



**Ahlan wa sahlan| Hola | Bonjour | Salam  
Welcome to NaTakallam!**

## **NaTakallam Guidelines & Terms of Agreement Conversation Sessions**

### **About**

NaTakallam is a social enterprise which was born to provide income to Syrian refugees by hiring them as online language partners, to help individuals worldwide, practice their Arabic language skills all while giving displaced persons an income opportunity. Since, we've grown to include language sessions in French, Spanish, Persian, Kurdish & Armenian in addition to Arabic, taught by refugees from over 25 different countries, throughout the Middle East, Africa and Latin America.

Our core offer is "Conversation Sessions". We call this option conversation sessions because it is based on each student's needs (provided upon registration) and does not follow a strict curriculum. Some conversation partners (CPs) work with beginner level students who are complete beginners, while a good number of students use NaTakallam as a complement to existing language study, or to maintain an existing level.

Our sessions can be adapted for working with children, and please note, we also offer an array of programming in [university and school classrooms](#), as well as options for companies and organizations interested in language/cultural exchange services for their staff. NaTakallam also has a [translation and interpretation](#) department. Please contact us at [info@natakallam.com](mailto:info@natakallam.com) for more info.

We will always try our best to pair you with the most compatible partner, however kindly note CPs come from an array of backgrounds.



**1.** 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:

#### Individual Conversation Sessions

- \$25/hour, pay-per-hour option, **to be completed within 10 days of being introduced via email to your conversation partner**
- \$19/hour, 5 session bundle option, **to be completed within 5 weeks of being introduced via email to your conversation partner**
- \$16/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.

#### Duo Conversation Sessions

- \$40/hour, pay-per-hour option, **to be completed within 10 days of being introduced via email to your conversation partner**
- \$28/hour, 5 session bundle option, **to be completed within 5 weeks of being introduced via email to your conversation partner**
- \$24/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.

If the bundles are not completed within the aforementioned timeframes listed above, the bundles will **expire**.



**2.** 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 [pairing@natakallam.com](mailto:pairing@natakallam.com) with the subject line “balance inquiry.”

**3.** Once your purchase is complete, NaTakallam will introduce you to your conversation partner (CP) via email **within 1-3 business days**. 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 and unused amount you have paid us.

**4.** 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.

Conversation session bundles are **non-refundable but you do have the option to gift them to someone else.**

**5.** 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.*

**6.** Per the CPs' request, and for practical reasons, please be sure to address any matters related to payment or finances directly to [billing@natakallam.com](mailto: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.



**7.** Because our program offering 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. business, 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 the discretion of your CP to discuss them or not. Although NaTakallam aims 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 guarantee the quality of the teaching provided by the CP for the level of the students.*

**8. 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 Guidelines & Terms of Agreement](#)). Although CPs are invited to maintain the confidentiality of your sessions, NaTakallam cannot guarantee that such confidentiality will be maintained.

**9.** Our Conversation Sessions can also be adapted for children. Our language instructors abide by a strict code of conduct and parents or guardians must designate, in writing, which form(s) of communication with children may be used and must provide the contact information. Should any allegations of misconduct arise, you should immediately contact [feedback@natakallam.com](mailto:feedback@natakallam.com)

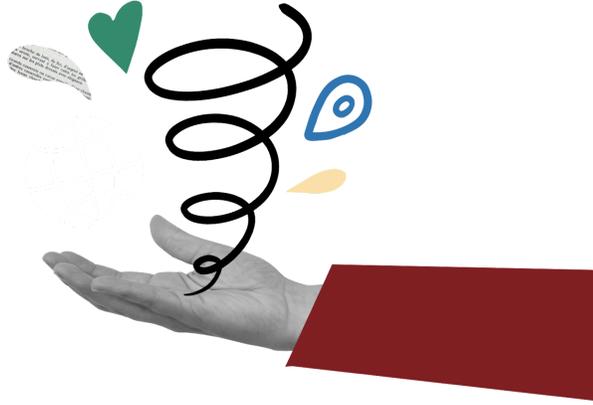
**10.** Conversation sessions bundles cannot be split amongst different students. Each student must purchase and sign up for their own bundle.

**11.** As NaTakallam remains a young venture, with limited resources and a small team, we apologize in advance should any issues arise. We are still learning and welcome all questions and suggestions! We would be very grateful to hear your feedback in a 5-10 minute-long survey once you complete your first few sessions.

**Questions?** 😞

If you have any questions during the course, please email us at [info@natakallam.com](mailto:info@natakallam.com).

Thank you and we hope you enjoy your language learning journey with us!



**Learn a language. Change a life.**