proportion of the unused Benefits) as of the date you informed Hopp of your decision to withdraw.

The Right of Withdrawal Period will expire 14 days from the start of your new Hopp Plus subscription (renewals excluded).

In order to cancel your Hopp Plus subscription during the Right of Withdrawal Period, please follow the rules on cancellation outlined in Section 3.1 above.

After the Right of Withdrawal Period you will only be able to cancel your Hopp Plus subscription in accordance with Section 3.1, and without any refund (unless these Terms expressly state that you are entitled to a refund). Therefore, cancellation after the Right of Withdrawal Period will only come into effect at the end of the applicable Subscription Term/billing cycle, which will prevent any auto-renewal. The Right of Withdrawal Period does not apply to any auto-renewals.

4. Hopp Plus Subscription Limitations

Hopp Plus subscription Benefits are personal to you and applicable only to your Hopp account.

In case of spotted usage irregularities (such as suspected abuse of Benefits, suspected transfer of Benefits to other persons), breach of these Terms (including the applicable Terms and Conditions for Passengers), actual or suspected failure to comply with applicable laws, any other harm or detriment towards Hopp and/or third party service providers on the Hopp App, Hopp

may suspend availability of your Hopp Plus Benefits without prior notice. In the event of a suspension, 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 Hopp shall make every effort to clarify the matter as quickly as possible in order to keep the suspension as short as possible. Hopp may also cancel your Hopp Plus subscription, and/or may limit your future access to a Hopp Plus subscription or any other similar service, in any of the circumstances listed above, or if your right to use the Hopp App is cancelled by Hopp under the applicable terms of use, on the grounds of your breach of the applicable terms of use, actual or suspected failure to comply with applicable laws, any other harm or detriment towards Hopp and/or third party service providers on the Hopp App, or any other circumstances where you are 'at fault'. No refund of your Subscription Fee will be provided in such cases.

To use the Hopp Plus subscription you must have Internet access and a Hopp account, provide us with one or more valid payment methods, and comply with any other conditions that apply to your use of the Hopp App under the applicable Terms and Conditions for Passengers.

Hopp Plus subscription Benefits are only applicable in the country where you have originally purchased the Hopp Plus subscription. Benefits may vary by city and may include, but are not limited to: cashback benefits, free ride cancellations, and priority pickups. In order to use the Hopp Plus subscription in multiple countries, please subscribe to Hopp Plus in each country where you want the Hopp Plus subscription to apply. In this case, you will be recurrently charged for several Hopp Plus subscriptions in accordance with the rules set out in Section 2 of these Terms.

Hopp reserves the right to withdraw the Hopp Plus subscription service in one or several markets (cities or countries) at its own discretion at any time. Once Hopp withdraws the Hopp Plus subscription from a particular market, your Hopp Plus subscription is automatically cancelled and you will no longer be able to benefit from the Benefits of your Hopp Plus subscription. We will inform you of the withdrawal from the market at least 30 days in advance and let you use your Hopp Plus subscription until the end of the billing cycle. Should Hopp for some reason be unable to provide the Hopp Plus

subscription until the end of the billing cycle, Hopp will issue you a refund for the remainder of the billing cycle.

5. Changes to Hopp Plus and these Terms

Hopp reserves the right to change Hopp Plus Benefits, Subscription Fee and other applicable conditions or any of these Terms at its sole discretion.

If we reasonably consider that a change to these Terms or any Hopp Plus Benefits will not have an adverse impact on your rights under these Terms or any Benefits you are entitled to receive (for example, minor changes to these Terms, or the addition of Benefits), and will not impose any additional burden or obligations on you, we may update these Terms or the relevant Benefits by publishing an updated version of these Terms to the Hopp App and updating any other written materials that set out the Benefits you are entitled to. The relevant change will take effect on the date of publication of the updated Terms and/or materials, unless we state that it will take effect at a later date. You are responsible for checking these Terms from time to time to understand the terms that apply to your use of Hopp Plus, and your continued use of Hopp Plus will constitute acceptance of any changes we make pursuant to this section.

All other changes to these Terms and your Benefits, including significant changes to the Hopp Plus subscription Benefits and/or Hopp Plus Subscription Fee increases will only apply from the next billing cycle after auto-renewal.

Hopp will always notify you about any changes of the nature described in the paragraph above via email in advance of the next billing cycle and auto-renewal. In case of an increase in the Hopp Plus Subscription Fee, Hopp will give you no less than a 45 calendar-day advance notice (prior to the date on which such change is to take effect) via email. If you do not wish to accept changes in Benefits and/or price change, you must cancel your Hopp Plus subscription as per Section 3 above to ensure that it does not auto-renew. If you do not do so, you will be deemed to accept the relevant changes.

Notwithstanding the 'deemed acceptance' referred to above, Hopp reserves the right to terminate your subscription in the event that you do not cancel your subscription, but you also purport to refuse to agree to the relevant changes to these Terms. Otherwise all changes will come into effect automatically starting on the next Subscription Term/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 Hopp always in accordance with our Privacy Notice(s) (available at <https://gethopp.com/en-ca/privacy/>). Your usage of the Hopp Plus subscription will not typically result in collection of additional personal data on top of the data collected in connection with your use of the Hopp App generally, except where you would like to use Hopp Plus Benefits offered on your birthday, in which case your birth date is required, or if we need to collect other personal data in order to provide the Hopp Plus service to you.

7. Complaints and contact details

If you have an issue with Hopp Plus, please notify us within a reasonable timeframe via the Support function in your Hopp App. We'll work with you to resolve it as quickly as we can.

These Terms are governed by the laws of Canada and, where applicable, the laws of the province or territory in which you reside. If a dispute arising out of or in connection with these Terms cannot be resolved by negotiation, you may bring a claim before the courts of competent jurisdiction in Canada, or before any applicable provincial tribunal or small claims court, as permitted by law.

Nothing in these Terms is intended to exclude, restrict, or modify any rights or remedies you may have under applicable consumer protection laws in your province or territory of residence that cannot be excluded by law. To the

extent permitted by applicable law, where you acquire the services for business purposes, certain consumer protection laws may not apply.