

BRAABBY

GCE TUTORING, CAMEROON

Terms & Conditions

How the Braabby service, payments and payouts work

LAST UPDATED

1 July 2026

SECTIONS

18

LANGUAGE

English

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

These Terms & Conditions set out the commercial terms of the Braabby service and work alongside our Terms of Use. They explain what Braabby provides, how coins, fees, bookings, cancellations, rescheduling, attendance, refunds and teacher payouts work, and the limits of our responsibilities under Cameroonian law.

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. The service

Braabby is an online platform that connects GCE students with verified, independent teachers for live online classes (one-to-one and small groups), and provides supporting tools such as a live classroom, blackboard, messaging and scheduling. Braabby facilitates and processes payments but the teaching is delivered by independent teachers.

2. Booking classes

- Students choose their teacher and book classes themselves; grouping with other students is optional.
- A booking is confirmed once the required coins/fees are paid and the slot is reserved.
- Class times are shown in Cameroon time (WAT). It is your responsibility to attend on time.

3. Coins, fees & pricing

- Coins are prepaid on-platform credit, sold at 500 XAF per coin (5,000 XAF for ten). A seat in a group class costs 1 coin; a one-to-one lesson costs 2. Prices may change prospectively.
- A yearly access fee opens the student dashboard: 5,000 XAF on the Ordinary Level track and 7,000 XAF on the Advanced Level track. It is charged once per year, runs for 12 months from the day it is paid, and buys no coins – it opens the dashboard, the Library, Practice, the Timetable and your teachers. A platform fee also applies to teachers, deducted from class earnings.
- Unused coins may expire (currently three months from purchase). Expired coins are not refundable.
- Students may transfer coins they already hold to another student, free of charge; such transfers are immediate and final.
- All amounts are in CFA francs (XAF) unless stated otherwise. Applicable taxes are your responsibility unless the law provides otherwise.

4. Cancellations, rescheduling & attendance

We aim to be fair and to comply with consumer-protection law (Framework Law No. 2011/012). Every Braabby lesson runs for 50 minutes at its scheduled time (Cameroon time, WAT).

If a student cancels a one-to-one lesson

- More than 24 hours before the start: a full refund of the coins you paid.

- Between 12 and 24 hours before: half of the coins are refunded (rounded down to whole coins); the rest goes to the teacher, less Braabby's fixed fee, for the time reserved for you.
- Less than 12 hours before: no refund – the teacher receives the lesson payment, less Braabby's fixed fee, for the time reserved for you.

If a student leaves a group class

- 12 hours or more before the start: a full coin refund.
- Less than 12 hours before: no refund – the seat goes to the teacher, less Braabby's fixed fee.
- If every student leaves a group class 12 hours or more before it starts, the class is automatically cancelled and the teacher is paid nothing.

If a teacher cancels

- Every booked student is refunded in full, regardless of timing.
- A teacher-initiated cancellation counts against the teacher's reliability score and may hide their profile from new students for a period.

Rescheduling

- One-to-one lessons: a teacher may request a new time at any point before the lesson (the student confirms or declines), and a student may move the lesson into a slot their teacher is free up to 12 hours before the start.
- Group classes: the teacher may reschedule only while a single student is enrolled. Once two or more students have joined, the class keeps its time and can only be cancelled.
- Frequent rescheduling affects a teacher's reliability and visibility.

Attendance & confirmation

- Attendance means being in the room for at least 10 minutes at any point in the lesson, from 10 minutes before the scheduled start until it ends. Joining late does not count as absence – a teacher who arrives a few minutes late and teaches the lesson has attended it.
- When the teacher and at least one student attend, the lesson auto-confirms 15 minutes after it ends and the teacher is paid; a student may confirm sooner.
- If the teacher does not attend, students are refunded and no payment is made. If a student does not attend, the teacher is paid for the time reserved.
- Either party may report a problem within 48 hours of the lesson; this pauses any payout while Braabby reviews it.

Refunds

- Refunds are returned as coins to your balance – or to the original payment method where the law requires.
- Coins are not redeemable for cash except where the law requires it.
- You can ask Braabby to review any outcome through Help & Support.

5. Teacher payouts, reliability & Gold

- Teachers earn a fixed share for each lesson actually delivered, net of Braabby's platform cut (currently 100 XAF per group seat and 200 XAF per one-to-one lesson). The price a student pays is always shown before booking.

- Earnings are held until the lesson is confirmed – automatically 15 minutes after it ends, or sooner if the student confirms – then released to the teacher's Braabby wallet.
- Withdrawals are paid only to the teacher's own registered mobile-money number. Each withdrawal must be confirmed with a one-time code sent to the teacher when they request it, so no one else can move your earnings.
- Teachers are independent contractors responsible for their own taxes and statutory obligations. Braabby is not the teacher's employer.
- Braabby may withhold or reverse amounts linked to fraud, chargebacks, disputes or breaches of these terms.

Reliability score & Gold Teacher

- Every teacher has a reliability score (starting at 100). Cancellations, no-shows and a high reschedule rate reduce it and can temporarily hide a profile from new students.
- Gold Teacher is a quality badge awarded automatically on the first day of each month to teachers who meet every criterion – lessons delivered, a high rating, a strong reliability score, no recent no-shows, and low cancellation and reschedule rates. It is removed immediately if any criterion stops being met.

6. Payment providers

Payments and payouts are handled by third-party mobile-money and card providers. Their terms, fees, limits and processing times apply. Braabby is not responsible for failures, delays or charges of these providers, though we will help resolve issues where we can.

7. Availability & changes

We work to keep Braabby available but may carry out maintenance, change, suspend or withdraw features, and set or change limits, at our discretion. We will give reasonable notice of material changes where practical.

8. Liability

To the fullest extent permitted by Cameroonian law, Braabby's total liability arising from the service is limited to the amount you paid to Braabby for the service giving rise to the claim in the preceding three months. We are not liable for the acts or omissions of independent teachers or students, or for outcomes such as exam results. Your non-excludable consumer rights are unaffected.

9. Chargebacks & payment disputes

If you believe a charge is wrong, contact us first through Help & Support – we will investigate and correct genuine errors. Initiating a chargeback or reversal in bad faith, or for a service already delivered, may lead to suspension and recovery of the amounts owed.

10. Promotions, codes & bonus coins

We may offer promotional coins, discounts or referral rewards. These have their own conditions, hold no cash value, are non-transferable, may be time-limited, and may be withdrawn or reversed if obtained through error or abuse.

11. Taxes & records

Prices are shown in CFA francs (XAF) and may include applicable taxes where required. Teachers are responsible for declaring and paying their own taxes on earnings. A record of your purchases is available in the app.

12. Availability & support

We aim for high availability but may carry out maintenance or experience interruptions. Support is provided through the in-app Help & Support, and we aim to respond promptly during normal hours.

13. Force majeure & general

- Braabby is not liable for delays or failures caused by events beyond our reasonable control (network or power outages, strikes, natural events).
- These Terms & Conditions, with the Terms of Use and Privacy Policy, are the entire agreement on the service.
- If any clause is invalid the remainder stands; failing to enforce a right is not a waiver of it.
- Braabby may assign these terms to a successor; you may not transfer your account without our consent.

14. Donations & supporters

Braabby lets you make a voluntary donation, or become a monthly supporter, to help fund the platform and learners. Donations are optional gifts – they are not a purchase of coins, classes or any service, they grant no entitlement or account benefit, and they are non-refundable except where the law requires. Monthly supporter contributions continue until you cancel, which you can do at any time through Help & Support. Donations are processed by the same third-party mobile-money providers, whose terms apply; you may choose to give anonymously.

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.