

## TERMS AND CONDITIONS OF BOLT BALANCE

These terms and conditions (the „**Terms**“) set out the terms and conditions governing the usage of Bolt Balance by the service user („**You**“ or „**Your**“). In addition to the Terms, You agree that when You use Bolt Balance, You will remain subject to other applicable terms and conditions set forth by Bolt for the governance and usage of the Bolt app.

The term „**us**“ or „**we**“ refers to Bolt Operations OÜ, a private limited company, founded in the Republic of Estonia (Company Registration Number 14532901), whose place of business is at Vana-Lõuna tn 15, Tallinn 10134, but also to Bolt group companies and partners (local subsidiaries, representatives, affiliates, agents etc). The list of Bolt group companies and partners is available at <https://bolt.eu/cities/>.

### 1. BOLT BALANCE

- 1.1. Bolt Balance is a Bolt in-app payment feature which can be used to pay across selected goods and/or services purchased through the Bolt app. Bolt reserves the right to add or remove goods and/or services that can be purchased with Bolt Balance at any time for any reason.
- 1.2. Bolt Balance enables You to prepay for certain goods and/or services by way of loading funds on Bolt Balance and using such funds at any later stage for the goods and/or services purchased through the Bolt app.
- 1.3. In order to use Bolt Balance, You will need to have active and valid Bolt user account and You will have to top-up Your Bolt Balance (i.e. add funds to Your Bolt Balance). After You have topped-up Your Bolt Balance, the respective prepaid funds You have with Bolt will show up to the balance in the Bolt app.

### 2. TOP-UP OF BOLT BALANCE

- 2.1. You can top-up Your Bolt Balance using in-app payment methods available in Your region (e.g. mobile wallet, credit/debit card, bank transfer).
- 2.2. Bolt will not accept cash payments for top-up of Bolt Balance, unless otherwise stipulated in any terms governing the usage of Bolt app.
- 2.3. On certain occasions Bolt itself can top-up Your Bolt Balance. Bolt is entitled to top-up Your Bolt Balance including, but not limited to, during campaigns held by Bolt or in order to make a refund.
- 2.4. Your Bolt Balance has a limit which cannot be exceeded at any given time (the „**Maximum Amount**“). You will be notified about Your Maximum Amount through the Bolt app.

### 3. AUTOMATIC TOP-UP

- 3.1. You are able to select the automatic top-up of Your Bolt Balance.
- 3.2. Automatic top-up of Your Bolt Balance can be carried out
  - (a) after certain periods of time; and/or
  - (b) after Your Bolt Balance falls below certain threshold.
- 3.3. In order to use automatic top-up, You are required to choose:
  - (a) the balance amount at and/or the time period after which You wish to automatically top-up Bolt Balance, and
  - (b) the amount You wish to top-up on Your Bolt Balance.
- 3.4. In any case automatic top-up cannot exceed the Maximum Amount as stipulated in 2.4 of the Terms. If the Maximum Amount is reached, automatic top-up is stopped automatically in the amount exceeding the Maximum Amount.
- 3.5. You may disable automatic top-up in the settings of Your Bolt user account at any time.

- 3.6. In case the payment method selected for automatic top-up is declined, for any reason whatsoever, including without limitation, expiry of Your card or lack of funds, the automatic top-up will not be added to Your Bolt Balance.

#### **4. USE OF BOLT BALANCE**

- 4.1. If You have amounts available on Your Bolt Balance, then any amounts owed by You in connection with goods and/or services purchased using the Bolt app, including relevant fees, penalties and other liabilities, will be debited from the amounts available on Your Bolt Balance before relevant amounts are debited from Your default payment method. Fees payable for goods and/or services purchased will not be debited from the amounts available on Your Bolt Balance in case You have selected cash as Your default payment method.
- 4.2. If the total amount payable for the goods and/or services You have purchased was not known at the time of making the purchase and the amounts available on Your Bolt Balance turn out to be insufficient to pay for the relevant goods and/or services and we are unable to debit relevant amounts using Your other payment methods, then You may incur debt and Your Bolt Balance may go negative.
- 4.3. In case Your Bolt Balance is negative, the negative amount will be, depending on which occurs first: (i) charged on top of Your next purchase; or (ii) settled when You top-up Your Bolt Balance.
- 4.4. You can only use the funds on Your Bolt Balance for paying for the goods and services available in the Bolt app and You will not be able to withdraw the funds on Your Bolt Balance.
- 4.5. You will not be able to transfer funds from Your Bolt Balance to Bolt Balance of any third party or to any external account held by You or any third party.
- 4.6. Your Bolt Balance is generally not refundable, returnable, or redeemable for cash, except merely on Bolt's own initiation in order to fulfil any legal or regulatory obligations deriving from any applicable law. We also reserve a right to make refund payments back to the original payment method used by you to top up funds on Bolt Balance under our sole discretion.
- 4.7. Bolt Balance cannot be used with Bolt Business.

#### **5. ARCHIVATION OF BOLT BALANCE ACCOUNT**

- 5.1. Bolt reserves a right to archive Your Bolt user account together with Bolt Balance and the funds on Your Bolt Balance in accordance with the general terms and conditions governing the usage of the Bolt app.
- 5.2. In case Your Bolt user account will be archived, the funds on Your Bolt Balance will not be returned to You. Bolt will make the funds available for You for in-app payments after You have opened new Bolt user account and Your previous user account can be linked with Your new account based on identification and verification procedures set forth.

#### **6. ANTI MONEY LAUNDERING, ANTI-FRAUD CHECKS AND COMPLIANCY**

- 6.1. Bolt reserves a right to conduct anti-money laundering, counter-terrorist financing and anti-fraud checks at its own discretion in order to fulfil any legal or regulatory obligations which might become applicable to Bolt and suspend or terminate provision of Bolt Balance services to You without notice if the checks are not satisfactory.
- 6.2. Bolt may also suspend or terminate provision of Bolt Balance services if Bolt is required to do so by any applicable laws or regulations.
- 6.3. You agree to cooperate with Bolt by providing all information and documents requested by Bolt for the purposes of these checks.

## **7. AMENDMENTS OF THE TERMS**

- 7.1. If any substantial amendments are made to the Terms, then you will be notified by e-mail or Bolt app notifications. If you continue using Bolt app, you will be deemed to accept the amendments.

## **8. FINAL PROVISIONS**

- 8.1. The Terms are governed by and construed and enforced in accordance with the laws of Republic of Estonia. If the respective dispute resulting from the Terms could not be settled by the negotiations, then the dispute will be referred for solving to Harju County Court (in Estonian: Harju Maakohus) in Tallinn as a court of first instance. If you are a consumer, jurisdiction is determined in accordance with the mandatory provisions applicable to consumers.
- 8.2. If any provision of the Terms is held to be unenforceable, the parties will substitute for the affected provision an enforceable provision that approximates the intent and economic effect of the affected provision.

Date of entry into force: 20.12.2021