

## **HRPA Chapter Event Cancellation Policy**

**Effective Policy Date:** December 1, 2018

**Policy Revised:** May 10, 2021

HRPA is committed to providing quality Chapter programming for members and students. To continue to provide reduced cost/free events to members, we need to ensure that all resources are being utilized effectively. If you are unable to attend an event, it is important that you advise us in writing as soon as possible.

If you are attending an HRPALearning program, please visit their cancellation policy [HERE](#).

### **How to Cancel a Chapter Event:**

Send an email to [chaptercancellations@hrpa.ca](mailto:chaptercancellations@hrpa.ca) with the following in the SUBJECT line:

- Chapter Name
- Event Date

EXAMPLE: *Subject: Algoma Chapter – October 5th, 2021 Event Cancellation Request*

This email should be sent no later than 3 business days prior to the event. If you are unable to provide notice at least 3 business days prior to the Chapter event for which you have registered, the following penalties will apply:

### **Free Virtual Chapter Events (for the duration of the COVID-19 pandemic)**

- A member or student can cancel at anytime without penalty.
- Donations are non-refundable.

### **Free In-Person Chapter Events**

- If less than three (3) business days' notice is provided: The member will be charged up to a \$30 no show fee.
- If three (3) or more business days' notice is provided: The member's registration will be cancelled without penalty.

### **Paid In-Person Chapter Events**

- If less than three (3) business days' notice is provided: The registrant will not receive a refund.
- If three (3) or more business days' notice is provided: The registrant will receive a full refund for the fee incurred.

### **In-Person Events Only: How do I cancel my registration and avoid the No Show fee?**

If you are unable to attend an HRPA event for which you have registered, you are able to cancel up to 3 business days prior to the event. To cancel, please send notice to [chaptercancellations@hrpa.ca](mailto:chaptercancellations@hrpa.ca).

<b>Event Day</b>	<b>Last Day to Cancel without Penalty</b>
Monday	Wednesday of the Week Prior to Event
Tuesday	Thursday of the Week Prior to Event
Wednesday	Friday of the Week Prior to Event
Thursday	Monday of the Event Week
Friday	Tuesday of the Event Week

### **Why does HRPA charge a No Show fee for In-Person Events?**

Registering for an event is a commitment to attend. The consequences of being a "no show" include potentially blocking other members or interested guests from attending, and not fully utilizing materials (including food).

Additionally, Chapter Boards spend time deciding on speakers and menus appropriate for the expected guest count. Efficient use of resources allows us to offer a broad range of Chapter programs at a reduced cost or with no charge to members. No Shows compromise our Chapter's ability to run a program that is financially and environmentally sustainable.

### **What constitutes a No Show?**

Members who registered for an in-person event and have not provided a cancellation notice to HRPA at least 3 business days before the event are subject to a No Show fee (see above for the cancellation process).

When you arrive at an event, please ensure you sign in at the registration desk, so you will not receive a No Show invoice.

**How much is the No Show fee, and how will it be charged?**

A fee of up to \$30 will be charged for each unexcused absence from a free HRP A program (excluding webinars). Members who fail to cancel for an event at least 3 business days prior to the event date, will receive an email containing an invoice for their “no show fee.” The invoice must be completed and returned via email within 10 business days.