



## FAQ for Live Learning

### How does MommyDaddyMe Live Learning work?

- Register a Parent's account at [www.mommydaddyme.com](http://www.mommydaddyme.com) and create a Child's account.
- Click on "Classes" while logged in and browse through the packaged courses offered and choose the one that best fits your Child's needs.
- You may send a message directly to the Tutor for any questions about the packaged courses and agree on the date and time of the courses.
- All courses are denominated in United States Dollars. You have the option to pay with your PayPal account or pay with your credit card via PayPal.

### Who typically uses MommyDaddyMe Live Learning?

There's no age restriction for using MommyDaddyMe Live Learning as each Child is unique and learns at his/her own pace. However, our Tutors are categorized to provide online lessons for children in the age group of 5 to 8 and in the age group of 9 to 12.

### Who are MommyDaddyMe Tutors?

We take a prudent approach in the screening process of our Tutors. We carefully hand-pick the ones that meet our specific criteria. Our Tutors are all university graduates or above or pursuing their degrees in disciplines related to their subject of teaching and all share a passion in educating the younger generation.

We also work with a number of academic institute partners who are well known in their industry and community to provide Tutors for MDM children.

A full listing of our qualified Tutors can be found online in the members' area of our website.

### What are the technical requirements?

It's easy – all you need is a compatible web browser (Chrome, FireFox, Opera) to launch the live video learning function within MommyDaddyMe.com after account login.

### How long is each lesson?

Each online tutoring session ranges from 30 minutes to 60 minutes in duration, and includes a buffer of 5 minutes for network setup and preparation work.

## How are lessons charged?

Sessions are charged based on the popularity and profile of the Tutors. To secure lesson bookings with a Tutor, you can book in advance with payment. Once a course has been booked and paid for, the course must be completed within 3 months from the actual date of the first session of the course.

## What is MDM's rescheduling and cancellation policy?

You can reschedule any sessions of the course anytime with the mutual agreement of the Tutor, as long as all the session(s) of the packaged course are completed within 3 months from the actual date of the first session of the course.

You can cancel the course with the Tutor 48 hours before the scheduled first session of the course, free of charge. To cancel a lesson, it is your responsibility to send the request through your account to the Tutor and to our administrator at [livelearning@mommydaddy.com](mailto:livelearning@mommydaddy.com) and we will review the case and process the refund (via the same payment method used to purchase the course, within one month.

Missed lesson(s) by children are non-refundable and non-transferable.

In the unlikely event of a no-show by the Tutor at the scheduled first session, you may choose for a full refund of the packaged course, or arrange to reschedule the session with the Tutor. If you choose for a full refund, please contact our administrator at [livelearning@mommydaddy.com](mailto:livelearning@mommydaddy.com) with details

For exceptional case that requires special handling, please message the Tutor directly and our administrator at [livelearning@mommydaddy.com](mailto:livelearning@mommydaddy.com) for further review.