

Frequently Asked Questions

By Customers/XM-Explorer

What is XPLR Me?

XPLR Me (pronounced as Explore Me) is a digital services platform that makes it possible for anyone to subscribe, interact & learn from global experts & best practitioners. XPLR Me Providers are global educators, artists, masters of classical arts, entertainers, alternate healing therapists, experts from business and leadership, photography, cooking, writing, and more. With new classes launching regularly, XPLR Me is continuously adding newer practical skills and global providers who can offer a better variety to you.

Currently, XPLR Me is in its beta version and aims to deliver a world class online experience which includes a wide variety of LIVE sessions and pre-recorded courses and content available for streaming anytime and anywhere.

How do I choose my LIVE session?

XPLR Me offers a wide variety of sessions & classes across a variety of categories. With XPLR Me, one can choose or request a group or private class from their provider.

Our providers have designed a wide variety of sessions including business and leadership, photography, cooking, writing, acting, music, classical art forms, academics and more. Every class listing

or session clearly indicates the expected participant qualification levels which makes it transparent for you to make your choice.

What happens once I book the LIVE session/class?

Once the payment has been made, and your booking request has been accepted by the Provider, you will be provided with the session video link (which will be activated only at the scheduled time of the session). Click on it when it's session time!

What do I need in terms of technical system(s) before joining an XPLR Me LIVE video session?

We recommend an internet speed above 5 Mbps for seamless data transmission. And while our site is most compatible with current versions of Google Chrome, Firefox and Safari web browsers, we do recommend that customers have the most recent version of their preferred web browser installed for using our site. Running an outdated version of any of the browsers listed above may result in technical issues that can prevent you from using the site as intended.

In the event when a LIVE class is disrupted due to technical snags at the provider end or XPLR Me, will I get a refund?

We are continuously working to make sure that our providers can avoid such incidents but connectivity outages may still happen

(depending on location or the nature of the session). XPLR Me will evaluate the reason behind any technical snags and communicate the cause.

You can be assured that we will always put our customers first. Depending on the class provider, XPLR will offer rescheduling the class with the provider, or in case of their unavailability, the full amount will be refunded.

Can I access recorded sessions for later viewing?

Some of the providers may choose to provide recorded class sessions to participants and others may not (due to the nature of the class or the content of the session). If it was a private class (exclusive between participant and provider), you may request a recorded copy from your provider. To access group recording of a session for later viewing, you would need to be a premium subscriber with XPLR Me.

Am I able to interact with my instructor?

Yes, you can chat with your selected provider on XPLR Me, regarding any enquiries to their listed sessions/classes. The providers, depending on their location (time zone) will respond to the messages on XPLR Me.

We may also partner with instructors from time to time to host special live Q&A sessions and opportunities for student participation. We cannot always guarantee provider-customer interaction on social or other internet platforms but will inform you if and as these opportunities become available.

Will I be charged taxes?

Depending on where you live, you may be charged service/sales taxes in addition to your session or membership price. If tax applies, you will see it stated separately on your emailed invoice.

Tax rates are calculated based on your location or the billing information you provided at the time of purchase.

How can I pay for a session?

XPLR Me supports several different payment methods, depending on your account country and location. We are working to add more options.

How do I cancel XPLR ME membership?

If you sign up for a XPLR Me subscription (Basic or Premium), your credit card will be charged monthly until you cancel the subscription. If there's a problem with the monthly charge, we'll email you.

If you don't want to continue, you can cancel your membership renewal through your XPLR Me account page. Follow the prompts to cancel on the Settings page, and your membership will not renew. Please note that there aren't refunds for partially unused membership periods.

What are the refunds and cancellation policies at XPLRME?

XPLR Me's Premium subscribers can cancel and request a refund 24 hours before the scheduled session time. The booking amount for that session will be refunded to you with no deductions. But if the cancellation is done within less than 24 hrs from

the scheduled session then there won't be any refunds, although cancelation is accepted. While our refund policy is to allow you to learn at your own convenience, we must also protect our providers from fraud and commercial losses by maintaining a reasonable payment schedule.