

BubbleCharge Major Disruptive Events Policy

Effective Date: September 1, 2026

Overview

In most situations, cancellations, refunds, and payouts are governed by the cancellation policy applicable to a reservation.

However, in rare circumstances, unexpected large-scale events beyond the reasonable control of Hosts, Finders, or BubbleCharge may prevent a charging session from taking place or being completed.

When such events occur, BubbleCharge may determine that this Major Disruptive Events Policy applies.

If this Policy applies, BubbleCharge may allow a reservation to be cancelled, modified, refunded, or otherwise adjusted regardless of the standard cancellation policy associated with the booking.

This Policy is intended to promote fairness, safety, and operational reliability across the BubbleCharge platform.

This Policy is not insurance and does not cover every unexpected circumstance.

1. Covered Events

A Covered Event must:

- Occur after a reservation is confirmed.
- Be beyond the reasonable control of the affected party.
- Impact the charging location where the reservation is scheduled.
- Prevent, materially impair, or legally prohibit completion of the charging session.

BubbleCharge may determine eligibility on a case-by-case basis.

Examples of Covered Events include:

A. Government Restrictions

Government orders that directly prevent access to the charging location or prohibit completion of the reservation, including:

- Mandatory evacuation orders
- Emergency road closures

- Government-declared exclusion zones
- Mandatory public safety restrictions
- Orders prohibiting access to affected properties

Government advisories or recommendations that do not legally restrict access are generally not covered.

B. Natural Disasters and Severe Weather

Unexpected events affecting the charging location, including:

- Floods
- Wildfires
- Tornadoes
- Earthquakes
- Ice storms
- Hurricanes
- Severe windstorms
- Landslides

Weather conditions that are common, seasonal, or reasonably foreseeable for a region are generally not covered unless they directly result in another Covered Event, such as a government evacuation order or widespread power outage.

C. Widespread Power Outages

Because charging services depend on electricity, prolonged utility disruptions may qualify as Covered Events.

Examples include:

- Regional electrical grid failures
- Utility company emergency shutdowns
- Major transformer failures
- Large-scale blackouts
- Public utility infrastructure damage

Short interruptions or localized outages affecting only a single property may not qualify.

D. Public Health Emergencies

Government-declared public health emergencies that legally prevent operation of the charging service or access to the charging location.

Examples may include:

- Government-mandated emergency closures
- Mandatory quarantine zones
- Public emergency access restrictions

Routine illnesses or personal medical situations are generally not covered under this Policy.

E. War, Civil Unrest, and Security Emergencies

Events including:

- Acts of war
- Terrorism
- Armed conflict
- Civil unrest
- Government-declared emergency security measures
- Major public safety incidents

The event must directly affect the reservation location.

F. Charging Infrastructure Failures

Certain significant infrastructure failures may qualify where they occur unexpectedly and prevent charging from taking place.

Examples include:

- Catastrophic charger failure immediately before the reservation
- Major electrical system failure
- Damage caused by storms, fire, or accidents
- Utility disconnection beyond the Host's control

BubbleCharge may require supporting evidence before approving coverage.

2. What Happens When a Covered Event Applies

If BubbleCharge determines that a reservation is impacted by a Covered Event, BubbleCharge may:

- Permit cancellation without standard penalties.
- Provide a full or partial refund to the Finder.
- Waive Host cancellation consequences.
- Allow reservation modifications.

- Cancel remaining reservation time during an active charging session.
- Delay payouts pending review.

The remedy provided may vary depending on the circumstances and the timing of the event.

3. Active Charging Sessions

A Covered Event may occur after a Finder has already arrived or begun charging.

In such situations, BubbleCharge may:

- Cancel the remaining portion of the reservation.
- Issue a partial refund.
- Adjust Host payouts.
- Close the reservation early for safety reasons.

Safety considerations will take priority over reservation completion.

4. Events Not Covered

The following situations are generally not covered by this Policy:

Vehicle-Related Issues

- The Finder runs out of battery before reaching the Host.
- The Finder's vehicle becomes disabled.
- The Finder uses an incompatible charging connector.
- The Finder arrives with a charging issue unrelated to the Host's equipment.

Personal Circumstances

- Schedule changes.
- Work obligations.
- Family emergencies.
- Change of travel plans.
- No longer needing a charge.

Minor Charger Issues

- Slow charging speeds within normal operating ranges.
- Temporary internet outages that do not prevent charging.
- Short power interruptions.
- Routine charger maintenance disclosed by the Host.

Pricing or Availability Preferences

- Finder discovers a cheaper charger elsewhere.
 - Finder prefers a different location after booking.
 - Finder decides to use a public charging network instead.
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Foreseeable Conditions

Including:

- Seasonal weather
- Expected winter conditions
- Routine maintenance outages
- Planned utility work
- Known local events

Users are expected to consider reasonably foreseeable conditions before booking.

5. Reporting Requirements

A Host or Finder seeking protection under this Policy should notify BubbleCharge as soon as reasonably possible.

BubbleCharge may request:

- Photographs
- Utility outage notices
- Government announcements
- News reports
- Repair invoices
- Insurance documentation
- Other supporting evidence

Failure to provide reasonable supporting information may affect eligibility.

6. Fraud and Abuse Prevention

BubbleCharge reserves the right to deny requests that:

- Contain false information.
- Misrepresent facts.
- Attempt to avoid cancellation fees.

- Seek benefits without a qualifying event.

Accounts engaging in abuse of this Policy may be suspended or removed from the platform.

7. Effect on Payouts

When a reservation is cancelled under this Policy:

- A Host may not receive payout for the cancelled reservation.
- Previously released funds may be adjusted or recovered where permitted by law.
- BubbleCharge may temporarily hold funds while a claim is reviewed.

Any payout determination made under this Policy supersedes the normal cancellation policy for the affected reservation.

8. Limitation of Coverage

This Policy applies only to events that directly impact the reservation location and prevent completion of the charging session.

The Policy does not guarantee reimbursement for:

- Lost business opportunities
- Lost profits
- Travel costs
- Accommodation expenses
- Vehicle expenses
- Consequential damages

Users remain responsible for maintaining appropriate personal insurance coverage where applicable.

9. Canada and United States Applicability

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

Certain rights and remedies may vary based on applicable federal, provincial, territorial, state, or local laws.

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

10. Policy Changes

BubbleCharge may revise this Policy from time to time.

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

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

Contact

Questions regarding this Policy may be directed to:

support@bubblecharge.com

BubbleCharge Inc.

Canada

BubbleCharge's goal is to balance fairness for Hosts and Finders while maintaining a safe, reliable, and resilient charging marketplace during extraordinary circumstances.