

BubbleCharge Content Policy

Effective Date: September 1, 2026

Overview

To help maintain a safe, trustworthy, and reliable marketplace, BubbleCharge prohibits certain content and behavior on the platform.

This Policy applies to all content submitted, posted, transmitted, or shared through BubbleCharge, including:

- Charger listing titles and descriptions
- Host profile information
- Finder profile information
- Vehicle details
- Charging equipment information
- Addresses and location information
- Customer support communications
- Incident reports
- Dispute submissions
- Verification information
- AI-generated content submitted by users

Users are responsible for all content they provide through BubbleCharge.

BubbleCharge may remove content, restrict visibility, suspend listings, suspend accounts, withhold payouts, or permanently remove users who violate this Policy.

1. Accurate and Truthful Content

All content must be accurate, truthful, and not misleading.

Hosts must accurately describe:

- Charger type
- Connector type
- Charging level
- Charging availability
- Parking availability
- Property access requirements
- Operating restrictions
- Access instructions

- Amenities offered

Finders must accurately provide:

- Vehicle information
- Identity information
- Reservation details
- Communication regarding reservations

Users may not:

- Misrepresent charger capabilities.
- Misrepresent availability.
- Provide false addresses.
- Falsely claim ownership of a charger.
- Provide inaccurate vehicle information.
- Create misleading listings.
- Submit false reports or complaints.
- Deliberately omit important information.

Content intended to deceive other users is prohibited.

2. Prohibited Content

The following content is not permitted on BubbleCharge.

Illegal Content

Content that:

- Violates applicable law.
- Promotes illegal activity.
- Encourages criminal conduct.
- Facilitates fraud.
- Promotes identity theft.
- Supports unlawful activity.

Users may not use BubbleCharge to engage in unlawful transactions or activities.

Harassing or Abusive Content

Content that is:

- Threatening

- Intimidating
- Harassing
- Bullying
- Abusive
- Degrading
- Offensive
- Hateful

Examples include:

- Personal attacks.
- Threats of violence.
- Repeated unwanted contact.
- Abusive language directed at another user.

BubbleCharge expects all users to communicate respectfully.

Discriminatory Content

Content that discriminates against or targets individuals based on protected characteristics is prohibited.

This includes content that promotes exclusion, hatred, harassment, or unequal treatment.

Users must comply with BubbleCharge's Nondiscrimination Policy.

Obscene or Offensive Content

Users may not submit:

- Sexually explicit content links
- Obscene language
- Pornographic content links
- Graphic descriptions
- Vulgar content intended to shock or offend

Because BubbleCharge is an EV charging marketplace, such content serves no legitimate purpose.

3. Spam and Unwanted Solicitation

Users may not use BubbleCharge for advertising unrelated businesses or services.

Prohibited content includes:

- Spam communication
- Repeated unsolicited contact
- Marketing unrelated products
- Referral schemes
- Affiliate marketing
- Commercial solicitations
- Promotional links unrelated to a reservation

BubbleCharge is intended for EV charging reservations, not general advertising.

4. Off-Platform Solicitation

Users may not use content or communications to move transactions off BubbleCharge.

Examples include:

- Posting payment instructions.
- Sharing direct booking offers.
- Requesting payment outside BubbleCharge.
- Promoting external reservation systems.
- Encouraging future bookings outside BubbleCharge.

Attempts to circumvent BubbleCharge fees are prohibited.

5. Privacy and Personal Information

Users may not publicly disclose another person's private information.

Examples include:

- Personal phone numbers
- Email addresses
- Government identification numbers
- Banking information
- Payment information
- Verification documents
- Private residential information not required for reservations

Users may only use personal information for legitimate reservation-related purposes.

Unauthorized disclosure of personal information is prohibited.

6. Impersonation and Misrepresentation

Users may not:

- Impersonate another person.
- Pretend to represent BubbleCharge.
- Create fake identities.
- Use another person's information without authorization.
- Misrepresent affiliations or qualifications.

Trust depends on users accurately representing themselves.

7. Listing Content Standards

Host listings must accurately reflect the charging experience available to Finders.

Hosts may not:

- Exaggerate charger performance.
- Claim unavailable amenities.
- Misrepresent access conditions.
- Hide material limitations.
- Publish misleading operating hours.
- Omit known access restrictions.

Material inaccuracies may result in listing removal and account suspension.

8. Address and Location Information

Because BubbleCharge relies on physical charging locations, location information must be accurate.

Hosts may not:

- Publish false addresses.
- Intentionally mislead users regarding location.
- List locations where they lack authorization to provide charging services.

BubbleCharge may remove listings containing inaccurate location information.

9. AI-Generated Content

Users may use AI tools to help create descriptions or communications.

However, users remain responsible for ensuring that AI-generated content is:

- Accurate
- Truthful
- Non-misleading
- Compliant with BubbleCharge policies

Users may not use AI-generated content to deceive, impersonate, manipulate, or misrepresent services.

10. Enforcement

BubbleCharge may investigate potential violations of this Policy.

Enforcement actions may include:

- Content removal
- Listing modification requests
- Warnings
- Temporary restrictions
- Search visibility reduction
- Reservation cancellation
- Payout holds
- Account suspension
- Permanent account removal

Repeated violations may result in stronger enforcement measures.

11. Reporting Violations

Users may report content that they believe violates this Policy.

BubbleCharge may request:

- Screenshots
- Reservation details
- Messages
- Supporting documentation
- Additional information necessary to investigate

Users are expected to cooperate in good faith during investigations.

12. Canada and United States Applicability

This Policy applies to all users operating in Canada and the United States.

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

Nothing in this Policy limits rights that cannot legally be waived under applicable law.

13. Policy Updates

BubbleCharge may revise this Policy periodically.

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

Continued use of BubbleCharge constitutes acceptance of the revised Policy.

Contact

Questions regarding this Content Policy may be directed to:

support@bubblecharge.com

BubbleCharge Inc.

Canada