

2. Bolt has the right to make amendments to the Business Account Terms and Conditions. The amendments will be published on the Business Account Website. Bolt shall give 14 (fourteen) calendar days notice, in a format which can be reproduced in writing, of the amendments to Business Account Terms and Conditions.
3. In case Business Customer does not agree with the amendments he has a right to cancel the agency agreement by giving 14 (fourteen) calendar days notice on the Business Account Website. If a Business Customer has not cancelled the agency agreement on the Business Account Website within 14 (fourteen) calendar days then the amendments are considered as agreed between the parties.
4. Bolt and the Business Customer have the right to cancel the agency agreement by giving at least 30 (thirty) calendar days notice, in a format which can be reproduced in writing, to the other party.
5. Bolt has the right to cancel the agency agreement extraordinarily in case Business Customer fails to pay its invoices for more than 14 (fourteen) calendar days or Business Customer damages Bolt's economic activity and reputation.
6. Bolt shall act as an economic agent for a Business Customer by mediating Business Customer's payments in Bolt application. Business Customer's obligation to pay for the ride hailing services shall be deemed completed from the moment the Business Customer's employee chooses the Business Payment option in Bolt application.

## **6. DISPUTE RESOLUTION**

1. After using the ride hailing service Bolt application will notify a Business Customer employee with the ride hailing Fee. In case the Business Customer suspects that the ride hailing fee for the ride hailing service is unreasonably high, then the Business Customer can send an e-mail to Bolt at [info@bolt.eu](mailto:info@bolt.eu) for the ride hailing Fee inspection. A Business Customer has a right to request for a reimbursement of the amount in excess from the ride hailing service provider if the inspection finds that the ride hailing fee is unreasonably high compared to the standard ride hailing service tariffs. Bolt will not reimburse a Business Customer for extra payments made for a ride hailing service.
2. Business Customer confirms that he is aware that paying for the ride hailing service via