

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 + blocking the account	We have a zero tolerance for driving under influence of alcohol, drugs, or any psychotropic substances. It is forbidden. Please behave responsibly and hail Bolt ride hailing service in the case of drinking even a glass of wine, do not put yourself or anyone else life at risk.
2	Any aggressive, hooligan driving, disobeying speed limits and traffic rules. Illegal racing or drifting, any other use of the Motor Vehicle not for regular commute or transportation.	250 Eur + blocking the account	Bolt is promoting road safety and polite behavior on the road; any other behavior is not acceptable. Please drive responsibly, respect your safety and the safety of others. We do also inform the police about dangerous or suspicious driving and traffic violations.
3	Lost, damaged or broken Motor Vehicle's key.	199 Eur	The costs of making a new set of Motor Vehicle's keys.
4	Smoking or vaping inside of the Motor Vehicle.	69 Eur + blocking the account	Removing the cigarette smell requires making the Motor Vehicle unavailable for other users, also requires performing a special Motor Vehicle interior chemical cleaning.
5	Leaving the Motor Vehicle interior dirty with food or liquids, any other trash, etc. No influence of regular Motor Vehicle use.	69 Eur	We kindly ask you to take all your belongings, including any trash, with yourself before finishing the ride. It would be unpleasant to find a trashed Motor Vehicle for you, the same for other community members. If this behaviour continues we also block access to Bolt Drive for unlimited time.
6	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 Motor Vehicle might require repair works, cleaning, buying original parts etc. If You damage the Motor Vehicle by accidental carelessness, then your liability may be limited to the amount of 500 Eur in accordance with Bolt Drive terms and conditions.
7	Enabling a third party to drive the Motor Vehicle.	250 Eur + blocking the account	Only the registered user who has reserved and unlocked the Motor Vehicle has the right to use it, if you give the Motor Vehicle to a third party to

			drive, you take full responsibility for that in case of any damage, car accident, parking fine or any other traffic fine, as in the system we see that it is you who was driving.
8	Creating several Bolt's Account, using fake, false, illicit information, including using third party's personal details, contact information or driver license information, to create Bolt Account	1,000 Eur	Using Bolt Drive service fraudulently is illegal and may be criminal behaviour, if needed, we're forced to share this information with Police as well and provide any supporting evidence that we have on our system.
9	Not informing Bolt about damages, traffic accidents, trying to hide or hide damages of traffic accidents or avoid responsibility of a traffic accident/damages.	300 Eur + blocking the account	If you got into a traffic accident or damaged the car – please inform us. We try to evaluate every case individually and we do understand that all small scratches and dents are part of doing business, however it is important that we are informed.
10	Finishing the ride outside the Bolt operating area.	49 Eur + 0,15 Eur/km for towing the motor vehicle to the closest operating area.	You can finish the ride only within the Bolt operating area visible on the map in the Bolt app. With Bolt's prior consent it is possible to finish the ride outside the operating area, however in such cases additional fees apply to cover Motor Vehicle's transportation costs back to the operating area.
11	Traffic accident	500 Eur	If You caused a traffic accident due to accidental carelessness, then your liability may be limited to 500 EUR in accordance with Bolt Drive terms and conditions to the amount stipulated here. If a traffic accident is caused by a third party without your fault, then you are not held liable for causing damages to Bolt.
12	Attempt to steal or steal accessories from the Motor Vehicle, including fuel card, child seat, etc	200 Eur	Attempting to steal and stealing is illegal. We will inform the police.
13	Attempt to steal or steal fuel	200 Eur	Attempting to steal and stealing is illegal. We will inform the police.
14	Misuse of fuel card or charging card	200 Eur	Using fuel card/charging card for other vehicles than Bolt's Motor Vehicles or for filling of fuel to any other container is strictly prohibited. We will inform the police.
15	Attempt to steal or steal the Motor Vehicle, or keeping stolen Motor Vehicle in its possession	1500 Eur	Attempting to steal and stealing is illegal and criminal behaviour, we will inform the Police about it and provide supporting evidence.
16	Returning the Motor Vehicle with an empty fuel tank.	29 Eur	It's unpleasant for you to find the Motor Vehicle with an empty fuel tank, and the same for the others. We kindly ask you to refuel the Motor Vehicle at the nearest Circle K gas station if the fuel drops

		below $\frac{1}{4}$ of the fuel tank. You do not need to pay for refueling for yourself if you use our fuel card inside the motor vehicle. For refueling by using our fuel card if there is fuel less than $\frac{1}{4}$, you will receive a 2 Eur discount for the ride.
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