

BRAABBY

GCE TUTORING, CAMEROON

Cancellation Policy

Cancelling, rescheduling, and what happens when someone does not turn up

LAST UPDATED

1 August 2026

SECTIONS

12

LANGUAGE

English

Drafted against Cameroonian law. To be reviewed by a qualified Cameroonian legal practitioner before being filed or relied upon. legal@braabby.com

Plans change. This policy sets out exactly what happens when a lesson is cancelled, moved or missed – how much of your payment comes back, when a teacher is still paid, and how we tell the difference between a genuine absence and a no-show. Every Braabby lesson runs for 50 minutes, and every rule below is measured from its scheduled start time.

Who we are

Braabby is an online tutoring platform for the Cameroon GCE (Ordinary and Advanced Level), operated from Cameroon and available at braabby.com. In this document "Braabby", "we", "us" and "our" mean the operator of that platform; "you" means the person accepting this document.

Registered particulars – company name, legal form, RCCM number, taxpayer number and registered office – are filed with the competent Cameroonian authorities and are stated in full on our published company information page. Where this document must name the contracting entity, that entity is the registered operator of Braabby.

Correspondence: legal@braabby.com for legal notices, privacy@braabby.com for data-protection requests, and the in-app Help & Support centre for everything else.

Minors: supervision by a parent or guardian

Braabby teaches school-age learners, and every Braabby teacher is an adult. A learner under 18 may use Braabby ONLY under the direct supervision of a parent or legal guardian. This is a condition of using the platform, not a recommendation, and it applies to every lesson, every message and every payment. (Separately, any student under 21 uses Braabby under the responsibility of a parent or guardian, who accepts these documents on their behalf.)

What direct supervision means

- A parent or guardian must know when each lesson is scheduled, and must be at home and reachable while it takes place.
- Lessons are live video with an adult. The parent or guardian must be able to see and hear the lesson at any moment, and may sit in on any lesson, at any time, without asking. No teacher may object to a parent being present, and no teacher may ask a learner to be alone, to close a door, or to move to a room where they cannot be seen.
- The parent or guardian should read the learner's messages with teachers from time to time. Every conversation stays on Braabby precisely so that a parent can do this.
- The account belongs to the family. The guardian is responsible for what is done through it – bookings, coins, messages and conduct – and should hold the password rather than leave it with a young child.
- A learner under 18 who cannot be supervised in this way should not use Braabby.

What Braabby does on its side

- Every teacher is identity-checked against a government ID and their qualifications are reviewed by a person before they may teach a single lesson.
- All teaching happens in Braabby's own classroom and all messaging happens on Braabby. A teacher may not move a learner to WhatsApp, a personal number, or any channel a parent cannot see. Asking to is a serious breach and grounds for immediate removal.

- Lessons are one-to-one or small groups of no more than three students, and the platform records who attended and for how long.
- Messages may be reviewed where there is a safeguarding concern, as set out in our Privacy Policy.
- A concern about any teacher's conduct can be reported from the lesson or the chat at any time. It reaches a person, and a teacher may be suspended while it is reviewed.

If anything about a teacher's behaviour worries you – a request to talk privately elsewhere, contact outside lesson times, questions that have nothing to do with the subject, or anything that makes a learner uncomfortable – stop the lesson and report it through Help & Support, or email legal@braabby.com. Tell us even if you are not sure. We would far rather review something harmless than miss something that mattered.

1. Cancelling a one-to-one lesson

A one-to-one lesson costs 2 coins. If you are the student and you cancel, what comes back depends on how much notice the teacher gets:

- MORE THAN 24 HOURS before the start – a full refund of your coins.
- BETWEEN 12 AND 24 HOURS before the start – half your coins back, rounded down to a whole coin. The coin that is kept goes to the teacher, less Braabby's fixed fee, because they had by then reserved the time and turned down other work.
- LESS THAN 12 HOURS before the start – no refund. The teacher receives the full lesson payment, less Braabby's fixed fee, exactly as if the lesson had been taught.

Refunds are returned to your Braabby wallet as coins, immediately, and are available to book again straight away.

Where money reaches a teacher because a lesson was cancelled late or a seat was forfeited, Braabby's fixed fee is deducted first – 100 XAF on a group seat, 200 XAF on a one-to-one lesson – exactly as it is on a lesson that was taught. A teacher is never paid the whole of a coin you forfeited, and Braabby never takes more from a late cancellation than from a delivered lesson.

2. Leaving a group class

A seat in a group class costs 1 coin. Group classes hold up to 3 students.

- 12 HOURS OR MORE before the start – a full refund of your coin, and the teacher is paid nothing for that seat.
- LESS THAN 12 HOURS before the start, WITH OTHER STUDENTS IN THE CLASS – you may still leave, but you forfeit your coin and it goes to the teacher, less Braabby's fixed fee. The class goes ahead for everyone else; your place cannot be resold at that notice.
- LESS THAN 12 HOURS before the start, WHEN YOU ARE THE ONLY STUDENT – the class cannot be left. It runs for one student, so you are the lesson. Ask your teacher instead: a group class with a single student can be moved by the teacher at any time, and you confirm the new time.

A group class runs however few students are in it – there is no minimum. One student who books a class gets that class.

If every student leaves a group class 12 hours or more before it starts, the class is cancelled automatically and the teacher receives nothing for it – nobody is paid for a class that no longer exists.

3. When the teacher cancels

If a teacher cancels, every student booked on that lesson is refunded in full, whatever the notice. You are never out of pocket because a teacher could not make it.

A teacher cancellation is recorded against that teacher's reliability score and counts towards the limits for Gold status. Repeated cancellations cause a teacher's profile to be hidden from search.

A teacher may also mark a period as busy – for a funeral, an illness, an examination they must invigilate. Doing so cancels any lessons that clash, refunds every affected student in full, applies the same reliability penalty, and requires the teacher to write a note that is sent to the students concerned.

4. Moving a lesson instead of cancelling

Rescheduling is usually better than cancelling for everyone. The rules differ by who is asking and what kind of lesson it is:

- A TEACHER may propose a new time for a one-to-one lesson at any point. The student has to accept it; until they do, the original booking stands.
- A STUDENT may move their own one-to-one lesson up to 12 hours before it starts. Inside 12 hours, only cancellation is available.
- A GROUP CLASS may be moved by the teacher only while one student or fewer is enrolled. Once two or more students have booked, the time is fixed and only cancellation remains, with the reliability consequences that carries – a class of several students cannot be moved around one person's diary.
- While a group reschedule is awaiting a response, new students cannot join that class.

No coins move when a lesson is rescheduled. The booking simply follows the new time.

5. Not turning up

Attendance is judged over the WHOLE lesson, not just its opening minutes. You are recorded as having attended if you were present for at least 10 minutes at any point between 10 minutes before the start and the end of the lesson. A teacher who joins a minute late and then teaches the full lesson has taught the lesson, and is paid for it.

Punctuality is still measured and reported separately, so that a pattern of lateness is visible without being confused with absence.

- Where both people attended fully, the lesson confirms itself 15 minutes after it ends and payment is released to the teacher.
- Otherwise the lesson enters a 48-hour resolution window, in which either person can confirm what happened or report a problem.
- A STUDENT no-show means the lesson is treated as delivered: the teacher is paid, and there is no refund.
- A TEACHER no-show means every student is refunded in full and the absence is recorded against the teacher's reliability.

6. Mistakes, and how they are put right

Attendance is decided by the platform from what it observed, and observation can be wrong – a power cut, a network failure, a device that would not connect. Report it through Help & Support inside the 48-hour window

and a member of our team will look at the evidence.

Where a no-show or a cancellation was recorded wrongly, an administrator can reverse it. The reversal restores the reliability score, returns any coins that should not have been taken, and is recorded in our audit log.

7. How to cancel or reschedule

Open the lesson from your Lessons tab or your Calendar and use the actions on it. The available actions, and the reason any of them is unavailable, are shown to you before you commit – you will always see what a cancellation will cost you before you confirm it.

Everyone affected is notified by email and in the app, and the lesson stays visible in your history marked as cancelled. Cancelled lessons are never hidden from either side.

Governing law & disputes

These terms are governed by the laws of the Republic of Cameroon. They are written to comply with, among others, Law No. 2010/012 of 21 December 2010 on cybersecurity and cybercrime, Law No. 2010/021 of 21 December 2010 governing electronic commerce, Framework Law No. 2011/012 on consumer protection, and applicable OHADA Uniform Acts.

We would always rather resolve a concern amicably. Please first contact us through the in-app Help & Support so we can try to settle the matter directly. If a dispute cannot be resolved amicably, it shall be submitted to the competent courts of Cameroon.

Changes to this document

We may update this document as the platform, our practices or the law change. The date at the top always shows when it was last revised, and the current version is the one published on braabby.com.

Where a change materially affects your rights or what you pay, we will tell you in advance through the platform or by email, and – where the law requires it – ask you to accept the new version before you continue.

Contact us

Questions about this document? Reach us through the in-app Help & Support centre, or by email at legal@braabby.com (privacy matters: privacy@braabby.com). We aim to respond promptly.

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