

BubbleCharge Off-Platform and Fee Transparency Policy

Effective Date: September 1, 2026

Overview

BubbleCharge is built on trust, transparency, and secure transactions. To help protect Hosts, Finders, and the BubbleCharge community, all reservations, communications, payments, and reviews should generally remain on the BubbleCharge platform.

This Policy explains activities that are prohibited, activities that may be permitted, and the standards that Hosts and Finders must follow regarding booking-related fees, communications, and transactions.

Violation of this Policy may result in warnings, listing restrictions, payout holds, account suspension, reservation cancellation, or permanent removal from the BubbleCharge platform.

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

1. Moving Reservations Off BubbleCharge

Hosts and Finders may not use BubbleCharge to establish a connection and then complete current, future, repeat, or extended charging reservations outside the platform.

This includes:

- Asking a Finder to cancel a BubbleCharge reservation and pay directly.
- Offering discounts in exchange for booking outside BubbleCharge.
- Providing alternative payment methods for future reservations.
- Encouraging repeat charging sessions outside BubbleCharge.
- Advertising direct booking arrangements through BubbleCharge.
- Sharing links intended to move a reservation off BubbleCharge.
- Attempting to avoid BubbleCharge service fees.
- Attempting to avoid taxes collected through the platform.
- Canceling a reservation for the purpose of rebooking outside BubbleCharge.

Reservations arranged outside BubbleCharge may not qualify for customer support, dispute assistance, fraud protection, identity verification safeguards, or any protection programs offered by BubbleCharge.

2. Booking-Related Payments Must Remain on BubbleCharge

All mandatory charges associated with a reservation must be processed through BubbleCharge unless BubbleCharge expressly authorizes otherwise.

Neither Hosts nor Finders may request, send, or accept payment outside BubbleCharge for:

- Charging session fees
- Reservation fees
- Additional charging time
- Reservation extensions
- Charger access fees
- Parking fees required to access the charger
- Required equipment usage fees
- Booking-related deposits
- Reservation modifications
- Any mandatory amount connected to a reservation

Examples of prohibited conduct include:

- Requesting cash upon arrival.
- Requesting e-transfer payments.
- Requesting Venmo, PayPal, Cash App, Zelle, bank transfer, or similar payments.
- Sharing personal payment links.
- Accepting direct payment after a reservation has been initiated on BubbleCharge.

Keeping payments on BubbleCharge helps protect both Hosts and Finders and allows BubbleCharge to investigate disputes and maintain accurate transaction records.

3. Fee Transparency Requirements

Hosts must accurately disclose all mandatory charges before a Finder submits a booking request.

A Finder should understand the total cost of a reservation before payment is made.

Mandatory charges include any fee that a Finder must pay in order to complete or use a reservation.

Examples include:

- Charger usage fees
- Parking fees required for charger access
- Building access fees

- Access card fees
- Required utility surcharges
- Mandatory equipment fees
- Applicable taxes where required

Hosts may not:

- Add undisclosed fees after booking.
- Increase prices after confirmation.
- Misrepresent charging costs.
- Charge mandatory fees outside BubbleCharge.
- Split charges into multiple transactions to avoid fees.
- Require separate payments for charger access.

BubbleCharge may remove listings or take enforcement action when pricing information is inaccurate or misleading.

4. Prohibited Payment Circumvention

Users may not attempt to bypass BubbleCharge's payment systems.

Examples include:

- Posting phone numbers in listing descriptions to arrange direct payment.
- Sharing external payment instructions before booking.
- Including payment instructions in photos or charger descriptions.
- Sending payment requests through email.
- Offering lower prices if a Finder pays directly.
- Offering cash discounts.
- Accepting payment before a booking is completed through BubbleCharge.

BubbleCharge may monitor transactions and communications to detect attempts to circumvent platform fees, security systems, or policies.

5. Communication Standards

Before a reservation is confirmed, communications should remain within BubbleCharge.

Hosts may not:

- Request a Finder's personal contact information before booking.
- Direct Finders to external websites.
- Ask Finders to continue booking discussions outside BubbleCharge.
- Use personal information for marketing purposes.

After a reservation is confirmed, limited off-platform communication may be appropriate when necessary to facilitate the charging session.

Examples include:

- Coordinating arrival instructions.
- Providing gate access information.
- Assisting with charger location details.
- Resolving active reservation issues.

Even after booking, contact information may only be used for reservation-related purposes.

6. Use of Finder Information

Information obtained through BubbleCharge may only be used to facilitate a reservation.

Hosts may not:

- Sell Finder information.
- Share Finder information with third parties.
- Add Finders to marketing lists.
- Send promotional messages unrelated to reservations.
- Use Finder information for unrelated business activities.
- Build independent customer databases from BubbleCharge reservations.

Users must comply with applicable privacy laws in Canada and the United States.

7. Third-Party Apps and Access Requirements

Hosts may not require Finders to create accounts on third-party websites or applications as a condition of accessing a charger.

Examples include:

- Mandatory account creation on external platforms.
- Mandatory registration on unrelated websites.
- Mandatory downloads of unrelated applications.

However, some access tools may be permitted when reasonably necessary for charger operation or property access.

Examples may include:

- Building access systems.
- Smart gate systems.
- EV charging network authentication tools.
- Property security systems.

Any such requirement must be disclosed before booking.

8. Exceptions

BubbleCharge may permit certain activities where required by law, safety requirements, building regulations, utility requirements, or compliance obligations.

Examples may include:

- Identity verification required by law.
- Building access registration requirements.
- Condominium security procedures.
- Utility company compliance obligations.
- Tax collection obligations where required by law.

Any exception must be clearly disclosed to users before booking whenever reasonably possible.

9. Enforcement

BubbleCharge may investigate suspected violations of this Policy.

Enforcement actions may include:

- Educational notices
- Warnings
- Listing suspension
- Search visibility reduction
- Reservation cancellation
- Payout holds
- Account suspension
- Permanent account removal

BubbleCharge reserves the right to review descriptions, transaction activity, reservation behavior, and other platform information when investigating potential violations. Consistent with marketplace practices, attempts to move reservations, payments, or reviews off-platform may result in enforcement action.

10. Canada and United States Applicability

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

Users remain responsible for complying with all applicable federal, provincial, territorial, state, and local laws that apply to their activities.

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

11. Policy Updates

BubbleCharge may revise this Policy from time to time.

Updated versions will be published 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 Policy may be directed to:

support@bubblecharge.com

BubbleCharge Inc.

Canada