

BubbleCharge Payments Policy

Last Updated: August 31, 2026

1. Overview

BubbleCharge provides a platform that allows Hosts to offer access to EV charging equipment and allows Finders to reserve charging sessions. By using BubbleCharge, you agree to this Payments Policy, our Terms of Service, and our Privacy Policy.

2. Booking Requests

A Finder may submit a booking request for a charging session through the BubbleCharge platform. A booking is not confirmed until the Host accepts the request and the Finder successfully completes payment. BubbleCharge reserves the right to reject or cancel booking requests that violate our Terms, policies, applicable laws, or payment processor requirements.

3. Payment Collection

When a Host accepts a booking request, BubbleCharge will collect the applicable booking amount from the Finder using the payment method selected during checkout. The total amount charged may include charging session fees set by the Host, BubbleCharge service fees, applicable sales taxes, and other disclosed fees.

4. Payment Authorization

By submitting a payment, the Finder authorizes BubbleCharge and its payment service providers to charge the selected payment method for confirmed bookings, modifications, approved charges, taxes, and authorized dispute-related amounts.

5. Release of Funds to Hosts

After a Finder successfully checks in to a charging session, BubbleCharge will instruct its payment processor to release the applicable payout to the Host. Payout timing may vary due to banking institutions, payment processor timelines, verification requirements, and security reviews.

6. Host Payout Requirements

Hosts must maintain a valid payout account and provide required information including legal name, address, tax information, banking details, and identity verification information.

7. Taxes

Hosts are responsible for understanding and complying with their own tax obligations unless BubbleCharge is legally required to collect, remit, or report taxes on their behalf. BubbleCharge may collect GST/HST, PST, QST, state sales taxes, marketplace taxes, or other taxes where required by law.

8. Refunds

Refund eligibility depends on the applicable cancellation policy, host actions, finder actions, service disruptions, and safety or fraud investigations. Approved refunds are generally returned to the original payment method.

9. Off-Platform Payments Prohibited

All booking-related payments must be completed through the BubbleCharge platform. Hosts and Finders may not circumvent platform fees by arranging payment outside BubbleCharge.

10. Holds, Delays, and Payment Reviews

BubbleCharge may place temporary holds on payments or payouts to prevent fraud, investigate disputes, verify identity, comply with legal obligations, or protect users and the platform.

11. Chargebacks and Payment Disputes

If a payment is disputed, reversed, or charged back, BubbleCharge may recover the amount, offset future payouts, suspend accounts, or investigate the transaction.

12. Payment Processing Providers

BubbleCharge may use third-party payment processors to facilitate payments and payouts. Additional provider terms may apply.

13. Errors

BubbleCharge may correct payment processing errors through refunds, collections, payout adjustments, or reversal of duplicate payments.

14. Changes to this Policy

BubbleCharge may update this Payments Policy from time to time. Continued use of the platform constitutes acceptance of the revised policy.