

BubbleCharge Cancellation Policy

Effective Date: September 1, 2026

Overview

This Cancellation Policy explains when reservations may be cancelled, how refunds may be handled, and the responsibilities of Hosts and Finders when a reservation cannot be completed as planned.

BubbleCharge is designed to provide convenient access to EV charging services through a network of independent Hosts. Because charging sessions are typically time-sensitive and may prevent other users from reserving the same charger, both Hosts and Finders are expected to honor confirmed reservations whenever reasonably possible.

Once a Host accepts a reservation request and the reservation is confirmed, both parties enter into a commitment to complete the charging session according to the reservation details.

This Policy applies to all reservations facilitated through BubbleCharge in Canada and the United States.

BubbleCharge reserves the right to interpret, apply, and enforce this Policy in its sole discretion.

Finder Cancellation Policy

Cancellation Before Host Approval

A Finder may cancel a reservation request at any time before the Host accepts the reservation.

If a reservation is cancelled before Host approval, the Finder will generally receive a full refund of any amounts charged.

No payout will be issued to the Host because the reservation was never confirmed.

Cancellation After Host Approval and Before Check-In

Once a Host accepts a reservation, the charger has been reserved for the Finder and may no longer be available to other users.

If a Finder cancels after Host approval but before checking in to the charging session, BubbleCharge may refund the charging session amount paid for the reservation.

However, BubbleCharge service fees, payment processing costs, taxes collected on service fees where applicable, and other non-refundable transaction costs may be retained.

The specific refund amount may vary depending on the timing of the cancellation, payment processor requirements, applicable laws, and other factors determined by BubbleCharge.

Repeated last-minute cancellations may result in account review or restrictions.

Cancellation After Check-In

A charging session begins when the Finder successfully checks in through the BubbleCharge platform or otherwise begins using the charging service.

Once check-in occurs, the reservation is generally considered fulfilled or substantially fulfilled.

As a result, reservations cancelled after check-in are generally not eligible for a refund.

This applies even if:

- The Finder leaves early.
- The Finder charges for less time than planned.
- The Finder decides charging is no longer needed.
- Travel plans change after check-in.
- The Finder voluntarily ends the session.

BubbleCharge may review exceptional situations on a case-by-case basis.

Change of Mind and Personal Circumstances

Personal circumstances generally do not qualify for special cancellation treatment.

Examples include:

- Schedule conflicts.
- Changes in travel plans.
- Traffic delays.
- Vehicle issues unrelated to the Host's charger.
- Deciding not to charge.
- Finding another charging location.
- Forgetting about the reservation.

Users are encouraged to carefully review reservation details before submitting a booking request.

Host Cancellation Policy

Host Responsibilities

When a Host accepts a reservation, the Host is expected to make reasonable efforts to provide the charging service as described in the listing.

Hosts should only accept reservations they reasonably expect to honor.

Repeated cancellations negatively impact Finder confidence and the overall reliability of the BubbleCharge marketplace.

Host Cancellation Before Session Start

A Host may cancel a confirmed reservation before the scheduled session begins.

If a Host cancels before the reservation begins, the Finder may be eligible for a full refund.

The Host will generally not receive any payout related to the cancelled reservation.

BubbleCharge may consider the timing of the cancellation, the reason provided, prior cancellation history, and any impact on the Finder when determining whether enforcement action is appropriate.

Excessive Host Cancellations

BubbleCharge expects Hosts to maintain reliable reservation practices.

Hosts who repeatedly cancel confirmed reservations may be subject to enforcement measures.

These measures may include:

- Warnings.
- Listing restrictions.
- Reduced search visibility.
- Temporary suspension of listings.
- Temporary account suspension.
- Permanent removal from the platform.

BubbleCharge may consider patterns of behavior rather than isolated incidents.

Host Inability to provide Charging Services

A Host should promptly notify BubbleCharge and the Finder if the charger becomes unavailable.

Examples may include:

- Charger malfunction.
- Electrical failure.
- Property access restrictions.
- Safety concerns.
- Unexpected property damage.
- Utility service interruption.

BubbleCharge may investigate and determine the appropriate outcome based on available information.

Charger Availability and Service Issues

Charger Unavailable

If a confirmed reservation cannot proceed because the charger is unavailable, inaccessible, or materially different from the listing description, BubbleCharge may provide a full or partial refund to the Finder.

Examples include:

- Charger not functioning.
- Charger not present at the listed location.
- Access blocked by the Host.
- Charger incompatible with listing information.
- Property inaccessible without prior disclosure.

BubbleCharge may request evidence from either party before determining eligibility.

Charging Session Interruptions

In some situations, a charging session may begin successfully but later encounter issues.

Examples include:

- Unexpected equipment failure.
- Significant power interruption.
- Safety concerns.
- Access issues that prevent continued charging.

BubbleCharge may determine whether a full refund, partial refund, no refund, or other adjustment is appropriate based on the circumstances.

No specific outcome is guaranteed.

Investigations and Evidence

BubbleCharge reserves the right to investigate cancellation requests, refund requests, disputes, and reservation issues.

During an investigation, BubbleCharge may request:

- Reservation details.
- Messages.
- Check-in records.
- Utility outage information.
- Photographs.
- Screenshots.
- Repair records.
- Additional documentation.

Users are expected to cooperate honestly and promptly.

Failure to provide requested information may affect eligibility for refunds, payouts, or other remedies.

Fraud, Abuse, and Policy Circumvention

BubbleCharge may deny refunds, cancel reservations, withhold payouts, or take enforcement action if it reasonably believes a user is attempting to abuse this Policy.

Examples may include:

- False cancellation claims.
- False charger failure reports.
- Misrepresentation of facts.
- Repeated refund abuse.
- Attempts to avoid platform fees.
- Coordinated fraudulent activity.
- Manipulation of check-in records.

BubbleCharge reserves the right to take action even when a specific scenario is not expressly described in this Policy.

BubbleCharge Discretion

BubbleCharge may override, modify, or decline application of this Policy when necessary to:

- Protect users.
- Maintain marketplace integrity.
- Prevent fraud.
- Comply with legal obligations.
- Respond to safety concerns.
- Enforce platform policies.
- Address extraordinary circumstances.

Any determination made by BubbleCharge regarding refunds, payouts, cancellations, or policy enforcement will be made in accordance with applicable law and platform policies.

No-Show Policy

Finder No-Show

A Finder is considered a no-show if the Finder fails to arrive, fails to check in, or otherwise fails to begin the reservation within a reasonable period after the scheduled start time without communicating with the Host.

When a Finder is determined to be a no-show:

- The reservation may be cancelled.
- Refunds may be denied.
- BubbleCharge service fees may be retained.
- The Host may become eligible for payout according to platform rules.

Repeated no-shows may result in account restrictions or additional review.

Host No-Show

A Host may be considered a no-show when the Host fails to provide reasonable access to the charging location or charger during a confirmed reservation.

Examples include:

- The Host is unreachable.
- The charger cannot be accessed.
- Required access information is not provided.
- The charger is unavailable without notice.

When a Host is determined to be a no-show:

- The Finder may receive a full or partial refund.
- The Host may lose eligibility for payout.
- The reservation may be cancelled.
- Enforcement action may be taken against the Host account.

BubbleCharge may request evidence before making a final determination.

Policy Updates

BubbleCharge may revise this Cancellation Policy from time to time to reflect operational changes, legal requirements, marketplace developments, or user feedback.

Updated versions will be posted on the BubbleCharge platform and become effective upon publication unless otherwise stated.

Continued use of BubbleCharge after an update constitutes acceptance of the revised Policy.

Contact

Questions regarding this Cancellation Policy may be directed to:

support@bubblecharge.com

BubbleCharge Inc.

Canada