

NaTakallam Guidelines/Terms of Agreement



أهلا و سهلا | Ahlan wa sahlan
Welcome to NaTakallam!

- 1- The original purpose of NaTakallam is to help individuals practice their **Arabic conversation skills** all while giving displaced persons an income opportunity. Some of our conversation partners (CPs) work with beginner level students and with those interested in 'Fusha,' (Modern Standard Arabic [MSA]) however, **for those who are complete beginners and interested in something structured,** we highly recommend looking into the option of the [Integrated Arabic Curriculum for Beginners](#).

This program is based on '[Arabiyyat al-Naas](#),' developed by Munther Younes, Head of Arabic at Cornell University and differs from other Arabic language programs by **integrating colloquial Arabic with Modern Standard Arabic (MSA)** in a way that reflects the use of the language by native speakers.

For more details or to sign up, please visit us [here](#). Please note that [normal conversation sessions](#) are ideal to:

- a. Help maintain an already existing basic knowledge of the language
- b. Give students familiar with Fusha the opportunity to focus on the Levantine dialect

We will try our best to pair you with a partner experienced in teaching, however kindly note CPs come from an array of backgrounds. Some of NaTakallam's **CPs can also work with children**.

While NaTakallam is mostly for [online sessions](#), please be sure to email Carmela.Francolino@natakallam.com if you are **interested in-person sessions in Beirut or Paris**. We will try our best to accommodate such a request. NaTakallam also provides [translation services](#) in a variety of languages, delivered by refugees.

- 2- When ready to start, please visit <https://natakallam-2015.ecwid.com/> to complete your purchase via credit card or PayPal. Please let us know if the payment is done under another individual's account to avoid any confusion during the matching process.

Kindly choose between a:

- \$15/hour, pay-per-hour option, **to be completed within 10 days of being introduced via email to your conversation partner**
- \$14/hour, 5 session bundle option, **to be completed within 5 weeks of being introduced via email to your conversation partner**
- \$13/hour, 10 session bundle option, **to be completed within 10 weeks of being introduced via email to your conversation partner**

In the case of a repurchase, the expiry will be set according to the date of the repurchase.

- 3- NaTakallam is working on building a tracking system for users to see how many hours have been used. We are sorry if this process is not yet complete. For inquiries into your session balance, kindly email carmela.francolino@natakallam.com with the subject line "balance inquiry." **When ready to**

repurchase sessions, revisit: <https://natakallam-2015.ecwid.com>. You do not need to log in and will automatically be paired with the same partner unless otherwise requested.

- 4- Once your purchase is complete, NaTakallam will introduce you to your conversation partner (CP) via email. From there, please use your CP's automated calendar system, *Calendly*, to sort out the scheduling and breaking down of your sessions (**you can split one hour into two 30-minute sessions**). You can also discuss establishing a meeting time via email, though this may be less efficient. ***Please note: CPs have various levels of English therefore we apologize in advance for any potential confusion.***

Kindly note that NaTakallam will always try to match you with a conversation partner however, the ultimate decision to provide belongs to the conversation partners. There may be instances where we are unable to find a match, in which case we will reimburse you any prepaid unused monies you paid us.

- 5- We understand last minute changes may arise. As such, once a time is confirmed, kindly inform your CP 12 hours in advance, should you need to reschedule. If the cancellation occurs **within less than 12 hours**, rescheduling can be done at the CP's discretion. We apologize in advance: courses are not refundable if this process is not followed. On the other hand, if your partner cancels within 12 hours, or misses a session, you are fully eligible to reschedule, or if you prefer, to a refund.
- 6- If the CP is over 20 minutes late, you are eligible to reschedule or to a refund. If you are over 20 minutes late, it is at the CP's discretion to wait, reschedule, or consider this session completed.

Please note: some of our CPs are based in camps or in areas with challenging living conditions and we kindly ask you to be understanding should there be any last minute problems. That being said, you will certainly not lose any credit if the CP is late or does not show up last minute.

- 7- Per the CPs' request, and for practical reasons, please be sure to address any matters related to payment/finances to billing@natakallam.com. Refunds will only be granted in the case of a missed or delayed session as a result of a shortcoming on behalf of the CP. We apologize but NaTakallam cannot offer any refund once the expiration date of the package purchased has passed.
- 8- Because the project is about practicing one's conversation skills, the format of the session is fluid, with **no specific curriculum**. You are more than welcome to inform your partner, when starting or later on, of a theme, (i.e. media, everyday life, culture), or aspect of the language, (such as verb tenses, gender agreement etc.) you'd like to focus on. Please note certain topics may be sensitive and it is at the discretion of your CP to discuss them or not. Although NaTakallam endeavors to ensure that the CPs are suitable for the students by using a user-feedback system for quality control, NaTakallam is trying its best and cannot warranty as to the quality of the teaching provided by the CP/fitness for the level of the students.
- 9- **The views and opinions expressed by CPs are exclusively those of the CPs and do not reflect the official policy, position, or views of NaTakallam, its officers, or shareholders.** By continuing use of NaTakallam's services, registered users agree to the terms and conditions set forth in this document (**NaTakallam's Terms of Agreement**). Although CPs are invited to maintain the confidentiality of your sessions, NaTakallam cannot guarantee that such confidentiality will be maintained.
- 10- Finally, as NaTakallam remains a young venture, with limited resources and a small team, we apologize in advance should any issue arise. We are still learning, ourselves, and welcome all questions and suggestions!

We would be eternally grateful to hear your feedback in a 5-10-minute-long survey once you complete your first few sessions. Shukran and we hope you'll enjoy it!