

List of Penalties and Additional Fees

We're working hard to provide available, affordable and awesome rides for You – please treat Bolt Drive vehicles like your own: drive responsibly, keep them tidy!

Please follow Bolt Drive terms and conditions available [here](#). Violation of Bolt Drive terms and conditions, any disrespectful, dangerous or harmful activity with Bolt's Motor Vehicle will result in the driver's responsibility to cover the damages caused. Penalties and additional fees apply in case of violation of Bolt Drive terms and conditions.

If you're treating Bolt's Motor Vehicles as your own – you can make sure that none of these apply to you, please follow Bolt Drive terms and conditions, drive responsibly, respect your and other people's safety on the road.

	Violation	Penalties and additional fees	Explanation
1	Using Bolt Drive service under the influence of alcohol, drugs, or any psychotropic substances.	2000 Eur + Account is blocked	It is illegal to drive under the influence of alcohol, drugs, or any psychotropic substances and Bolt has a zero-tolerance policy for this behaviour. We take such cases seriously. In addition to the fine, we will cooperate with the Police when required.
2	Aggressive or erratic driving, disobeying speed limits and traffic laws. Illegal racing or drifting, any other use of the vehicle not for regular commute or transportation.	250 Eur + Account is blocked	Bolt promotes road safety and polite behaviour on the road; any other behaviour is not acceptable. Please drive responsibly, respect your safety and the safety of others. We will inform the Police if we are notified about any dangerous driving or violations of the Traffic Act occurring in our vehicles.
3	Lost, damaged or broken Motor Vehicle key.	349 Eur	The cost of making a new set of keys for the vehicle.
4	Motor Vehicle key not returned after finishing the ride.	1,00 Eur/min (60.00 Eur per h), limited to 199 EUR for 24h	If the Motor Vehicle key is missing, the next user cannot use the Motor Vehicle. If you finish the ride, please return the Motor Vehicle keys to the designated spot. If you forget to do so, please contact our customer support for returning the keys. When we find the key missing, you have 30 minutes for returning the key, after that we will charge you a contractual penalty per minute.
5	Smoking or vaping inside a Bolt Drive Motor Vehicle.	69 Eur + Account is blocked	We charge this fee for a special interior chemical cleaning to remove the cigarette smell, and to compensate for the vehicle being unavailable whilst it is cleaned.
6	Leaving the vehicle interior dirty with food or liquids, any other trash, etc that exceeds the normal use of the Motor Vehicle.	69 Eur	We kindly ask you to take all your belongings, including any trash, before finishing the ride. If the Motor Vehicle is excessively dirty, we may charge a fee to have the vehicle cleaned.
7	Any damages caused to Motor Vehicle: damaged Motor Vehicle's interior / exterior or any Motor Vehicle's part (e.g., scratches, dents)	500 Eur	Repairing the vehicle may require special cleaning, buying original parts, and service costs.

			If you damage a vehicle in an accident or due to carelessness then your liability may be limited to 500 Eur, in accordance with the Bolt Drive Terms and Conditions
8	Enabling a third party to drive the motor vehicle	250 Eur + Account is blocked	<p>Only the registered user who has reserved and unlocked the Motor Vehicle has the right to use it.</p> <p>The user who has reserved and unlocked the Motor Vehicle is fully responsible for any damage, traffic accidents, parking fine, or any other traffic fines.</p> <p>If you reserve a Motor Vehicle and allow another person to drive, you will take full responsibility for any damages, accidents, or fines.</p>
9	Creating multiple Bolt accounts; or using false or illicit information, including using a third party's personal details, contact information or driving licence information to create a Bolt account	1000 Eur	<p>Using the Bolt Drive service fraudulently is illegal and may be criminal behaviour.</p> <p>If required, we shall share relevant information with the law enforcement agency, including any supporting evidence we have in our system.</p>
10	<p>Failing to inform Bolt about:</p> <ul style="list-style-type: none"> • Damages to the Motor Vehicle • Traffic accidents • Attempting to hide, or hiding damages following a traffic accident • Attempting to avoid the responsibility of a traffic accident or other damages 	300 Eur + Account is blocked	<p>If you got into a traffic accident or damaged the Motor Vehicle – please inform us.</p> <p>We will evaluate every case individually, and we do understand that all small scratches and dents are a part of doing business, but it's important to report any damages to us immediately.</p>
11	Finishing a ride outside of the Bolt Drive Operating Area.	99 Eur + 1,00 Eur/km to the closest Operating Area.	<p>You may only finish the ride within the Operating Area which is visible on the map in the Bolt app.</p> <p>It is only possible to finish a ride outside of the Operating Area with Bolt's prior consent. However, in such cases, additional fees will apply to cover the transportation and other costs involved with returning the vehicle to the nearest operating area.</p>
12	Traffic accident.	500 EUR	<p>If You caused a traffic accident due to accidental carelessness, then your liability may be limited to the amount in accordance with the Bolt Drive terms and conditions.</p> <p>If a traffic accident is caused by a third party and you are not at fault, you will not be held liable for causing damages to a Bolt vehicle.</p>
13	Attempting to steal, or stealing accessories from the vehicle, including items such as the Fuel Card, child seat, etc.	200 Eur	Stealing, and attempts to steal are illegal. We will report all such activity to the Police.
14	Attempt to steal fuel, or stealing fuel	200 Eur	Stealing, and attempts to steal are illegal. We will report all such activity to the Police.
15	Misuse of Fuel Card or Charging Card	200 Eur	Using the Fuel Card or Charging Card for other vehicles than Bolt's own Motor Vehicles and filling any other container with fuel is strictly prohibited.

			We will inform the Police.
16	Attempting to steal or stealing a Motor Vehicle or being in possession of a stolen Motor Vehicle belonging to Bolt.	1500 Eur	Stealing or attempting to steal a vehicle is illegal. We will inform the Police and provide supporting evidence.
17	Leaving the Motor Vehicle with an empty fuel tank.	29 Eur	We kindly ask to refuel the Motor Vehicle if the fuel drops below $\frac{1}{4}$ of the fuel tank at the nearest Circle K gas station. You do not need to pay for fuel with your own money, as all of our vehicles are equipped with Circle K fuel cards. If such offer is displayed on the selection screen in Bolt app, you receive a discount for the ride after you have refuelled the Motor Vehicle. The discount will not be applied if you top-up the fuel in a Motor Vehicle and you have not selected this offer prior to booking.