

BubbleCharge Community Policy

Effective Date: September 1, 2026

Our Community

BubbleCharge is a peer-to-peer EV charging marketplace that connects individuals who provide access to EV charging equipment ("Hosts") with individuals looking for convenient EV charging ("Finders").

BubbleCharge is built around the principle that a reliable marketplace depends on trust, honesty, safety, respect, and responsible participation from everyone who uses the platform. Hosts and Finders may have different roles, responsibilities, and expectations, but everyone is expected to conduct themselves in a manner that protects the safety, privacy, property, and legitimate interests of other members of the BubbleCharge community.

This Community Policy establishes the standards that apply to participation in BubbleCharge. It works together with BubbleCharge's Terms of Service, Privacy Policy, Cancellation Policy, Refund Policy, Dispute Resolution Policy, Content Policy, Nondiscrimination Policy, Host Privacy Standards, Off-Platform and Fee Transparency Policy, Major Disruptive Events Policy, and other applicable policies.

By creating an account, listing a charger, making a reservation, communicating with another user, or otherwise using BubbleCharge, users agree to follow this Community Policy and applicable laws and regulations.

BubbleCharge may take action when conduct violates this Policy, even where the specific conduct is not expressly listed below.

1. Who Can Participate in the BubbleCharge Community

Users must provide accurate information when creating and maintaining a BubbleCharge account.

Users must not create accounts using false identities, impersonate another individual or organization, or provide information that is intentionally misleading.

Where BubbleCharge requires identity verification, users must complete the applicable verification process before using features that require verification. Users may not submit altered, fraudulent, stolen, or otherwise invalid identification or verification information.

BubbleCharge may restrict, suspend, or remove an account when it reasonably believes that account information is inaccurate, fraudulent, compromised, or presents a risk to the BubbleCharge community.

Users are responsible for maintaining the security of their account credentials and should promptly notify BubbleCharge if they believe their account has been compromised.

A user may not create multiple accounts for the purpose of avoiding enforcement, bypassing restrictions, obtaining promotional benefits improperly, or otherwise circumventing BubbleCharge policies.

BubbleCharge may limit the number or type of accounts a person may maintain where reasonably necessary to protect platform integrity.

2. What BubbleCharge Expects From Everyone

BubbleCharge expects Hosts and Finders to act honestly, respectfully, responsibly, and in good faith.

Users should provide accurate information, communicate clearly, respect reservation commitments, follow applicable laws, protect other people's privacy, and use the platform only for legitimate purposes.

Users should not attempt to manipulate BubbleCharge's systems, customer support processes, payments, identity verification, reservation records, or other platform features.

A user's participation in BubbleCharge is a privilege subject to compliance with the platform's policies and applicable law.

3. Expectations for Hosts

Hosts are responsible for ensuring that their listings accurately describe the charging service being offered.

Before accepting reservations, Hosts should reasonably confirm that they are able to provide access to the charger and that the information provided in the listing remains accurate.

Hosts should provide accurate information about relevant characteristics of the charging service, including charger type, connector compatibility, charging capabilities, availability, access requirements, parking arrangements, location information, and any material limitations that could affect a Finder's ability to use the charger.

Hosts should not knowingly list a charger that they do not own, control, or have authorization to make available.

Hosts are also responsible for complying with applicable laws, regulations, property rules, condominium or homeowners' association requirements, utility requirements, and other requirements applicable to their charging location.

Where a Host becomes aware that a charger is unavailable, unsafe, damaged, materially different from the listing, or otherwise unable to provide the reserved service, the Host should notify BubbleCharge and the affected Finder as soon as reasonably possible.

4. Expectations for Finders

Finders are expected to use charging locations responsibly and in accordance with the reservation details and reasonable instructions provided by the Host.

Finders should provide accurate vehicle information when requested and should confirm that their vehicle is compatible with the charging equipment before making a reservation.

Finders should arrive at the reserved location at the scheduled time, use the charger only for the permitted purpose, follow reasonable property and access instructions, and leave the charging area in substantially the condition in which it was found.

Finders must not intentionally damage charging equipment, vehicles, property, electrical systems, access equipment, or other belongings.

Finders should promptly report any safety concern, charger malfunction, property damage, or other significant issue to BubbleCharge.

5. Safety Is a Shared Responsibility

Safety is a fundamental part of the BubbleCharge community.

Hosts should take reasonable steps to ensure that their charging equipment and the immediate charging area are maintained in a reasonably safe condition and are suitable for the intended use.

Hosts should not knowingly provide access to charging equipment that presents a serious and unreasonable safety risk.

Potential hazards may include exposed electrical wiring, visibly damaged charging equipment, damaged connectors, unsafe electrical installations, blocked access, unstable equipment, dangerous property conditions, or other circumstances that could reasonably result in injury or property damage.

Hosts should accurately disclose material safety limitations that a Finder would reasonably need to know before using the charging service.

Finders must use charging equipment in accordance with applicable manufacturer instructions and reasonable safety requirements. Finders should not modify electrical equipment, bypass safety

mechanisms, tamper with chargers, or attempt repairs unless they are properly authorized and qualified to do so.

BubbleCharge does not guarantee that every Host location or charging installation is free from hazards. Users remain responsible for exercising reasonable care and judgment.

6. Electrical and Charger Safety

EV charging involves electrical equipment and, depending on the installation, substantial electrical loads. Users must exercise appropriate caution.

Hosts should not knowingly permit unsafe charging practices or provide misleading information about the electrical capabilities of their equipment.

Finders must not overload electrical systems, use unauthorized adapters or equipment, defeat circuit protection, modify charging hardware, or engage in conduct that could create an electrical, fire, or property hazard.

If a user observes smoke, burning smells, exposed wiring, sparking, severe overheating, fire, electrical arcing, or another immediate safety concern, the user should stop using the equipment when it is safe to do so and contact the appropriate emergency or utility service.

For emergencies involving an immediate threat to life, health, or property, users should contact local emergency services first. BubbleCharge Support should be notified when reasonably possible after the immediate emergency has been addressed.

7. Respect for Property and Charging Locations

Hosts may provide access to residential, commercial, condominium, apartment, or other private or shared properties.

Finders must respect the property and any reasonable rules communicated through the listing or reservation.

Finders may not enter areas that are not reasonably necessary to access the charger, interfere with residents or occupants, damage landscaping or structures, enter restricted areas, or use property amenities that have not been made available through the reservation.

Hosts should provide clear access instructions and should not intentionally mislead Finders about where the charger is located or how it may be accessed.

Neither party should use a reservation as a reason to enter, remain at, or access property beyond what is reasonably necessary to complete the charging session.

8. Vehicles and Parking

Finders must park responsibly and in accordance with applicable property rules and local laws.

A Finder should not block driveways, emergency access, sidewalks, other vehicles, entrances, or other areas in a manner that creates an unreasonable obstruction or safety concern.

Hosts should accurately describe material parking restrictions before a Finder books.

Neither Hosts nor Finders may intentionally use BubbleCharge to facilitate unauthorized parking, obstruction of public access, or other unlawful use of property.

BubbleCharge is not responsible for parking tickets, towing charges, traffic violations, vehicle damage, or other consequences arising from a user's conduct, except where liability cannot lawfully be excluded or limited.

9. No Violence, Threats, or Harassment

BubbleCharge does not tolerate violence, threats, intimidation, stalking, harassment, or abusive conduct.

Users must not threaten another user, physically confront another user in an unsafe manner, repeatedly harass someone, make credible threats of violence, or use BubbleCharge communications to intimidate or coerce another person.

Users must not use threats to obtain a refund, payout, reservation, cancellation, or other platform outcome.

Threatening or abusive conduct toward BubbleCharge employees, customer support personnel, or other representatives is also prohibited.

BubbleCharge may take immediate action where it reasonably believes that a person presents a safety risk.

10. Respectful Communication

BubbleCharge expects users to communicate professionally and respectfully.

Disagreements regarding reservations, pricing, charger performance, cancellations, or refunds should be handled through appropriate communication and BubbleCharge Support rather than through threats, insults, intimidation, or retaliation.

Users must not repeatedly contact another user after being asked to stop, except where communication is reasonably necessary to address an active reservation, safety issue, or legal obligation.

BubbleCharge may restrict messaging privileges when communications are being used abusively, excessively, or for purposes unrelated to legitimate platform activity.

11. Nondiscrimination and Inclusion

BubbleCharge does not permit discrimination against users based on protected characteristics recognized under applicable law.

Users may not refuse service, impose different terms, harass, intimidate, or otherwise treat another person differently because of a protected characteristic.

BubbleCharge's Nondiscrimination Policy provides additional requirements and guidance and forms part of this Community Policy.

Users should make reservation and participation decisions based on legitimate considerations such as charger compatibility, availability, safety, access requirements, pricing, scheduling, and other legitimate service-related factors.

BubbleCharge may take action against discriminatory conduct occurring through listings, reservations, support interactions, or other platform activity.

12. Honesty, Deception, and Misrepresentation

Trust is essential to a peer-to-peer marketplace.

BubbleCharge prohibits fraud, deception, false statements, manipulated information, and other conduct intended to mislead another user or BubbleCharge.

This includes, without limitation, creating false listings, providing inaccurate charger specifications, falsely claiming a charger is available, misrepresenting a vehicle, submitting fraudulent documents, making false refund claims, fabricating evidence, manipulating check-in records, or falsely reporting another user.

Users must not intentionally provide false information to BubbleCharge Support or attempt to influence a dispute by submitting misleading evidence.

BubbleCharge may take action when information appears materially inaccurate even if the user claims that the information was provided unintentionally, particularly where the conduct creates a significant safety, financial, or marketplace risk.

13. Scams and Financial Abuse

BubbleCharge prohibits scams and attempts to obtain money, services, refunds, payouts, or other benefits through deception.

Users may not use BubbleCharge to conduct fraudulent transactions, manipulate payment systems, use stolen payment information, create fraudulent reservations, submit false chargebacks, or coordinate transactions intended to defraud another person.

Users must not pressure another user to make payments outside BubbleCharge or use alternative payment arrangements to avoid platform fees or safeguards.

Suspected fraudulent activity may result in immediate restrictions while BubbleCharge investigates.

BubbleCharge may cooperate with payment processors, financial institutions, law enforcement agencies, or other appropriate parties where permitted or required by law.

14. Off-Platform Transactions

BubbleCharge is designed to facilitate reservations and related transactions through the platform.

Users may not use BubbleCharge to establish a relationship and then move current, future, repeat, or related reservations outside the platform for the purpose of avoiding BubbleCharge fees, safeguards, verification procedures, or policies.

This includes directing users to external payment systems, requesting cash or direct transfers, or encouraging users to cancel a BubbleCharge reservation and arrange the charging session independently.

The Off-Platform and Fee Transparency Policy contains additional requirements.

15. Privacy and Personal Information

Users must respect the privacy of other members of the BubbleCharge community.

A user may not collect, disclose, publish, sell, or misuse another person's personal information obtained through BubbleCharge.

This includes information such as telephone numbers, email addresses, identification information, payment information, private communications, and other personal information that is not intended for public disclosure.

Hosts and Finders may use information obtained through BubbleCharge only for legitimate purposes connected to the reservation or as otherwise permitted by applicable law and BubbleCharge policy.

Users should not publish or distribute another person's private information as a means of intimidation, retaliation, harassment, or commercial solicitation.

BubbleCharge's Privacy Policy and Host Privacy Standards contain additional requirements.

16. Feedback

Users should not use reviews as a means of discrimination, harassment, retaliation, extortion, or personal attacks.

BubbleCharge may restrict accounts where it reasonably determines that review systems have been manipulated or abused.

17. Spam and Unwanted Solicitation

BubbleCharge is not a general advertising platform.

Users may not use listings, profiles, messages, other platform features to distribute spam, unrelated commercial advertising, repetitive promotional material, malware, deceptive links, or unsolicited marketing.

A Host may describe the charging service being offered, but may not use a BubbleCharge listing primarily to advertise unrelated goods or services.

BubbleCharge may remove content and restrict accounts that repeatedly engage in unwanted solicitation.

18. Prohibited or Dangerous Activities

BubbleCharge may prohibit or restrict activities that create unreasonable risks to users, property, or the surrounding community.

Users may not use BubbleCharge to facilitate unlawful activity, dangerous conduct, violence, trafficking, fraud, or other activity that presents a serious risk to people or property.

Charging locations may not knowingly be used for activities unrelated to legitimate EV charging where those activities create an unreasonable safety, legal, or community risk.

Nothing in this Policy permits a user to engage in conduct that is prohibited by applicable law.

19. Community Disturbances

BubbleCharge is designed to facilitate charging, not activities that create unreasonable disruption to surrounding properties or communities.

Users should avoid excessive noise, aggressive behavior, unnecessary gatherings, obstruction of neighbouring properties, reckless driving, property damage, littering, or other conduct that creates an unreasonable disturbance.

Hosts should not knowingly encourage or facilitate disruptive activity through their charging locations.

Finders should complete their charging sessions and leave the property promptly when the reservation ends unless otherwise authorized.

Repeated or serious disturbances may result in listing restrictions, reservation cancellation, account suspension, or removal.

20. Prohibited Use of BubbleCharge for Illegal Activities

BubbleCharge may not be used to facilitate illegal transactions or unlawful conduct.

This includes using the platform to arrange criminal activity, evade law enforcement, facilitate fraud, or otherwise misuse the marketplace.

Where BubbleCharge receives credible information indicating serious unlawful conduct, it may take appropriate action, including restricting accounts, preserving relevant information where legally permitted, and cooperating with appropriate authorities.

BubbleCharge does not act as a law enforcement agency and does not guarantee that unlawful conduct can always be detected or prevented.

21. Compliance With Laws and Regulations

Users are responsible for understanding and complying with laws and regulations applicable to their activities.

Hosts may be subject to requirements relating to property use, electrical installations, zoning, condominium or homeowners' association rules, taxation, business licensing, safety standards, and other requirements.

Finders are responsible for complying with traffic, parking, vehicle, property access, and other laws applicable to their conduct.

BubbleCharge may restrict a listing or account where continued activity appears to create a material legal or safety risk.

Nothing in this Community Policy requires a user to violate applicable law.

22. Emergencies and Safety Reports

If an emergency is occurring, users should contact the appropriate local emergency services before contacting BubbleCharge Support.

Examples include fire, serious injury, immediate threats of violence, electrical emergencies, or other circumstances requiring immediate professional assistance.

After the immediate danger has been addressed, users should notify BubbleCharge where the incident involves a reservation, charging location, user, or platform activity.

BubbleCharge may cancel reservations, restrict accounts, remove listings, or take other measures when reasonably necessary to protect community safety.

23. Reporting Violations

Users are encouraged to report conduct that they believe violates this Community Policy.

Reports may concern:

- Unsafe charging conditions
- Fraud or scams
- Harassment
- Discrimination

- Threats
- Property damage
- Misrepresentation
- Off-platform payment requests
- Privacy violations
- Suspicious activity
- Community disturbances
- Other policy violations

Reports should contain as much accurate information as reasonably available.

BubbleCharge may request additional information or evidence during an investigation.

Making a report does not guarantee that BubbleCharge will take a particular action or disclose the outcome of an investigation.

24. Investigation and Cooperation

BubbleCharge may investigate reports, complaints, suspicious activity, or other potential violations of this Policy.

During an investigation, BubbleCharge may review relevant account information, reservations, communications, payment records, check-in information, listing information, reports, and other information available to BubbleCharge.

BubbleCharge may contact Hosts, Finders, or other relevant parties and may request additional documentation.

Users are expected to cooperate honestly and in good faith.

Users must not destroy, alter, fabricate, or manipulate evidence or attempt to interfere with an investigation.

25. Enforcement

BubbleCharge takes violations of its Community Policy seriously.

Where BubbleCharge determines that a user has violated this Policy, it may take one or more actions depending on the circumstances.

Potential actions include:

- Providing educational guidance.
- Issuing a warning.
- Removing or modifying content.
- Requiring additional information or verification.
- Restricting platform features.
- Cancelling a reservation.
- Restricting a listing.
- Reducing listing visibility.
- Suspending a listing temporarily.
- Suspending an account temporarily.
- Withholding or adjusting payouts where permitted.
- Requiring corrective action.
- Permanently removing a listing or account.

BubbleCharge may take stronger action for serious, repeated, or intentional violations.

Conduct involving threats, violence, serious safety concerns, fraud, deliberate deception, discriminatory abuse, or repeated attempts to circumvent platform safeguards may result in immediate suspension or removal.

BubbleCharge may also take action when conduct occurs outside the platform if it is reasonably connected to a user's participation in BubbleCharge or creates a material safety, legal, or marketplace-integrity concern.

26. Enforcement Is Not Limited to Listed Examples

The examples in this Community Policy are intended to explain common standards and are not exhaustive.

BubbleCharge may take action against conduct that is not specifically described in this Policy when the conduct is inconsistent with the safety, integrity, trust, or legitimate operation of the BubbleCharge community.

Similarly, BubbleCharge may consider the surrounding circumstances, intent, severity, frequency, potential harm, prior history, and cooperation of the parties when determining an appropriate response.

A single incident may result in serious enforcement when the circumstances warrant it.

27. Account Suspension and Removal

BubbleCharge may suspend or permanently remove an account when it reasonably determines that continued access presents a significant risk to users, property, payment integrity, legal compliance, or the platform.

Where appropriate, BubbleCharge may cancel current or future reservations associated with a suspended or removed account.

Users whose accounts are suspended or removed may not create replacement accounts for the purpose of avoiding enforcement.

BubbleCharge may require a user to complete additional verification or satisfy other conditions before restoring access.

28. Appeals and Additional Information

Where BubbleCharge provides an appeal process, a user may submit additional relevant information for consideration.

An appeal should explain why the user believes the enforcement action was incorrect and provide any material evidence that was not previously available.

BubbleCharge may review the original decision and any additional information provided.

Submitting an appeal does not automatically restore an account, reinstate a listing, reverse a cancellation, or suspend the effect of an enforcement action.

BubbleCharge may decline to reconsider matters where sufficient information has already been reviewed or where continued access presents an immediate safety, fraud, or legal risk.

29. No Guarantee of Safety or User Conduct

BubbleCharge establishes community standards and takes reasonable measures within its platform to support a trustworthy marketplace. However, BubbleCharge cannot guarantee that every user will comply with these standards or that every safety, fraud, property, or conduct issue will be prevented.

Hosts and Finders remain responsible for exercising reasonable judgment when using the platform.

Users should review reservation information carefully, follow reasonable safety practices, and contact BubbleCharge when they encounter concerns.

30. BubbleCharge's Role

BubbleCharge provides marketplace services that facilitate connections and reservations between Hosts and Finders.

Hosts are independent providers of charging access, and Finders are users seeking charging services. Unless expressly stated otherwise in BubbleCharge's Terms of Service or another applicable agreement, BubbleCharge does not control the physical conduct of users at a charging location.

BubbleCharge may facilitate communications, payments, reservations, verification, dispute handling, and other marketplace functions, but users remain responsible for their own conduct and decisions.

Nothing in this Policy creates a guarantee, warranty, partnership, employment relationship, agency relationship, or other relationship beyond what is expressly established in BubbleCharge's applicable agreements.

31. Interaction With Other BubbleCharge Policies

This Community Policy should be read together with BubbleCharge's other policies.

Where a particular subject is addressed in greater detail by another BubbleCharge policy, that policy may provide additional requirements.

For example:

- The **Nondiscrimination Policy** addresses discrimination and equal treatment.
- The **Content Policy** addresses prohibited user-generated content.
- The **Off-Platform and Fee Transparency Policy** addresses off-platform transactions and undisclosed fees.
- The **Cancellation Policy** addresses reservation cancellations.
- The **Refund Policy** addresses refund eligibility and processing.
- The **Dispute Resolution Policy** addresses complaints and investigations.
- The **Major Disruptive Events Policy** addresses extraordinary events affecting reservations.
- The **Host Privacy Standards** and **Privacy Policy** address privacy and personal information.

BubbleCharge may apply multiple policies to the same incident.

32. Cooperation With Authorities

BubbleCharge may cooperate with law enforcement, courts, regulators, payment providers, emergency services, or other authorized parties where required or permitted by applicable law.

Where legally permitted, BubbleCharge may provide relevant information in response to valid legal requests or where necessary to protect users, prevent fraud, investigate serious misconduct, or comply with legal obligations.

BubbleCharge does not promise to notify users of every disclosure where notification is prohibited or where doing so would compromise safety, an investigation, or a legal obligation.

33. Canada and United States

This Community Policy applies to BubbleCharge users in Canada and the United States.

BubbleCharge recognizes that laws and regulations may differ between jurisdictions and that certain conduct may be subject to additional requirements depending on location.

Users remain responsible for complying with applicable federal, provincial, territorial, state, municipal, and local requirements.

Nothing in this Policy is intended to remove, restrict, or waive rights that cannot lawfully be excluded or limited.

Where applicable law provides greater protection or imposes additional obligations, the applicable law will govern.

34. Policy Updates

BubbleCharge may update this Community Policy from time to time to reflect changes in the BubbleCharge platform, applicable laws, safety practices, marketplace operations, or community standards.

Updated versions will be published on the BubbleCharge website or platform and will become effective on the date stated in the updated Policy, unless otherwise required by law.

Users should periodically review the Community Policy and related BubbleCharge policies.

Continued use of BubbleCharge after an updated policy becomes effective constitutes acceptance of the revised Policy to the extent permitted by applicable law.

Contact and Reporting

BubbleCharge Support is available **24 hours a day, 7 days a week** for questions, concerns, safety reports, disputes, and policy-related matters.

All queries and concerns should be directed to:

support@bubblecharge.com

For emergencies involving an immediate threat to life, health, or property, users should contact their local emergency services first.

BubbleCharge Inc.

Canada