

BRAABBY

GCE TUTORING, CAMEROON

Student Agreement

What you get, what it costs, and what we ask of you

LAST UPDATED

1 August 2026

SECTIONS

13

LANGUAGE

English

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

This agreement is between you, as a learner, and Braabby. It applies from the moment your account is approved. If you are under 21, or a minor, your parent or legal guardian accepts it on your behalf and is responsible for the account – see the Parent & Guardian Agreement.

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. Your account

- One person, one account. Give true information and keep it current.
- THIS ACCOUNT IS FOR ONE CHILD. A parent or guardian with more than one child on Braabby creates a separate account for each of them. A learner's form, subjects, teachers, coins, practice results, timetable and lesson history all belong to that one child – put two children through one account and every one of those is wrong for both of them, and neither can be shown a record of their own work.
- Your level is one of the seven forms, and that decides your exam track – Ordinary Level or Advanced Level – which in turn decides your subjects, your practice papers and what you pay.
- Some details are fixed once your account is set up, so that payments and verification stay reliable: your account name and city can afterwards be changed only by Braabby; the learner's name can be set once; your mobile-money number can be changed at most once a month; and your email address at most once every three months. If you need to change your number again sooner, Braabby's staff can do it for you – contact Help & Support. The new number must be verified by SMS before any payment can be made to it.
- Your guardian details, city and learner name can be edited from your profile, but a change is reviewed by Braabby before it goes live.
- Sign-ups are reviewed before your account opens. We do this so that the people in a classroom with you have been checked too.

2. Subjects

You choose the subjects you are studying, and an administrator approves them. You only ever see teachers who teach your subjects, and a newly added subject is reviewed before it appears in your Library and Timetable.

How many subjects you may take depends on your form, following what is normal for that year of study.

3. Paying, and booking

- A yearly access fee opens the dashboard: 5,000 XAF on the Ordinary Level track, 7,000 XAF on the Advanced Level track, valid for 12 months from the day you pay. We remind you daily for the last 10 days before it lapses.
- Lessons are paid for with gold coins: 1 coin for a seat in a group class, 2 coins for a one-to-one lesson. One coin costs 500 XAF.
- When you first pay the access fee we add 4 free welcome coins to your wallet.
- Coins expire 3 months after they are credited. You can send coins free of charge to another Braabby student using their Student ID.

- You choose your own teacher and your own time. Braabby does not assign you to a teacher, and joining a group class is always your choice.

Full detail is in the Refund Policy.

4. Turning up

A lesson you booked is a teacher's time reserved for you, and they are not teaching someone else in it. Come to the lessons you book, and cancel early if you cannot.

- Cancelling in good time gets your coins back – the tiers are in the Cancellation Policy.
- Not turning up without cancelling means the lesson is treated as taught: the teacher is paid and there is no refund.
- If a teacher does not turn up, you are refunded in full. You are never out of pocket for that.
- If something went wrong that the platform recorded incorrectly, tell us within 48 hours and a person will look at it.

5. How you behave

The Acceptable Use Policy applies to you in full. In short: be courteous in the classroom and in chat, do not share other people's material, never ask a teacher to help you cheat in an examination, and keep lessons and payment on Braabby.

You can block a teacher at any time from your Teachers list. Blocking is mutual – neither of you can message or book the other afterwards – and you can lift it yourself.

6. Reviews

There are two separate ratings, and they measure different things.

- The CONNECTION rating, after every lesson, is about how well the technology worked. It does not judge the teacher.
- The OVERALL rating, with stars and written words, appears on the teacher's public profile. You can leave one after two lessons with that teacher, so that a rating rests on more than a single impression.

Reviews must be honest and about a lesson you attended. A teacher may reply once to your review, publicly. If something went seriously wrong, Help & Support is the place – it is the only route that can actually change an outcome.

7. Study material

The Library, the practice papers, the timetable planner and the curriculum content are provided for your own study. You may not copy, republish, sell or share them outside Braabby.

Practice papers are marked and scored to help you learn. They are not GCE examinations, they are not endorsed by the examining board, and a score in them is not a prediction of your result.

8. Suspension

We may restrict or suspend an account for a breach of the Acceptable Use Policy, for abusive conduct towards a teacher, or where an account appears to be involved in extracting money from the platform without lessons taking place.

A suspended account keeps access to one thing: the support conversation with our team. That is deliberate – it is how you tell us we got it wrong, and how a wrong suspension gets lifted.

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.

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