

General Terms and Conditions for Fleet Partners providing transportation services in Spain

By offering the Bolt Apps and the Bolt Services, we offer technological solutions to assist the Fleet Partner in its operations and a platform where Passengers can connect with the Fleet Partners in order to request the provision of Transportation Services. Bolt may choose to also offer the Fleet Partners a variety of additional services and solutions with the purpose of optimizing their daily operations and fleet management.

These terms and conditions (also referred to as the “**T&Cs**”) set out the terms and conditions between the Fleet Partners and Bolt and Bolt Partners regarding the use of the Bolt Apps, Bolt Accounts and the Bolt Services.

To benefit from Bolt Services and provide Transportation Services through the Bolt Accounts and Bolt Apps, the Fleet Partner must carefully read and agree to the terms and conditions set out below.

1. DEFINITIONS

1.1 **Agreement** - The agreement between you (Fleet Partner) and Bolt and Bolt Partners regarding the use of the Bolt Apps and Accounts and the Bolt Services and consists of: (i) these T&Cs, (ii) Special Fleet Partner Terms; (iii) any special terms displayed in the Bolt Apps (e.g., description of service) as well as guidelines provided in writing on our website or sent via e-mail to the Fleet Partner and its Drivers from time to time by Bolt and/or Bolt Partners, (iv) other terms referred to in this Agreement as may be amended from time to time.

1.2. **Bolt (also referred to as we, ours or us) - Bolt Operations OÜ** a private limited 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.

Bolt Partners - means local representatives, local branches or other agents appointed or mandated by Bolt Operations OÜ (e.g. Payment Agent).

1.3. **Bolt Accounts** - Bolt Fleet Partner Account and Bolt Driver Account.

1.4. **Bolt Apps** - a smartphone application intended for the Fleet Partner and its Drivers and Passengers who can request and receive Transportation Services.

1.5 **Bolt Fees** - the fees the Fleet Partner shall pay to Bolt for the Bolt Services, including the right to use the Bolt Accounts and Bolt Apps.

1.6 **Bolt Fleet Partner Account** - a portal with relevant information and documents on the use of the Bolt Apps and Bolt Services by the Fleet Partner in the course of providing Transportation Services, which also includes accounting documentation. The Fleet Partner can access the Bolt Fleet Partner Account at <http://fleets.bolt.eu> by entering the attributed username and password.

1.7 **Bolt Driver Account** - a Drivers' portal subordinate to the Bolt Fleet Partner Account with relevant information and documents about the individual Transportation Services. The Driver can access the

Bolt Driver Account at <http://partners.bolt.eu> or in the Bolt Apps by entering the attributed username and password.

1.8. **Bolt Services** - Services that Bolt provides, including the provision and maintenance of the Bolt Apps, the Bolt Accounts, In-App Payment, Passenger support and the communication between the Fleet Partner, the Driver and Passenger, training and on-boarding of the Fleet Partner, the billing system, and other similar services.

1.9 **Driver** - a natural person who is employed by Fleet Partner and is engaged in the process of providing Transportation Services and has been granted access to the Bolt Driver Account.

1.10 **Fare** - the fee a Passenger is obliged to pay the Fleet Partner for provision of Transportation Services, which shall amount, if applicable, to the Transportation tariff as imposed and/or applicable from time to time from the applicable law and/or based on the official meter (if applicable). It is the sole responsibility of the Fleet Partner to charge the Passenger the correct Fare as may be imposed by the law applicable for each provision of Transportation Service.

1.11 **Fleet Partner** - the company or sole trader that provides Transportation Services by engaging Drivers for this purpose on its own behalf and its own expenses within the framework of this Agreement and who, among all the necessary requirements, also has the appropriate license(s) to provide Transportation Services where applicable. Each Fleet Partner will get a dedicated Bolt Fleet Partner Account.

1.12 **In-App Payment** - cards, carrier billing and other payment methods used by the Passenger via the Bolt Apps to pay for the Transportation Services.

1.13 **Passenger** - a person who requests the Transportation Services by using the Bolt Apps.

1.14 **Transportation Service** – a transportation service performed by a Fleet Partner, through its employee Drivers to a Passenger.

1.15 **Vehicle** - means the car which belongs to the Fleet Partner, used by the Driver for completing the Transportation Service and that must be fully compliant with the applicable regulations, including the applicable local transportation regulations and/or applicable licensing rules.

1.16 **Website** - www.bolt.eu and all relevant sub-sites, including the Bolt Fleet Partner Account and the Bolt Driver Account.

2. CONCLUSION OF THE AGREEMENT

2.1. Prior to using the Bolt Services, the Fleet Partner must sign up by providing the requested information in the signup application on the Website and uploading or sending via email the necessary documentation as required by Bolt. Upon successful completion of the signup application by the Fleet Partner, Bolt will provide the Fleet Partner with a dedicated account accessible via a username and password. The Fleet Partner shall register each Driver working for it on the Bolt Platform by filling in the registration form on the Fleet Partner Account and uploading the necessary documents. Upon successful completion of registration, Fleet Partner grants Driver access to Bolt Driver Account, access to which can be obtained by entering a username and password. Fleet Partner shall register on an ongoing basis Drivers and Vehicles, which at the sole discretion of Bolt will or will not be activated and provided access to the Bolt Apps. By finishing the signup process and/or by using the Bolt Accounts and/or Bolt Apps, the Fleet Partner accept the terms of the Agreement, representing and warranting that:

2.1.1. The Fleet Partner is entitled to enter into an agreement and to use the Bolt Accounts and Bolt Apps for providing the Transportation Service. The Fleet Partner carefully studied, fully understand

and agree to be bound by these T&Cs, including all obligations that arise from the Agreement and the applicable laws;

2.1.2. All the information the Fleet Partner has presented to Bolt is accurate, correct and complete;

2.1.3. The Fleet Partner will keep the Bolt Fleet Partner Account and Bolt Driver Account accurate and the profile information updated at all times;

2.1.4. The Fleet Partner will not authorize other persons to use the Bolt Fleet Partner Account and other persons except its Drivers to use Bolt Driver Account, nor transfer or assign the latter to any third party;

2.1.5. The Fleet Partner will not use the Bolt Services for unauthorized or unlawful purposes and/or impair the proper operation of the Bolt Services;

2.1.6. At all times, the Fleet Partner shall fully comply with all applicable laws and regulations including those applicable in the location where the Transportation Service is provided from time to time, including - but not limited to - local laws regulating Transportation services, as well as obligations to have a certified meters in the Vehicle as may be prescribed by the applicable regulation, requirements regarding the Vehicle as well as the regulation on the maximum amount of working hours as applicable and will inform the Drivers at reasonable intervals of all applicable regulations relevant to the Transportation Services;

2.1.7. The Fleet Partner is liable and must fully indemnify and hold Bolt and Bolt Partners harmless for the violation of the Fleet Partner's obligations under point 2.1.6;

2.1.8. The Fleet Partner shall not copy or distribute the Bolt Apps, the Bolt Services or any other of Bolt content, nor permit such acts without the prior written consent of Bolt;

2.1.9. The Fleet Partner agrees with Bolt's privacy policy on the following website: <http://www.bolt.eu/legal/> and has entered into a relevant data sharing agreement with Bolt.

2.2. The Fleet Partner is required to provide its bank account information when completing the payment details during the registration for the Bolt Accounts. The Fleet Partner must insert the bank account of the company/sole trade holder during such registration process. The relevant respective Fares paid by In-App Payment, after deducting any negative balance of the Fleet Partner and any other fees deriving from the Agreement, will be transferred to the bank account that the Fleet Partner has provided. Bolt, Bolt Partners shall not be liable for any incorrect money transactions in case the Fleet Partner has provided inaccurate account details.

2.3. After submitting the application form for obtaining the Bolt Accounts, the Fleet Partner may receive an e-mail with additional conditions that must be met in order to provide Transportation Services while using the Bolt Services, including additional information requests from Bolt. Among other things, these conditions may include clearance certificates, valid business licenses and driving licenses, confirmation of a particular technical condition or insurance of the vehicle, completion of a training course, the presence of a GPS-assisted mobile device, registration certificates, certificates of the bank account(s) or other evidence for the lawful use of the Vehicle and other conditions as described in the corresponding e-mail or communicated by Bolt in other way. Failure to comply with the provided requirements may result in the termination of the Agreement and the suspension of the right to use the Bolt Services.

2.4. The Fleet Partner agrees that Bolt may freely assign any of its obligations, rights and/or claims under this Agreement. This includes, among other things, assigning the rights and obligations related

to the verification of documents, related to registration applications, business licenses, registration certificates, training, In-Apps Payments and payments/transfers in general, licensing of Bolt Apps, etc.

2.5. Registering to the Bolt Fleet Partner Account:

2.5.1. The Fleet Partner is deemed to be the sole provider of Transportation Services towards the Passengers and party to the Agreement. This, notwithstanding that specific natural persons (Drivers) are indicated in the signup process as participating in the Transportation Services provided as instructed by the Fleet Partner.

2.5.2. In the event of incompatibility in the registration and/or uncertainties on the part of Bolt on who the Fleet Partner and/or a Driver is, Bolt shall be entitled, at its sole discretion, to suspend the registration process, to suspend the access and usage of the Bolt Apps and the Bolt Services or to terminate the Agreement.

2.5.3. A Driver may only use the Bolt Driver Account if it has been given access to a Bolt Driver Account by the Fleet Partner.

2.5.4. THE FLEET PARTNER SHALL BE FULLY AND SOLELY LIABLE FOR ALL ACTS AND OMISSIONS AS WELL AS INFRINGEMENT OF ANY TERM OF THE AGREEMENT BY A NATURAL PERSON – ITS EMPLOYEE, WHO IS FACTUALLY PROVIDING THE TRANSPORTATION SERVICES (DRIVER).

2.5.5. A certain Vehicle can be registered only under one Fleet Partner and only for one Bolt Fleet Partner Account. A Driver can be registered only under one Fleet Partner and only one Bolt Driver Account can be given to the Driver. The Fleet Partner shall immediately notify Bolt if a Driver is no longer employed by the Fleet Partner and/or if a Vehicle is no longer in its property or lawful possession or it is not in a working or lawful condition, in which cases Bolt may deactivate the relevant accounts. In such cases Fleet Partner shall ensure that Driver immediately stops the use of the Bolt App and the Bolt Driver Account. The violation and attempt to circumvent these conditions may result in the suspension of the right to use any or all parts of the Bolt Services, as well as the potential termination of this Agreement.

2.5.6. Therefore, Bolt reserves the right to exclude a previously registered Vehicle from using the Bolt Fleet Partner Account / Bolt Apps for any reason, without any compensation or indemnity obligation on Bolt's part. While performing the Transportation Service, the Driver must select in the Bolt Apps the Vehicle which is used for the purpose of providing Transportation Services. The license plate of such Vehicle will be displayed to prospective Passengers.

2.5.7. The Fleet Partner must ensure that, at all times, that the Drivers are duly informed, updated and conform to the requirements of this Agreement and that the Drivers agree to act in accordance with the conditions and obligations thereof and any further agreements between the Parties.

3. LICENSE TO USE THE BOLT APPS AND RELEVANT ACCOUNTS

3.1. Subject to your compliance with the Agreement, Bolt hereby grants the Fleet Partner for a valuable consideration a non-exclusive, revocable, sublicensable only to the Drivers for those aspects strictly necessary to provide Transportation Services, non-transferable license, during the term of the Agreement, to use the Bolt Apps, Bolt Driver Account and the Bolt Fleet Partner Account in Spain's autonomous region(s) as indicated in the Special Terms, in accordance with the conditions of the Agreement.

3.2. In the course of using the Bolt Apps and/or the Bolt Fleet Partner Account and/or the Bolt Driver Account, the Fleet Partner and its Drivers are not allowed to:

3.2.1. Making available the Bolt Apps and/or Bolt Fleet Partner Account and/or Bolt Driver Account and/or Bolt Services and/or other Bolt software, in the form of license, sub-licensing or in any other form, in part or in full, to any unauthorized third party (including sharing of the above);

3.2.2. Attempting to modify, decrypt or disassemble, decompile or reverse engineer or otherwise attempt to obtain the Bolt Apps and/or Bolt Fleet Partner Account and/or Bolt Driver Account and/or Bolt Services and/or other Bolt software source code;

3.2.3. Using the Bolt Apps and/or Bolt Fleet Partner Account and/or Bolt Driver Account and/or Bolt Services in a manner not expressly authorized, including creating related external online links;

3.2.4. Modify Bolt Apps and/or the Bolt Accounts and/or the Bolt Services and/or other Bolt software in any manner or form or use modified versions thereof;

3.2.5. Transferring files containing viruses, corrupted files or other software that could damage or adversely affect the operation of another person's computer, the Bolt Apps / Bolt Accounts or hardware or telecommunications equipment;

3.2.6. Sending spam messages or other mixed or unwanted messages that have any connection to this Agreement or the Transportation Services;

3.2.7. Attempt to gain unauthorized access to the Bolt Apps and/or the Bolt Fleet Partner Account and/or the Bolt Driver Account and/or the Bolt Services and/or other "Bolt" software;

3.2.8. Design or develop any product or service that might be in competition with Bolt or is in essence similar to, a copy or an extract of any technical function or content similar to the Bolt Apps and/or Bolt Accounts and/or Bolt Services.

3.2.9. Circumventing the Bolt Apps and Bolt Accounts while performing Transportation Services;

3.3. To use the Bolt Apps, Bolt Services, and the Website, the Fleet Partner must pay Bolt or its affiliates the Bolt Fees according to the Agreement.

3.4. The license granted herein revokes automatically and simultaneously with the termination of the Agreement. After the termination of the Agreement, the Fleet Partner and its Drivers must immediately stop using the Bolt Apps, Bolt Accounts and the Bolt Fleet Partner Account / Bolt Driver Account and Bolt is entitled to suspend and delete the Bolt Fleet Partner Account and Bolt Driver Account without prior notice.

3.5. All copyrights and trademarks, including source code, databases, logos and visual designs are owned by or exclusively licensed to Bolt in Spain and are protected by copyright, trademark and/or trade secret laws and international treaty provisions. By using the Bolt Accounts / Bolt Apps or any other Bolt Services, the Fleet Partner / Driver does not acquire any rights of ownership to any intellectual property whatsoever.

3.6. Using Bolt Tags and Labels:

3.6.1. In addition, Bolt may make available without any obligation to use to the Fleet Partner / Driver tags, labels, stickers, or other signs that refer to Bolt Services and/or "Bolt" branding or otherwise indicate the usage of the Bolt Accounts / Bolt Apps.

3.6.2. Bolt grants the Fleet Partner a non-exclusive, non-sublicensable, non-transferable license to use "Bolt" signs provided by Bolt, solely for the purpose of indicating that the Fleet Partner is providing Transportation Services via the Bolt Accounts / Bolt Apps. Upon termination of the Agreement, the

Fleet Partner must immediately remove and discard any such sign relating to the Bolt Services, Bolt branding or trademark.

4. THE TRANSPORTATION SERVICES

4.1. Fleet Partner guarantees to provide Transportation Services in accordance with the Agreement as well as laws and regulations applicable in the state or city where Transportation Services are provided. The Fleet Partner is fully liable for any violation of any laws and regulations as may arise from providing Transportation Services, which may result in damage claims and immediate termination of the Agreement.

4.2. The Fleet Partner and its Driver must have all concessions, licenses (including a valid driver and any applicable Transportation license), permits, car insurance, liability insurance (if applicable), registrations, certifications and other documentation that are required in the applicable jurisdiction for providing the Transportation Services. It is the Fleet Partner obligation to maintain the validity of all aforementioned documentation. At Bolt's request the Fleet Partner will present to Bolt evidence and submit for review all the necessary licenses, permits, approvals, authority, registrations and certifications.

4.3. Notwithstanding the obligations arising from the Agreement, the legal relationship regarding **the Transportation Service is concluded between the Fleet Partner and the Passenger according to the stipulations of the applicable law.**

4.4. The Fleet Partner will ensure the Driver provides the Transportation Services in a professional manner in accordance with the business ethics applicable to providing such services and endeavour to perform the Passenger's request in the best interest of the Passenger. Unless regulated otherwise by applicable law (i) the route least costly for the Passenger must be taken, unless the Passenger explicitly requests otherwise; (ii) unauthorised stops shall not be made; (iii) no other passengers shall be in the vehicle other than the Passenger and the passengers accompanying the Passenger; (iv) applicable traffic acts and regulations must be adhered to, i.e., must not conduct any actions that may disrupt driving or the perception of traffic conditions, including holding a phone in his/her hand while the Vehicle is moving and (v) Vehicle must be kept smoke-free, clean and in hygienic conditions at all times, as prescribed by the law.

4.5. Fleet Partner retains the sole right to determine when and for how long the Fleet Partner offers, accepts and provides the Transportation Service - in accordance with applicable law.

4.6.1. The Fleet Partner is obliged to fulfil and maintain at all times during the Transportation Services, the technical and professional requirements, also relating to the Vehicles and Drivers, especially established by the applicable Transportation and passenger transportation regulations as may be applicable from time to time.

4.6.2. Passenger's requests must be accepted and executed in accordance with the applicable law under the sole responsibility of the Fleet Partner.

4.6.3. The regulation regarding Transportation driving and Transportation stands shall be abided by the Fleet Partner. We reserve the right to carry out independent inspections regarding the fulfilment of the legal obligations by the Fleet Partners. Should it be ascertained that a violation has occurred, we reserve the right to immediately terminate the Agreement in line with the provisions provided herein.

4.6.4. The Fleet Partner shall instruct and ensure that Driver sets its status on "Offline" at all times when the Driver is not ready / available / able to perform a Transportation Service. The Driver is automatically "Offline" while executing a Transportation Service.

4.7. Costs incurred while providing Transportation Services: the Fleet Partner is obliged to provide and maintain all equipment and means that are necessary to perform the Transportation Services at

its own expense, including a car, smartphone, Transportation sign / equipment / Meter, etc. Fleet Partner is also responsible for paying all costs incurred in the course of performing the Transportation Services including, but not limited to, fuel, mobile data plan costs, duty fees, amortization of the Vehicle, insurance, relevant corporate or payroll taxes etc. Please bear in mind that using the Bolt Apps may consume a large amount of data on the respective mobile data plan. Thus, it is suggested to subscribe for a data plan with unlimited or very high data usage capacity.

4.8. Fares: The Fleet Partner charges a Fare for each Transportation Service mediated through the Bolt Apps and completed as requested. The Fare if applicable is calculated based on the parameters established by the applicable laws. An estimation of the Fare is communicated via the Bolt Apps to the Passenger before the ride is requested by her/him ("Estimated Fare").

4.9. However, the Passenger must be charged the exact amount of the Fare indicated by the certified meter (if applicable) and adjust the Bolt App accordingly - save for the trips where a Fixed Fare (see below) and the Fare shall correspond.

4.10. Fleet Partner and its Drivers must be aware that the Bolt Apps may not be used as a pricing instrument in replacement of a certified Meter (if applicable). Where applicable, the Fleet Partner agrees to fixed Fares mandated by applicable law (if applicable) for certain established routes (e.g., city to airport or similar - "cross-border trips"), which will be communicated to the Fleet Partner and be displayed in Bolt Apps for both the Driver and the Passenger to be seen ("Fixed Fare").

4.11. If the Fleet Partner finds that there has been an error in the calculation of the Fare and wish to make corrections in the calculation of the Fare, a request must be submitted through the Bolt Apps. If such a request has not been submitted, then Bolt shall not reassess the Fare or reimburse for an error made in the calculation of the Fare.

4.12. Bolt may adjust the Fare for a particular order that has been completed, if we detect a violation or in case a technical error affecting the final fare is identified. Bolt may also fully or partially refund the Fare to the Passenger in case Bolt has reasonable cause to suspect a fraud or a complaint by the Passenger indicates a violation by the Fleet Partner. Bolt should only exercise its right to fully or partially refund the Fare in a reasonable and justified manner.

4.13. The Passenger may pay the Fare for the Transportation Services either directly in cash, if supported by the Bolt App/Platform for the relevant market, or via the In-Apps Payment. If the Passenger pays the Fare directly to the Driver, if mandated by applicable law, the Driver shall collect the Fare and hand over to the Passenger an invoice generated through the cash register, as may be prescribed by law. If this is not adhered to, Bolt may suspend wholly or partially the access of the Fleet Partner to the Bolt Accounts and Bolt Apps. In other cases, where allowed by applicable law, Bolt will create and forward to the Passenger an invoice on behalf of the Fleet Partner.

4.14. Bolt takes no responsibility if the Passenger refuses to pay (in case of cash payment). In such cases, the Fleet Partner should turn to the relevant authorities. Bolt assists in pursuing recovery, among other things sending the Passenger a request for payment. Bolt does not have any obligation to compensate the Fare not paid by the Passenger.

4.15. In any case, after each successful provision of Transportation Services, a trip summary will be provided to the Passenger.

4.16. Cancellation and waiting time fee: The Passenger may cancel a Transportation Service requested via the Bolt App. In accordance with applicable laws, a fee can be charged, on behalf of the Fleet Partner, for the waiting time and/or cancellation fee.

4.17. If, in the course of the provision of Transportation Services, a Passenger or its co-passengers negligently damage the Vehicle or its furnishing (among else, by blemishing or staining the Vehicle or causing the Vehicle to stink), the Fleet Partner shall have the right to request the Passenger to pay a

penalty up to 50 EUR and request compensation for any damages exceeding the penalty. If the Passenger does not consent to paying the penalty and/or compensating the damage, Bolt must be notified within 24 hours (and must be accompanied by pictures or other adequate evidence of damage) and we will then try to collect penalty and/or relevant costs from the Passenger. However, Bolt is not taking any liability for direct or indirect damages in relation to cleaning or maintenance of the Vehicle caused by Passenger.

4.18. Tax Obligations: The Fleet Partner hereby acknowledges to be obliged to fully comply with all tax obligations that arise from the applicable laws in relation to the provision of Transportation Services, including (i) paying corporate tax, income tax, social security tax or any other tax applicable, including corporate income and profit tax; and (ii) fulfilling all employee and tax registration obligations (including obtention of VAT identification number) as required by the applicable law. In addition, it is the Fleet Partner's duty to provide Bolt with all relevant tax information, including (among others) VAT numbers. In case the tax authority will submit a valid application to us to provide information regarding a given Fleet Partner's activities, we may make available to the tax authority the information regarding such activities to the extent set forth in valid legal acts. Additionally, it is the Fleet Partner's obligation to adhere to all applicable tax regulations that may apply in connection with the provision of Transportation Services. The Fleet Partner hereby agrees to compensate Bolt all state fees, claims, payments, fines or other tax obligations that Bolt will incur in connection with the obligations arising from applicable tax regulations not having been met by the Fleet Partner (including paying the income tax and social tax).

4.19. Authorization to issue invoices: Bolt, or duly mandated third parties, have the right to issue invoices on the Fleet Partner's behalf to the Passengers for the compensation of Fares, contractual penalties or any other fees mediated by Bolt. The invoice will be made available via the Bolt Fleet Partner Portal. It is the Fleet Partner's responsibility to verify the invoices on a weekly basis and the Fleet Partner must promptly inform Bolt should there be any error.

4.20. Cash register: The Fleet Partner and its Drivers shall be able to accept cash payments of the Fare, and where applicable to handle these payments by law-compliant cash registers. The Fleet Partners and their Drivers are solely responsible to be compliant with any applicable legislation on cash payments.

4.21. Tipping. Passengers may be given the option to tip Driver after a successful provision of Transportation Services. The Passenger can tip only by means made available by Bolt App for Tipping. The Tip will not affect the amount of Bolt Fees and Bolt will not collect a commission on the Tip paid by the Passenger.

5. BOLT FEES

5.1. To use Bolt Services, the Fleet Partner must pay Bolt a fee (i.e., Bolt Fees). The Bolt Fees are paid based on the Fare of each Transport Service order the Fleet Partner has completed. The amount of the Bolt Fees will be part of the Special Fleet Terms, provided to the Fleet Partner by email, through the Bolt Apps, the Bolt Fleet Partner Account or other relevant means. The Fleet Partner acknowledges that the Bolt Fees may change from time to time. Bolt shall send the Fleet Partner a prior notification *15 days* before each such change.

5.2. The Fleet Partner must pay the Bolt Fees and other fees within the payment terms specified in Bolt's underlying invoices, which may not be shorter than seven (7) days. Such invoices will be normally issued on a monthly basis. If the Fleet Partner is late in paying the Bolt Fees, they will be required to pay a late payment of 0.05% (zero point five percent) of the unpaid amount per day. The Fleet Partner is required to cover all costs incurred by Bolt which are related to debt collection activities.

6. IN-APP PAYMENTS

6.1. Passengers may be enabled to pay for the Transportation Services via cards, carrier billing and other payment methods (Bolt Business, etc.) directly in the Bolt Apps (In-App Payment). The Fares of the Fleet Partner, including any applicable taxes or other fees paid by the Passenger are to be collected via the In-App Payment. Any payment obligation made by the Passenger via the In-App Payment shall be considered fulfilled as of the time that the payment has been made. The Fleet Partner agrees that payments made by the Passengers through In-App Payment are considered to be payments made directly to the Fleet Partner.

6.2. The Fleet Partner may not deny payment by the Passenger through the In-App Payment or influence the Passenger against using the In-App Payment. If the Fleet Partner refuses to accept an In-App Payment without good cause, Bolt shall be entitled to charge the Fleet Partner a penalty of 50 Euro for any refusal and/or suspend wholly or partially the Fleet Partner's right to use the Bolt Services in case of repetitive behaviour or terminate the Agreement.

6.3. Bolt reserves the right to engage in promotional initiatives in favor of the Passengers at its discretion on a per promotion basis. The Fleet Partner accepts to be part of such initiatives. If the use of promotional codes (if any) is suspected as being fraudulent, illegal, used by a Fleet Partner in conflict with the Agreement relating to promotional code use, then the promotional code may be cancelled and the outstanding amount will not be reimbursed by Bolt to the Fleet Partner.

6.4. In-App Payments received in the Bolt Fleet Partner Account will be periodically transferred, as accounted for under the period of relevance every week, by bank transfer to the bank account specified by the Fleet Partner. Any commissions, fees, costs and any other legal claims arising from the law or the Agreement shall be deducted from the amount to be transferred to the Fleet Partners. If the Fleet Partner requests an In-App Payment review, transfers of due amounts might be made after such review has been completed.

6.5. The Fleet Partner is entitled to review In-App Payment reports in the Bolt Fleet Partner Account. The reports will show the amount of In-App Payments brokered in the previous week, as well as the withheld amounts relevant to the Bolt Fees.

6.6. Fleet Partners has no right to claim the payment of the Fare due from the Passenger from Bolt or Bolt Partners if the In-App Payment failed because the Passenger's credit card or other payment is cancelled or is unsuccessful for other reasons. In such case, Bolt will assist the Fleet Partner in requesting the Fare owed by the Passenger and the relevant share of such Fare will be transferred to the Fleet Partner once the Passenger has completed the requested payment.

6.7. Before providing Transportation Services, the Fleet Partner must verify that the service is being actually provided to the right Passenger or the Passenger has expressly confirmed he/she allows other passengers to ride under the Passenger's account. If the Fleet Partner makes a mistake in identifying the Passenger, and the In-App Payment is charged to a person, who has not been provided or has not approved the Transportation Services for other passengers, then Bolt shall reimburse the person for the Fare. In such case, the Fleet Partner is not entitled to receive its share of the Fare. Additionally, for every wrongfully applied In-App Payment, Bolt shall be entitled to charge the Fleet Partner a contractual penalty up to € 50.00.

6.8. The Fleet Partner must notify Bolt of any major circumstances that may affect the collection and distribution of the relevant share of Fares paid through In-App Payment, as well as all those cases where the Fleet Partner is of the opinion that the respective funds were not duly received.

6.9. Please note that any Fares or Tip paid via In-App Payment can be set off against the amounts that the Fleet Partner is obliged to pay in connection with using Bolt Apps and Bolt Services (i.e. Bolt Fees and penalties). Bolt may set off any of the Fleet Partner's financial claims against financial claims that the Fleet Partner may have against Bolt.

6.10 If a transfer regarding the respective amount of Fares or Tips to the Fleet Partner is not possible due to the Fleet Partner not including its bank account details in its Fleet Partner account or if the bank account details have been inserted incorrectly, then such payments will be held for 180 days. If the Fleet Partner does not notify Bolt of the correct bank account details within 180 days from the date that the right to claim such payments has been established, the Fleet Partners' claim regarding the payment of the Fare or Tips not yet transferred shall expire.

6.11. If the option is available and the Passenger chooses to Tip directly in the Bolt App, the Tip will be collected on your behalf together with the Fares and other fees paid by the Passenger via the In-app Payment. If the payment of the Tip is suspected as being fraudulent, illegal, for a purpose other than as a gratuity related to the service provided or used in conflict with our terms and conditions and, then the Tip can be withheld.

7. CUSTOMER SUPPORT

Bolt provides assistance to the Fleet Partner regarding the use of Bolt Services. Bolt may also upon instructions from the Fleet Partner provide assistance directly to its employees on matters regarding use of Bolt Drivers accounts and Bolt Services in general. Bolt has the right to discontinue such services at any time in case of late payments, for any reason.

8. RATINGS AND ACTIVITY

8.1 To ensure a high quality service and provide additional reassurance to Passengers, the Fleet Partner acknowledges that the Passengers may provide its Drivers with a rating and leave feedback on the quality of the Transportation Services provided. The average rating will be linked to the Bolt Driver Account and may be made available to Passengers requesting Transportation Services. The Passenger is expected to provide the reviews and comments to the best of their knowledge and belief, and if a rating or comment was not provided in good faith, such a rating or comment may not be projected in the calculation of the rating.

8.2. In addition to the rating, the level of activity of the Fleet Partner and its Drivers and relevant activity scores will be displayed in the Bolt Driver Account, which are based on accepting, declining, not responding and completing Transportation Service requests, for the purpose of helping the Fleet Partners evaluate their Driver performance.

8.3. The ratings described above will not be used by us as the sole basis for terminating the Agreement.

9. MARKET ANALYSIS AND CAMPAIGNS

9.1. Market Overviews: Bolt may send the Fleet Partner and/or its Drivers via the Bolt Apps, Bolt Driver Account, SMS, e-mail or other means, market overviews, to increase Fleet Partner's awareness of when the Passengers' needs are the highest. Please note that such market analysis are only recommendations and do not constitute any obligations for either party. As any market estimation provided is based on previous statistics, we cannot give any guarantees that the actual market situation will reflect the latter.

9.2. Campaigns promising a minimum income and similar: We may also provide campaigns, whereby we will guarantee a minimum service-fee level if the Fleet Partner provides Transportation Services within a specified timeframe, location or other criteria defined by Bolt. If the specified minimum service-fee level is not reached, we shall compensate for the gap. Bolt may offer other similar campaigns, details of such will be duly communicated to the Fleet Partner. The specific requirements and conditions of any such campaigns will be sent via the Bolt Apps, Bolt Driver Account, SMS, email or other means. We have full discretion, in deciding if, when and to which Fleet Partner we provide

such campaigns. If we have reasonable cause to suspect any fraudulent activity by the Fleet Partner, we may withhold their Fare until the suspicion of fraud has been cleared.

9.3. Campaigns for Passengers: Bolt may occasionally arrange various campaigns to Passengers in order to promote the Bolt Services. If the Fare paid by the Passenger is reduced as part of such campaign, Bolt will in most cases pay compensation equal to the monetary value of the benefit offered to the Passengers. Any such compensations are subject to Bolt Fees as per sec. 5. Bolt may set-off such compensation against the Bolt Fees.

9.4. The compensation given by Bolt to the Fleet Partner in relation to campaigns, will be a part of and thus set-off against applicable Bolt Fee. Therefore, in case that the Fleet Partner has the right to be compensated for a particular campaign, such compensation will be reflected in a deduction of the Bolt Fee in the month or period of the campaign.

10. RELATIONSHIP BETWEEN FLEET PARTNERS, DRIVERS, BOLT AND THE PASSENGERS

10.1. The Fleet Partner hereby acknowledges and agrees that Bolt acts as a platform connecting Passengers with third party Fleet Partners and their Drivers to help the Passengers move around cities more efficiently, and does not provide in any way Transportation Services. The Fleet Partner acknowledges that the Fleet Partner is providing the Transportation Services on the basis of a service contract with the Passengers and that the Fleet Partner provides the Transportation Services as an economic and professional activity.

10.2. It is understood that the Fleet Partner and the Passenger are bound by a service contract to provide the Passengers with Transportation Services to which Bolt or Bolt Partners are not a party.

10.3 The Parties agree that there is no joint venture or partnership, or joint provision of services, between the Fleet Partner and Bolt or Bolt Partners. The Fleet Partner may not act as a clerk, agent or representative of Bolt, Bolt Partners or its affiliates or bind Bolt, Bolt Partners to any contract.

10.4. If the Driver is deemed to be an employee of Bolt or its affiliate due to the application of mandatory laws or otherwise, the Fleet Partner agrees to indemnify Bolt against any claims of any person, entity, regulatory or governmental authority based on such implied employment.

10.5. The Fleet Partner shall not assign the rights and obligations under the Agreement to any third party without the prior written consent of Bolt.

10.6. The Fleet Partner acknowledges that Bolt does not control or direct the Fleet Partner's provision of Transportation Services. The Fleet Partner has the sole right to decide when and how long the Bolt Apps will be used. The Fleet Partner acknowledges and agrees that it has complete discretion to provide its services or otherwise participate in other business or employment activities.

10.7. The Driver employed by the Fleet Partner is subject to the Fleet Partner's sole instructions.

11. PROCESSING OF PERSONAL DATA & ACCESS TO DATA

11.1. Bolt collects personal information such as name, address, telephone number, e-mail address, vehicle information, license plates and location-related information from the Fleet Partner about its Drivers to enable the Bolt Apps and Bolt Services to function as intended.

11.2. Bolt has access to all personal data and other data provided or generated in connection with your use of the Bolt Services. Bolt shall take all reasonable steps to ensure confidentiality of such data and comply with all applicable Privacy Policies and laws whenever such data contains personal

data. Except where otherwise provided by applicable Privacy Policies and laws, Bolt maintains access to such data also after the Agreement between you and Bolt is terminated.

11.3. You have access to personal and other data provided by you or generated in connection with your use of the Bolt Services to the extent that is made available to you under your Bolt Fleet Partner Account and/or Bolt Driver Account through Bolt App. You shall take all reasonable steps to ensure confidentiality of such data and comply with applicable Privacy Policies and laws as long and to the extent that such data contains personal data of Passengers.

11.4. Personal data will be processed according to the driver privacy policy available at <http://bolt.eu/legal/>.

11.5. The misuse of personal data (including Passenger's data) by the Fleet Partner is strictly prohibited and will result in immediate termination of the Agreement.

11.6 Bolt and the Fleet Partner will execute a Data Sharing Agreement complying with the requirements of the applicable laws, to regulate the particularities of data processing of personal information of the Drivers, as described in the Agreement – such as its scope and purpose – as well as the relationship between Bolt and the Fleet Partner.

12. LIABILITY

12.1. The Bolt Services, Bolt Apps and Bolt Accounts are provided on an "as is" and "as available" basis. Bolt, Bolt Partners or any of their subsidiaries make no warranty or guarantee that access to the Bolt Apps / Bolt Accounts will be uninterrupted or error free. As the usage of Bolt Apps for requesting Transportation Services depends on the behaviour of Passengers, Bolt does not guarantee that the Fleet Partner's / Driver's usage of the Bolt Apps / Bolt Accounts will result in any Transportation Service requests. Bolt, Bolt Partners are not responsible for the proper functioning of the Bolt Apps / Bolt Accounts nor for any loss or damage that may result therefrom.

12.2. Bolt, Bolt Partners and/or its agents, directors and employees shall not be liable, to the maximum extent permitted by applicable law, for any loss or damage that may arise out of or in connection with this Agreement or the use of the Bolt Apps and/or Bolt Accounts and/or Bolt Services, including, but not limited to:

- any direct or indirect property damage, financial or monetary loss;
- loss of profit or anticipated savings;
- loss of business, contracts, contacts, goodwill, reputation and any loss that may arise from the interruption of the business;
- loss or inaccuracy of data; and
- any other type of loss or damage.

12.3. The financial liability of Bolt, Bolt Partners in connection with the violation of this Agreement shall be limited to EUR 500 per Fleet Partner. To the maximum extent permitted by law, the Fleet Partner shall have the right to claim for damages only if Bolt, Bolt Partners has deliberately violated this Agreement.

12.4. For the avoidance of doubt, Bolt, Bolt Partners does not guarantee the receipt of any requests from the Passenger and can in no way be considered as acting on behalf of the Passenger.

12.5. Bolt strives to identify and remove unpleasant users of the Bolt Apps. That being said, Bolt shall not be held liable for the actions or omissions of Passengers or co-passengers using the Bolt Apps, and shall not be held liable for any loss or damage that may incur to the Fleet Partner or the Vehicle as a result of the actions or omissions of the Passengers or co-passengers.

12.6. The Fleet Partner shall be fully liable for breaching this Agreement or any other applicable laws or regulations and must stop and remedy such breach immediately after receipt of a respective demand from Bolt or any public authority. The Fleet Partner shall indemnify Bolt, Bolt Partners for any direct and/or indirect loss and/or damage, loss of profits, expense, penalty, fine that Bolt, Bolt Partners may occur in connection with the Fleet Partner's breach of this Agreement and any other applicable laws and regulations. If the Passenger presents any claims against Bolt in connection with the Fleet Partner's provision of Transportation Services, then the Fleet Partner shall compensate such damage to the damaged party in full within 7 (seven) days as of the Fleet Partner's receipt of the respective request from Bolt. In case Bolt is entitled to present any claims against the Fleet Partner, then the Fleet Partner shall compensate the damaged party any legal costs related to the evaluation of the damages and the submission and enforcement of claims relating to compensation for such damages.

12.7. The Fleet Partner must comply with all tax and trade obligations that may arise in connection with the performance of the Fleet Partner's obligations under the Agreement or the provision of Transportation Services. The Fleet Partner must indemnify Bolt, Bolt Partners against all tax, customs, duties, claims and penalties, as well as any trade-related penalties arising from the Fleet Partner's failure to comply with the Fleet Partner's tax and / or trade obligations (including, but not limited to, social security tax).

13. TERM AND TERMINATION

13.1. The conditions expressly specified in the T&Cs shall enter into force as of the Fleet Partner's submission and acceptance by Bolt of the signup application. The Agreement and other terms shall enter into force once the specific document or message has been made available to the Fleet Partner and the Fleet Partner starts or continues providing Transportation Services using Bolt Apps / Bolt Accounts.

13.2. The Fleet Partner may terminate the Agreement at any time by notifying Bolt at least 30 (thirty) days in advance, thereby ending the Fleet Partner's right to use the Bolt Accounts, Bolt Apps and Bolt Services.

13.3. Bolt may terminate this Agreement with a notice period of 30 (thirty) days at any time at its own discretion. The notice period shall not apply and the termination shall produce immediate effect, if Bolt: has a legal or regulatory obligation to terminate this agreement in a manner which does not allow it to respect that notice period; or exercises a right of termination under an imperative reason pursuant to national law; can demonstrate that the Fleet Partner (also by means of its Drivers) has repeatedly infringed any of the applicable terms and conditions (including those requirements provided under the Schedules herein). Or if the Fleet Partner has become insolvent or has initiated any liquidation or bankruptcy proceeding or any proceeding similar in nature.

13.4. Bolt may immediately terminate the Agreement and/or suspend the access to the Bolt Apps, Bolt Accounts and Bolt Services without prior notice in case of material breach of Agreement, any applicable laws or regulations, disparage of Bolt or Bolt Partners, or in case harm is caused to Bolt's brand, reputation or business, and in case of Passenger complaints, as determined in Bolt's sole discretion. Bolt may also, at its sole discretion, prohibit the Fleet Partner, the Drivers and any Vehicle from registering a new account. If Bolt temporarily or permanently restricts, suspends or terminates the Fleet Partner or a Driver from using the Bolt Platform or Bolt Services, it shall provide the Fleet Partner with a statement of reasons, prior to or at the time of the restriction or suspension taking effect or at the time of termination notice. The statement of reasons shall contain the specific facts or circumstances, including contents of third party notifications, that led to the suspension or termination, as well as a reference to the applicable grounds referred to in the clauses above. Bolt does not have to provide a statement of reasons where it has a legal or regulatory obligation not to provide it, or where Bolt can demonstrate that the Fleet Partner or any of its Drivers has repeatedly infringed the applicable terms and conditions, resulting in termination of the agreement with immediate effect (including in case of material breach).

The termination of the Agreement will not affect: any accrued rights of either party, including any right to receive any payments due but unpaid before the termination; or obligations, which are expressed to survive the termination.

13.5. Bolt may immediately suspend the Fleet Partner's and/or its Drivers' access to the Bolt Apps, Bolt Accounts, and Bolt Services during the investigation period if we suspect there is a violation of the Agreement or fraudulent activity. The access suspension is removed as soon as the investigation disproves such suspicions.

13.6. Additional requirements and safeguards provided in Regulation (EU) 2019/1150 ("Regulation") may apply where the termination of the Agreement or suspension of the access to the Bolt Accounts and Bolt Apps affects the rights of the Fleet Partner using the Bolt Services for the provision of Transportation Services in a member state of the European Union or European Economic Area ("Member State").

13.7. The Fleet Partner referred to in section 13.6 (i.e., "Business User Operating in the Member State") has the right to challenge the termination of the Agreement, suspension, and other alleged non-compliance with the Regulation, in accordance with the "Internal Complaint-Handling System Rules for Business Users" published on <https://bolt.eu/en/legal/>. In fact, Bolt will provide the Fleet Partner with the opportunity to clarify the facts and circumstances that led to the restriction, suspension or termination in its internal complaint-handling process. If the restriction, suspension or termination is revoked, the Fleet Partner shall be enabled to continue to access the Bolt Services without any limitation of accessing personal or other data, or both resulting from its prior use of the Bolt Accounts, Bolt Apps or Bolt Services.

14. AMENDMENTS

14.1. Bolt reserves the right to amend these General Terms anytime by uploading the revised version on its website (<https://bolt.eu/en/legal/>) and notifying you (e.g., via e-mail, Bolt App or Bolt Fleet Partner Account) whenever, in the reasonable opinion of Bolt, such amendments are material.

14.2. Any changes that affect the rights of the Fleet Partners will be notified on a durable medium to the Fleet Partners within a set notice period which is reasonable and proportionate in light of the specific circumstances and which is at least 15 days from notification, unless:

14.2.1. Bolt is subject to a legal or regulatory obligation which requires it to amend these T&Cs in a manner which does not allow it to respect the advance notice period;

14.2.2. immediate amendment is required to address an unforeseen and imminent danger related to health, safety or cybersecurity risks, or defending the Bolt Services, Passengers or Fleet Partners from fraud, malware, spam or data breaches;

14.2.3. you have elected to waive the advance notice period (e.g. you continue to use Bolt Services after receipt of the notice of amendment); or

14.2.4. in our reasonable opinion, amendments are beneficial to Fleet Partners and do not require technical adjustments from them.

14.3. Bolt will grant longer notice periods when this is necessary to allow technical or commercial adaptations to comply with the changes.

14.4. If you do not agree to the amendments of the T&Cs or other conditions of the Agreement, you have the right to terminate the Agreement by discontinuing the use of the Bolt Services and providing termination notice on a durable mean to Bolt. The termination of the Agreement takes effect on the effective date of the proposed amendment, unless otherwise provided in your termination notice. Your

use of the Bolt Services on or after the effective date of the amendment constitutes your consent to be bound by the T&Cs or Agreement, as amended.

14.5. The Fleet Partner is in any case entitled to waive such notice period by means of a written statement (also in electronic means) or a clear affirmative action, except in case of editorial changes.

14.6. During the notice period, submitting new services to the online intermediation services shall be considered a clear affirmative action to waive the notice period, except in cases where the reasonable and proportionate notice period is longer than 15 days because the changes to the terms and conditions require significant technical adjustments. In such cases, the notice period shall not be considered automatically to be waived.

15. APPLICABLE LAW AND JURISDICTION

15.1. The Agreement shall be governed by and construed and enforced in accordance with the laws of the Republic of Estonia.

15.2. All disputes that may arise in connection with the Agreement, whether in terms of their existence, validity, interpretation, performance, infringement, termination or otherwise, shall be settled by negotiation. If the dispute arising out of the Agreement is not resolved by the negotiations, the dispute will be settled in the Harju County Court.

16. NOTICES

16.1. The Fleet Partner is obliged to notify Bolt promptly of any material change regarding the Fleet Partner, the Drivers and/or Vehicles (including contact information) and to ensure that any data or information inserted in the Bolt Fleet Partner Account and Bolt Driver Account are correct and up-to-date at any time.

16.2 Bolt contact information: **spain@bolt.eu**

16.3. Any notification made under the Agreement shall be deemed satisfactory if (i) it is delivered in person, (ii) sent by courier with proof of delivery, (iii) sent by registered post, (iv) by e-mail or (v) via the Bolt Fleet Partner Portal or Bolt Apps. Any notice sent or posted in accordance with this clause shall be deemed received: (i) if delivered in person, at the time of delivery to the recipient; (ii) if delivered by courier on the date indicated by the courier as the date on which the envelope containing the notice was delivered to the recipient; (iii) if sent by registered mail, on the 10th day following delivery of the document to the post office; (iv) when disclosed on the Bolt Fleet Partner or the Bolt Apps; or (v) if sent by e-mail, on the day the party receiving the e-mail confirms receiving the respective e-mail or on the 2nd day following the dispatch of the e-mail provided that the sender has not received an error notice (notifying that the e-mail was not delivered to the party) and has sent the e-mail again on the next calendar day and has not received a similar error notice.

17. FINAL PROVISIONS

17.1. If any provision of the Agreement is held to be unenforceable, the parties shall replace the affected provision by an enforceable provision that approximates the intent and economic effect of the provision in question. If one of the provisions of this T&Cs is or becomes invalid, the validity of the other provisions shall not be affected.

17.2. Any failure or delay of a party to enforce a right under the Agreement shall not be deemed as a waiver of such a right.

17.3. The whole text of the present Agreement has been written in Spanish and English, both versions being deemed authentic, but for legal purposes the text in English is to be given priority of interpretation.

Date of entry into force of the General Terms and Conditions: Same as the Date of entry into force of the Special Terms.

ADDENDUM: MARKET SPECIFIC SERVICE TERMS

18. DATA COMMUNICATION TO SPANISH ADMINISTRATION SERVICES

18.1 In accordance with Royal Decree 785/2021, which establishes the obligation of holders of vehicle rental authorizations with driver to communicate to the Spanish administration, electronically, the data mentioned in the referred Royal Decree, and pursuant to the Resolution of October 26, 2021 that develops aforementioned Royal Decree, Bolt and the Fleet Partner agree that the former may be appointed by the latter as a 'representative' to carry out the aforementioned communication of data to the 'Electronic Registry' on behalf of the Fleet Partner as part of Bolt services.

18.2 To the maximum extent permitted by applicable law, neither we nor Bolt's representatives, directors or employees, are liable for any loss or damage that you may incur as a result of your use of the data communication to Spanish administration services, including but not limited to:

18.2.1 any loss or damage, including fines or penalties imposed by public authorities to Independent Drivers, that could arise from Bolt acting as 'intermediary' as set out under clause 18.1 above, in particular in case of errors and/or delays in the communication of data to the 'Electronic Registry'.