

BubbleCharge Service Fee Policy

Effective Date: September 1, 2026

1. Purpose of this Policy

This Service Fee Policy explains the fees charged by BubbleCharge when Hosts offer EV charging services and Finders reserve charging sessions through the BubbleCharge platform.

BubbleCharge operates a technology marketplace that connects EV drivers ("Finders") with property owners or charger operators ("Hosts"). To support platform operations, customer service, payment processing, fraud prevention, product development, and marketplace growth, BubbleCharge charges service fees on completed bookings. Similar marketplace models charge service fees to facilitate transactions and maintain platform services.

By using BubbleCharge, you agree to this Service Fee Policy, the Terms of Service, Privacy Policy, and any additional policies published by BubbleCharge.

2. Fee Structure

BubbleCharge uses a split-fee model.

Under this model:

- Hosts pay a **9% Host Service Fee**
- Finders pay a **6% Finder Service Fee**

These fees are separate from applicable taxes.

Service fees are calculated on the booking subtotal and are displayed before payment is completed.

3. Host Service Fee

3.1 Amount

Hosts are charged a service fee equal to **9% of the booking subtotal**.

The Host Service Fee is deducted from the Host's payout.

Example

Charging Session Price: \$20.00

Host Service Fee (9%): \$1.80

Host Payout Before Taxes and Adjustments: \$18.20

This fee may be adjusted if refunds, booking modifications, disputes, or payment reversals occur.

3.2 What the Host Service Fee Covers

The Host Service Fee helps fund:

- Payment processing services
- Host onboarding systems
- Identity verification tools
- Fraud detection and prevention
- Customer support
- Platform maintenance
- Product development
- Marketplace marketing
- Security monitoring
- Booking management systems
- Dispute resolution services
- Risk management systems

BubbleCharge may modify these services at any time.

3.3 Fee Deduction

The Host Service Fee is automatically deducted before payout.

Hosts will generally see:

Booking Amount

Minus Host Service Fee

Minus Applicable Taxes (where required)

Equals Net Host Payout

The fee will appear separately in transaction records, payout reports, and earnings summaries.

4. Finder Service Fee

4.1 Amount

Finders are charged a **6% Finder Service Fee**.

The Finder Service Fee is added to the booking subtotal and displayed before checkout.

Example

Charging Session Price: \$20.00

Finder Service Fee (6%): \$1.20

Subtotal Charged Before Taxes: \$21.20

Applicable Taxes: Vary by jurisdiction

Total Charge: Displayed before payment

4.2 What the Finder Service Fee Covers

The Finder Service Fee helps support:

- Secure booking technology
 - Payment processing
 - Customer support
 - Fraud prevention
 - Identity verification
 - Reservation management
 - Mobile application development
 - Website maintenance
 - Marketplace operations
 - Safety and trust features
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5. Fee Transparency

BubbleCharge believes users should understand exactly what they are paying.

Before a Finder submits payment, BubbleCharge will display:

- Charging session price
- Host Service Fee impact (where applicable)
- Finder Service Fee
- Applicable taxes
- Total amount due

Before a Host receives a payout, BubbleCharge will display:

- Booking amount
- Host Service Fee deduction
- Taxes or adjustments
- Final payout amount

6. Taxes on Service Fees

Depending on applicable federal, provincial, territorial, state, or local laws, taxes may apply to BubbleCharge service fees. Major platforms similarly disclose that VAT, GST, or similar taxes may apply to service fees depending on jurisdiction.

Examples may include:

Canada

- GST
- HST
- QST
- PST
- Other provincial sales taxes

United States

- State sales tax
- Marketplace taxes
- Local transaction taxes
- Other applicable indirect taxes

Where required by law, BubbleCharge may collect, remit, and report taxes related to service fees.

Taxes, when applicable, will be shown separately during checkout or within transaction records.

7. Booking Modifications

If a booking is modified:

- Service fees may be recalculated.
- Additional amounts may be charged.
- Partial refunds may occur.
- Taxes may be adjusted.

BubbleCharge reserves the right to recalculate service fees whenever booking details change.

8. Cancellations

Service fee treatment during cancellations depends on:

- Timing of cancellation
- Applicable cancellation policy
- Reason for cancellation
- Payment processor requirements
- Applicable law

Some service fees may be refundable.

Some service fees may be partially refundable.

Certain service fees may be retained to cover transaction costs, payment processing expenses, fraud prevention reviews, or administrative costs where permitted by law.

Refund eligibility will be displayed during the cancellation process.

9. Chargebacks and Payment Reversals

If a payment is reversed, disputed, charged back, or otherwise invalidated:

BubbleCharge may:

- Reverse service fees
- Recover amounts previously paid
- Offset future payouts
- Suspend payouts
- Hold pending funds
- Investigate the transaction

Users agree to cooperate with any investigation related to disputed transactions.

10. Currency Conversion

Bookings may be processed in Canadian Dollars (CAD), United States Dollars (USD), or other supported currencies.

When currency conversion is required:

- Exchange rates may be determined by payment providers.
- Additional conversion costs may apply.
- Financial institutions may impose separate charges.

BubbleCharge does not guarantee specific exchange rates.

11. Promotional Discounts

BubbleCharge may occasionally offer:

- Promotional credits
- Referral rewards
- Discount codes
- Loyalty rewards
- Host incentives
- Finder incentives

Unless otherwise stated, service fees may still be calculated on the original booking value before discounts.

Promotional terms will govern each promotion.

12. Fraud Prevention and Risk Reviews

BubbleCharge may temporarily delay, hold, or adjust service fees when reasonably necessary to:

- Prevent fraud
- Verify user identity
- Comply with legal obligations
- Investigate suspicious activity
- Resolve disputes
- Protect Hosts, Finders, or BubbleCharge

Additional documentation may be requested before a transaction is completed.

13. No Off-Platform Payment Circumvention

To maintain platform integrity and user protections:

Hosts may not request payment outside BubbleCharge.

Finders may not offer payment outside BubbleCharge.

Transactions completed outside BubbleCharge may lose access to:

- Customer support
- Dispute assistance
- Fraud protections
- Insurance or protection programs
- Platform guarantees

Users attempting to avoid service fees may face account restrictions, suspension, or termination.

Marketplace platforms commonly prohibit reservation-related payments outside their platform except in limited disclosed circumstances.

14. Service Fee Changes

BubbleCharge reserves the right to modify service fees at any time.

Any fee changes will generally apply only to future bookings and will be disclosed before becoming effective.

Bookings confirmed before a fee change will generally retain the fee structure in effect at the time of booking.

This approach is consistent with common marketplace practices regarding fee disclosure and future fee modifications.

15. Limitation of Liability

Service fees are charged for access to and operation of the BubbleCharge platform and related services.

BubbleCharge does not guarantee:

- Booking volume
- Host earnings
- Finder savings
- Charger availability
- Transaction completion

Service fees are charged regardless of marketplace performance unless otherwise required by law.

16. Contact Information

Questions regarding service fees may be directed to:

support@bubblecharge.com

BubbleCharge Inc.

Canada

BubbleCharge will make reasonable efforts to respond to service-fee inquiries within a commercially reasonable timeframe.