

BRAABBY

GCE TUTORING, CAMEROON

Terms of Use

The agreement between you and Braabby

LAST UPDATED

1 July 2026

SECTIONS

20

LANGUAGE

English

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

Welcome to Braabby – Cameroon's home for GCE (Ordinary & Advanced Level) tutoring. These Terms of Use are a binding agreement between you and Braabby. By creating an account, ticking the agreement box, or using the platform, you accept these terms. If you do not agree, please do not use Braabby.

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. Who can use Braabby

- You must provide true, current and complete information when you sign up, and keep it up to date.
- Students under 21 (and any minor) must use Braabby under the responsibility of a parent or legal guardian, who accepts these terms on the learner's behalf and is responsible for the account and any payments.
- Teachers must be at least 18 years old. You provide your date of birth when you apply, and it is verified against your identity document before you are approved.
- Teachers must be able to lawfully provide tutoring services and pass Braabby's verification (identity, qualifications and review) before students can find them.
- One person, one account. You are responsible for everything that happens under your account.
- A student account belongs to ONE learner. If you are a parent or guardian with more than one child learning on Braabby, create a separate account for each child – their level, subjects, teachers, coins, progress and lesson history are personal to them, and sharing one account between siblings makes all of it wrong for both.
- A teaching account belongs to ONE teacher and may not be shared, lent, sold or operated by anybody else. Every lesson taught, every review earned and every franc paid out is attached to the verified person behind that account. Letting another person teach on your account is a serious breach and puts students in a room with someone Braabby has not verified.

2. Your account & security

Keep your password confidential and your login secure. We provide tools to protect you – two-step sign-in, device and sign-in logging, and lockout after repeated failed attempts. Staff accounts are required to enable two-step sign-in.

Tell us immediately, through Help & Support, if you suspect any unauthorised use of your account. You are responsible for activity carried out with your credentials.

For your protection, certain sensitive actions are confirmed with a one-time code (OTP) sent to your email or phone – including resetting a forgotten password, changing your email or phone number, and (for teachers) confirming a withdrawal. Never share these codes; Braabby staff will never ask you for them.

Some details are fixed once your account is set up, to keep payments and verification reliable: your account name and city can afterwards be changed only by Braabby; a student's learner name can be set once; a phone (mobile-money) number can be changed at most once a month; and an email address at most once every three months. If you need to change a phone number again sooner, or a locked detail is genuinely wrong, contact Help & Support – our staff can change it for you, and the new number must then be verified by SMS before it can be

paid to.

3. Acceptable use

Braabby exists for genuine teaching and learning. You agree NOT to:

- Use Braabby for anything unlawful, or in breach of Cameroonian law including Law No. 2010/012 on cybersecurity and cybercrime;
- Harass, abuse, defame, threaten or discriminate against any other user, or share content that is illegal, obscene, hateful or harmful;
- Cheat, or help anyone cheat, in a live or invigilated examination – Braabby is for learning the material, not circumventing assessment;
- Impersonate any person, misrepresent your identity or qualifications, or create accounts by automated means;
- Scrape, copy, harvest or attempt to extract other users' data or Braabby's content; probe or test the security of the platform; or introduce malware;
- Reverse-engineer, copy, resell or create derivative platforms from Braabby, or remove any proprietary notices.

4. No off-platform circumvention

Braabby invests in matching, verification, payments, safety and the live classroom. To keep the platform safe and sustainable, you agree not to use Braabby to find a teacher or student and then arrange, solicit, conduct or pay for tutoring off-platform in order to avoid Braabby's fees, nor to exchange personal contact details for that purpose.

Attempting to take relationships introduced on Braabby off the platform to avoid fees is a serious breach and may result in suspension, loss of access, and recovery of fees due.

5. Coins, pricing & payments

Braabby uses gold coins as on-platform credit to access classes and services. Coin prices, package sizes and any platform access fee are shown in the app before you pay and may change from time to time.

- Coins are a prepaid credit for use on Braabby only. They have no cash value, are not legal tender, and are not redeemable for cash except where required by law.
- Coins may expire if unused (currently three months from purchase, as shown in the app).
- You may send coins you already hold to another Braabby student using their Student ID; such transfers are free, immediate and final.
- Payments are processed by third-party mobile-money and card providers; their own terms and fees apply. You confirm you are authorised to use the payment method.
- Refunds, cancellations and credits are handled as set out in our Terms & Conditions and applicable consumer-protection law.

6. Live classes, blackboard & content

Each lesson runs for 50 minutes at its scheduled time, and the in-class timer starts automatically at that time whether or not anyone has joined. Students can enter the classroom from 10 minutes before the start. How cancellations, rescheduling, attendance and confirmation work is set out in our Terms & Conditions.

During live classes, what a teacher writes on the blackboard may be saved so students can review the lesson afterwards. Be respectful and professional on camera, on the microphone and in chat. A teacher may, in group classes, mute participants to keep the lesson focused.

You keep ownership of content you create, and you grant Braabby a worldwide, royalty-free licence to host, store, display and use it as needed to operate and improve the service. Do not upload content you do not have the right to share.

7. Teachers – additional terms

- To teach on Braabby you must hold at least a GCE Advanced Level (A-Level) certificate, and submit proof of your qualifications for verification before students can find you.
- Teachers are independent providers, not employees of Braabby. You are responsible for the quality, lawfulness and accuracy of your teaching, and for your own tax obligations.
- You must hold and maintain the qualifications you claim, pass verification, and teach in line with the GCE syllabus and Braabby's standards.
- Payouts for delivered classes are made to your registered mobile-money/account as described in the Terms & Conditions, after Braabby's fees.
- Repeated poor ratings, no-shows, off-platform solicitation, or breaches of these terms may lead to removal.

8. Suspension & termination

We may suspend, restrict or terminate any account, or remove content, where we reasonably believe these terms or the law have been breached, where it is necessary to protect users or Braabby, or where required by a competent authority. Where practical and lawful, we will tell you why.

Where we suspect fraud, collusion, manipulation of lessons, attendance, reviews, coins or payouts, account sharing, impersonation, or any attempt to obtain money from Braabby that is not owed, we may take any of the following steps, alone or together, and without prior notice where notice would defeat the purpose: suspend the account immediately while we investigate; suspend it for a stated period of months; terminate it permanently; withhold, freeze or reverse earnings and pending withdrawals; reverse coins or refunds already granted; recover amounts already paid out; and report the matter to the competent authorities.

Earnings withheld under this section are held pending the outcome of the investigation. Where the investigation clears the account, withheld earnings are released in full. Where it does not, Braabby may retain amounts that were obtained through the conduct in question, and may set them off against anything else owed to you.

You may appeal any of these decisions through Help & Support, and a suspended account keeps access to that channel so an appeal can always be made.

You may stop using Braabby at any time. Some obligations (e.g. payment for services received, conduct, intellectual property, liability) survive termination.

9. Disclaimers & limitation of liability

Braabby is provided on a reasonable-efforts basis. To the fullest extent permitted by Cameroonian law, we do not guarantee specific exam results, uninterrupted availability, or that the service will be error-free, and we are not liable for indirect or consequential loss.

Nothing in these terms excludes liability that cannot lawfully be excluded, including your rights under consumer-protection law. Braabby is a platform connecting students and independent teachers; we are not responsible for the personal conduct of users outside the service.

10. Changes to these terms

We may update these terms to reflect changes to the service or the law. We will post the updated version with a new date and, for material changes, notify you in the app. Continuing to use Braabby after an update means you accept the revised terms.

11. Recording & privacy in class

To protect everyone, you must not record, screenshot, photograph, stream or redistribute any live class, teacher, student or class content without Braabby's and the participants' permission. The saved blackboard is provided for your own revision only and may not be shared publicly or sold.

12. Reviews & ratings

Reviews must be honest, first-hand and respectful. Do not post fake, paid-for, defamatory or misleading reviews, or otherwise manipulate ratings. Braabby may moderate, refuse or remove content that breaches these terms or the law.

13. Electronic communications

By using Braabby you agree to receive notices, agreements and disclosures electronically – by email, SMS or in-app – and you accept that these satisfy any legal requirement that such communications be in writing.

14. Third-party services

Braabby may link to or rely on third-party services (payment, video relay, email, storage). We are not responsible for their content, availability or practices, and their own terms and privacy policies apply.

15. Your feedback

If you send us ideas, suggestions or improvements, you grant Braabby a free, perpetual, worldwide right to use them to operate and improve the service, with no obligation or payment to you.

16. General

- These terms, with the Terms & Conditions and Privacy Policy, are the entire agreement between you and Braabby.
- If any provision is held invalid, the remainder stays in force.
- Our failure to enforce a right is not a waiver of it.
- You may not transfer your account or these terms; Braabby may assign them to a successor or affiliate.
- Neither party is liable for failure caused by events beyond its reasonable control (force majeure).
- Headings are for convenience only and do not affect interpretation.

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.