

Terms and Conditions – Students

Welcome to FrogFluent.com. By creating a student account and using our platform, you acknowledge that you have read, understood, and agree to be legally bound by the following Terms and Conditions.

1. Account Registration

1.1 You agree to provide accurate, complete, and up-to-date information during the registration process and to promptly update your account information as necessary.

1.2 You are solely responsible for maintaining the confidentiality of your account credentials and for all activities conducted through your account.

1.3 The sharing or unauthorized use of login credentials is strictly prohibited and may result in suspension or termination of your account.

2. Bookings and Payments

2.1 All tutoring sessions would be scheduled as per the plan as agreed during registration and will be paid by your university.

3. Cancellations and Refunds

3.1 Sessions booked by the student are non-cancellable. In case of a missed session by the student, the tutor shall provide a summary and notes of the session for reference.

3.2 In the event of a tutor's non-attendance or a disruption caused by platform-related technical issues, no fee shall be charged for the affected session, and the session shall be rescheduled. Tutors are required to provide prior notice of any planned cancellation and must mutually agree with the student on an alternate schedule.

4. Student Code of Conduct

4.1 Students are expected to engage with tutors in a respectful, courteous, and professional manner at all times.

4.2 The recording, reproduction, or distribution of any part of a session is strictly prohibited without the tutor's explicit written consent.

4.3 Any form of misconduct, abuse, harassment, or misuse of platform services may result in immediate account suspension or permanent removal from the platform.

5. Acceptable Use of Platform

5.1 The platform is intended solely for personal educational purposes. Commercial or unauthorized use is strictly prohibited.

5.2 Direct outreach to tutors for private sessions outside the platform undermines platform integrity and is not permitted.

5.3 FrogFluent reserves the right to monitor usage and suspend or terminate accounts found to be in violation of these Terms.

6. Limitation of Liability

6.1 FrogFluent does not guarantee specific academic outcomes or learning results.

6.2 While FrogFluent is not liable for disputes between users and tutors, we may offer limited mediation support where appropriate and at our sole discretion.

7. Data Protection and Privacy

7.1 Your personal data is collected, stored, and processed in accordance with the General Data Protection Regulation (GDPR) and applicable data privacy laws.

7.2 We do not disclose your personal information to third parties without your prior explicit consent, unless legally required to do so.

8. Governing Law and Jurisdiction

8.1 These Terms and Conditions shall be governed by and construed in accordance with the laws of the Federal Republic of Germany and India.

8.2 Any disputes arising from or related to the use of the platform shall be subject to the exclusive jurisdiction of the courts located in Frankfurt, Germany.

9. Certification & Attendance Policy

9.1 To be eligible for a **Level Completion Certificate** from FrogFluent, students must attend at least **80% of the total scheduled sessions** within the course duration.

9.2 Attendance is tracked automatically via the platform. Any missed sessions without valid prior notice will be considered unexcused and will affect attendance records.

9.3 Exceptions may be granted for medical or emergency situations upon submission of valid documentation, at the sole discretion of FrogFluent.

9.4 Certificates will only be issued once attendance records are verified and meet the minimum required threshold.

Contact Information

If you have any questions or require further clarification, please feel free to contact us:

Email: admin@frogfluent.com

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