

General Terms and Conditions (GTC)

For Students

Version: November 2025

§1 Scope

These General Terms and Conditions (GTC) govern the contractual relationship between the TeachMeLuga platform and students (hereinafter referred to as "students") who can find and book Arabic lessons with independent teachers via TeachMeLuga. TeachMeLuga's services consist exclusively of acting as an intermediary between teachers and students.

§2 Subject of the Contract

1. TeachMeLuga operates a mediation structure for the organisation and coordination of language lessons, especially Arabic lessons, by self-employed teachers.
2. TeachMeLuga refers teachers to students who wish to receive individual or group lessons in Arabic.
3. Lessons are not conducted via TeachMeLuga's own technical infrastructure, but directly between the student and the teacher (e.g., via Zoom, Google Meet, etc.).
4. The teaching contract is concluded exclusively between the student and the teacher. TeachMeLuga is not the provider of the teaching service, but merely ensures the mediation and organisational handling.
5. Collaboration is based on these Terms and Conditions.

§3 Registration

1. Registration is done via the registration form on our homepage.
2. The student is obliged to provide accurate and complete information during registration.
3. By registering, the student agrees to the storage and processing of their personal data in accordance with TeachMeLuga's privacy policy.
4. Registration does not constitute a binding contract. There is no obligation to utilise or pay for lessons after registration.
5. Initial contact between the student and TeachMeLuga takes place shortly after registration via **WhatsApp or email**.

§4 Lesson Organization and Communication

1. After registering, students receive an overview of available teachers and are free to choose which teacher they would like to take lessons with.
Group lessons can be arranged at the student's request together with named individuals, provided that these individuals are named together at the time of registration. Groups are formed and expanded in consultation with the students and teachers involved.
2. Communication between students and teachers takes place primarily via WhatsApp groups, the setup and technical administration of which is supported by TeachMeLuga. A separate WhatsApp group is provided for each teaching group (individual or group lessons), in which the teacher, student and a contact person

from TeachMeLuga are organisationally connected. These groups are used exclusively for the coordination of appointments and organisational matters and are deleted after the end of the course.

3. The first lesson ('trial lesson') serves as a mutual orientation. It is free of charge for the student. During this session, a member of the TeachMeLuga team can be present at the teacher's or student's request to assist with communication. This trial lesson can be taken once with each teacher.
4. After the trial lesson, the student is free to decide whether they would like to take further lessons. The teaching relationship between the student and the teacher begins upon receipt of the first payment. TeachMeLuga acts solely as an intermediary. Information on revocation and termination can be found in §10 of these Terms and Conditions.
5. The lessons themselves take place directly between the teacher and the student - via the means of communication chosen by them (e.g. Zoom, Google Meet, etc.). TeachMeLuga does not provide its own teaching platform and accepts no liability for technical implementation or connection quality.
6. At the end of each billing month, the teacher and student agree on the number of lessons desired for the coming month. Changes, e.g., due to vacation or other commitments, can thus be taken into account at an early stage.
7. Students commit to treating the teacher and other parties involved with respect and reliability. Grossly inappropriate or offensive communication may result in exclusion from the service.
8. The teacher contacts provided by TeachMeLuga are to be treated confidentially. Direct contact for teaching purposes outside the agreed structure is only permitted with the prior written consent of TeachMeLuga. This is to ensure proper coordination and billing.

§5 Missed Lessons

1. Missed lessons due to the teacher

If a lesson is canceled due to circumstances on the part of the teacher (e.g., illness, no-show), the teacher can offer a replacement date in agreement with the student as soon as possible. If no replacement date is arranged, the fee already paid for the lesson in question will be credited or refunded upon request.

Since TeachMeLuga accepts payment in advance, a refund can be made from the amount not yet forwarded on behalf of the teacher.

2. Missed lessons due to the student

If a student cancels an agreed lesson at least 24 hours before it is due to start, there is no obligation to pay. In such cases, a replacement date can be agreed with the teacher. If the cancellation is made later or not at all, the lesson is considered to have taken place. In this case, the fee will not be refunded or credited.

The teacher may offer a replacement date on a voluntary basis, especially if there are understandable reasons.

3. Absence of individual participants in group courses

If a group lesson takes place as planned even though individual participants are absent, the lesson is deemed to have taken place. In this case, all group members are still obliged to pay. Absent participants are not entitled to a refund.

If all participants in a group lesson mutually agree to cancel at least 24 hours before the scheduled date, the lesson may be canceled. A replacement date may be offered, but this is at the discretion of the teacher.

4. Technical issues

In the event of technical malfunctions (e.g., internet problems) that make teaching

impossible, a replacement date may be agreed upon. If the cause lies solely with the student or the teacher, the corresponding provision in paragraph 1 or 2 applies.

5. **Replacement sessions and deadlines**

If a lesson is canceled by the teacher, a make-up date may be offered. This should take place within the same billing month. If this is not possible, TeachMeLuga may issue a refund or credit on behalf of the teacher.

In other cases (e.g., cancellation by the student with sufficient notice or in the event of technical malfunctions), a make-up date may also be agreed upon voluntarily. In these cases, too, the replacement lesson should take place within the current month if possible.

§6 Payment Terms and Refunds

1. **Payment process**

Payment for lessons is made monthly in advance on the basis of the planned lessons for the coming month. The student pays the total amount to the account specified by TeachMeLuga. TeachMeLuga will process the payment on a fiduciary basis and forward the corresponding portion to the respective teacher after the lessons have been completed.

Payment must be received in full by the beginning of the third teaching unit of the respective month at the latest.

If payment is not received on time, TeachMeLuga is entitled to interrupt the arrangement and suspend access to the booked teacher until payment has been received. In addition, TeachMeLuga may terminate the placement relationship without further notice.

Cancellation does not release the student from the obligation to pay for lessons already provided.

2. **Confirmation of payment**

Upon receipt of payment, the student will receive a digital payment confirmation by email or via the contact details provided on the registration form. This confirms the start of lessons for the respective teaching period.

3. **Refunds and credits**

A refund or credit note will only be issued in the cases specified in § 5 (cancellation regulations), in particular if lessons are cancelled by the teacher and cannot be made up.

- If lessons are continued in the following month, a credit note can be issued which will be taken into account in the next monthly payment.
- If lessons are not continued, a pro rata refund of the fees paid will be made within 14 days of the end of the month.

§6a **Prices and Price List**

1. The current prices for individual and group lessons are listed in the official price sheet provided to students. Price changes will be announced at least two weeks in advance.

§7 **Confidentiality and Data Protection**

1. **Confidentiality**

Students undertake to treat all information obtained in the course of lessons about teachers, other participants and internal TeachMeLuga processes as confidential. Disclosure to third parties, in whatever form, is only permitted with the express consent of the person(s) concerned.

2. **Processing of personal data**

TeachMeLuga collects, stores and processes students' personal data exclusively within the framework of the applicable data protection laws and only for the purpose of teaching, coordinating and invoicing.

Personal data will only be passed on to those teachers with whom a teaching relationship has been arranged via TeachMeLuga or if this is required by law. Data will not be passed on for advertising purposes or to third parties outside the teaching context.

3. **Communication via WhatsApp and other services**

Communication between students, teachers and TeachMeLuga takes place via WhatsApp groups, which are set up and managed by TeachMeLuga for organisational coordination. By using the service, students agree to communicate via this third-party provider. It should be noted that WhatsApp is subject to Meta's privacy policy, over which TeachMeLuga has no control. TeachMeLuga accepts no liability for data protection violations by WhatsApp or other third-party providers.

4. **Right of access and deletion**

Students have the right to obtain information about the personal data stored about them and to request the correction or deletion of their data at any time, provided that this does not conflict with any legal retention obligations.

§8 Termination of the Lesson Agreement

1. **Termination by the student**

The student may terminate the agency relationship with TeachMeLuga at any time in text form (e.g. via WhatsApp or email) without giving reasons. The termination of the teaching contract with the teacher is independent of this and must be agreed directly with the respective teacher.

Lessons that have already been paid for but not utilised shall be refunded or credited in accordance with Section 6 (3), provided that the corresponding fee has not yet been forwarded to the teacher.

2. Termination by TeachMeLuga

TeachMeLuga reserves the right to terminate the placement and organisational support at any time - in particular:

- in cases of inappropriate behavior toward teachers or other students;
- in cases of violations of these GTC or applicable laws.
- in the event of repeated default of payment.

In this case, the organisational relationship ends with immediate effect. Further participation in lessons via TeachMeLuga is excluded. Amounts already paid will be treated accordingly in accordance with § 6.

§9 Liability

1. Disclaimer for TeachMeLuga

TeachMeLuga shall be liable to the student without limitation for damages resulting from an intentional or grossly negligent breach of duty by TeachMeLuga or its vicarious agents. TeachMeLuga shall have unlimited liability for damages resulting from injury to life, limb or health, even in cases of simple negligence. In the event of a breach of material contractual obligations (cardinal obligations) due to simple negligence, TeachMeLuga's liability shall be limited to the foreseeable damage typical for this type of contract. TeachMeLuga shall not be liable for other cases of slight negligence.

TeachMeLuga does not act as a provider of teaching services and accepts no liability for the content, quality or success of the lessons provided by the teacher. TeachMeLuga shall also not be liable for failures or delays in lessons that are beyond its control (e.g. technical faults, force majeure). Liability under the Product Liability Act remains unaffected.

2. **No liability for external circumstances**

TeachMeLuga is not liable for cancellations or delays in lessons that are beyond its control. This includes, but is not limited to, technical faults, internet outages, illness, force majeure or other unforeseeable events on the part of the teacher or the student.

3. **Data protection and liability for breaches**

Students undertake to treat personal data - especially that of teachers - confidentially and in accordance with the applicable data protection laws. For data protection violations that were not caused by TeachMeLuga, only the person who committed the violation is liable.

§10 Right of Withdrawal (Widerrufsrecht)

1. **Right of Withdrawal**

The student has the right to cancel the contract with TeachMeLuga for the mediation of teaching services within 14 days without giving reasons.

The cancellation period is 14 days from the day of the initial conclusion of the contract with TeachMeLuga. This contract is concluded as soon as a teacher has been arranged, a lesson period has been agreed and the first payment has been made.

To exercise the right of cancellation, a clear notification to TeachMeLuga is required (e.g. by email or WhatsApp). To meet the deadline, it is sufficient to send the notification before the 14 days have expired. A sample is listed in §10a of these GTC.

2. Special Notice Regarding the Start of Services Before the Withdrawal Period Expires

By making the first payment, the student expressly agrees that TeachMeLuga may begin with the placement and organisation service before the end of the cancellation period.

The student is aware that the right of cancellation in accordance with Section 356 (4) of the German Civil Code (BGB) expires once the placement service has been provided in full. This is particularly the case when lessons have begun with the mediated teacher.

3. No Repeated Right of Withdrawal

This is an ongoing agency relationship. The monthly payments serve the continued organisation and implementation of the teaching relationship already concluded.

A new right of cancellation therefore does not exist for each subsequent payment, but only once when the contract is concluded for the first time.

4. Termination Option

Irrespective of the statutory right of cancellation, the student may terminate the agency relationship at any time. Any lessons already paid for but not used will be refunded in accordance with § 6, provided they have not yet been forwarded to the teacher.

§10a Sample withdrawal form

(If you wish to withdraw from the contract, please fill out this form and send it back to us).

To: [TeachmeLuga, info@teachmeluga.com]

I/we hereby revoke the contract concluded by me/us for the TeachMeLuga agency service.

Ordered/concluded on: ____ (date of conclusion of the contract)

Name of the consumer(s): ____

Address of the consumer(s): _____

Signature of the consumer(s) (only for notification on paper): _____

Date: _____

§11 Final Provisions

1. Should any provision of this agreement be or become invalid or unenforceable in whole or in part, the validity of the remaining provisions shall remain unaffected. In place of the invalid or unenforceable provision, a provision shall be deemed to have been agreed which comes closest to the economic purpose of the original provision. The same applies in the event of a loophole.
2. TeachMeLuga reserves the right to amend these General Terms and Conditions (GTC) at any time with effect for the future. The student will be notified of any changes by email or WhatsApp at least two weeks before they come into effect. If the student does not object to the changes within this period and continues to use the agency services, this shall be deemed to be consent to the new GTC.
3. The law of the Federal Republic of Germany shall apply exclusively, excluding the UN Convention on Contracts for the International Sale of Goods and the conflict of laws rules of private international law.
4. The place of jurisdiction for all disputes arising from or in connection with the agency relationship is, as far as legally permissible, the registered office of TeachMeLuga in Germany.