

BRAABBY

GCE TUTORING, CAMEROON

Donor Terms & Conditions

For supporters and monthly partners – what a gift to Braabby is, and is not

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SECTIONS

15

LANGUAGE

English

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

Thank you for supporting Braabby. This document sets out the terms on which we accept donations, how a monthly partnership works, how you stop one, and what we do and do not promise in return. It is deliberately short: giving should not require a lawyer. It sits alongside our Terms of Use and Privacy Policy, which apply to your account as they do to everyone's; the general Terms & Conditions govern buying lessons and do not apply to a gift.

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. A donation is a gift

When you give to Braabby you are making a voluntary gift. You are not buying anything.

- A donation buys no coins, no lessons, no seat in a class and no service of any kind.
- It grants no ownership, no share, no interest and no say in how Braabby is run.
- It gives no priority, no discount and no privilege on the platform, for you or anyone you name.
- Nothing is owed to you in return, and nothing is promised to you in return.

This matters legally and it matters plainly: a gift with something expected back is not a gift, and we would rather say so at the start than be misunderstood later.

2. Giving once, and giving monthly

There are two ways to give, and only one of them needs an account.

- A ONE-OFF GIFT needs no account at all. Choose an amount, approve the payment on your phone, and that is the whole of it. You may give anonymously.
- A MONTHLY PARTNERSHIP is for people who want to give every month and keep a record of it. It needs an account, so that your history, your receipts and your yearly statement have somewhere to live.

The minimum gift is 100 XAF. There is no maximum beyond the limits your mobile-money provider sets.

3. How a monthly partnership actually works

Braabby does not hold a standing instruction against your mobile-money account and cannot take money from you on its own. This is the most important paragraph in this document, so it is stated plainly:

- Each month we send you a reminder that your gift is due.
- A payment request then arrives on YOUR phone, and nothing moves until you approve it there.
- If you do not approve it, nothing is taken. No fee, no penalty, no debt, and no mark against you.
- Missing a month does not end your partnership, and does not require an explanation.

In other words, a monthly partnership is a standing intention, not a standing order. You are in control of every single payment.

4. Stopping

You may stop at any time, for any reason, without telling us why.

- Turn your partnership off from your supporter dashboard, on the website or in the app. It stops the reminders; it takes effect immediately.
- Or write to us through Help & Support and we will stop it for you.
- You do not have to close your account to stop giving, and closing your account does not require you to give again.

Gifts you have already made are not returned when you stop – see the next section.

5. Refunds

A completed gift is not refundable, because it has already been put to work. There are two exceptions, and we apply them without argument:

- **SOMETHING WENT WRONG WITH THE PAYMENT** – you were charged twice, charged an amount you did not approve, or debited when the gift did not complete. Tell us and we will trace it and return what should not have been taken.
- **THE LAW REQUIRES IT** – where Cameroonian consumer or payment law gives you a right to a refund, you have it, and nothing in this document reduces it.

If you gave by mistake – the wrong amount, or a gift you did not intend – write to us within 14 days through Help & Support. We are not obliged to return it, but in practice we will look at it honestly and, where the money has not yet been committed, we would rather give it back than keep something you did not mean to give.

6. What your money does

Donations go towards keeping lessons affordable for students who could not otherwise pay for them, and towards running the platform that delivers those lessons – the classroom, the teachers' payouts, the servers and the people who verify and support both sides.

- Gifts go to the general fund. We do not accept gifts earmarked for a named student, a named teacher, or a particular class.
- We do not guarantee that any specific proportion reaches any specific purpose, and we do not publish a figure we cannot stand behind.
- We will not use donations to pay a dividend or a distribution to owners.

You can see everything you have given, at any time, in your supporter dashboard.

7. Receipts, statements and tax

- Every completed gift produces a receipt.
- A monthly partner can download a statement of a full year's giving, as a PDF, from their dashboard.
- Braabby is not a registered charity and a gift to Braabby is not, by itself, a tax-deductible donation. Nothing we issue should be treated as a tax certificate.
- Whether a gift has any tax consequence for you is a question for your own adviser, not for us.

8. Your name, and staying out of sight

- A one-off gift may be given anonymously. Choose it and we record no name, no email and no account against the gift.
- A monthly partnership cannot be anonymous, because it needs an account to hold your history – but your name is not published anywhere on Braabby by default.
- We will never publish your name, your amount or your message without asking you first, in that instance, for that purpose.
- How we handle everything else about you is set out in the Privacy Policy.

9. Gifts we will not accept

We may refuse or return a gift, without being obliged to explain in detail, where:

- we have reason to believe the money is not lawfully yours to give;
- accepting it would breach a law that applies to us, including anti-money-laundering obligations;
- it appears to be an attempt to buy influence, standing or advantage on the platform;
- it comes with conditions attached that we have not agreed to; or
- it was made by a person who does not have the capacity to make it.

Refusing a gift is not an accusation. Where we return money we do so to the account it came from.

10. Payment providers

Gifts are collected through third-party mobile-money providers. Their terms, limits, fees and processing times apply to the payment itself, and Braabby is not responsible for their failures or delays – though we will always help you chase one. A gift is only complete when the provider confirms it; a request you approved that later fails is not a gift and nothing is owed.

11. Changes to these terms

We may change this document. A change applies to gifts made after it takes effect, never retrospectively to gifts already made. If we change something that materially affects monthly partners, we will tell partners directly rather than relying on them to notice.

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.

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.

This document is a template prepared for Braabby and should be reviewed by a qualified Cameroonian legal practitioner before being relied upon.