



# HRPA No Show Policy

HRPA is committed to providing quality chapter programming for members and students. In order 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. Send an email to [chaptercancellations@hrpa.ca](mailto:chaptercancellations@hrpa.ca) 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.

## Chapter Events Cancellation Policy

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### Free PD Chapter Events

- If less than three (3) business days' notice is provided: The member will forfeit one (1) free registration credit.
- If three (3) or more business days' notice is provided: The member will be credited one (1) free registration. Members will see the credit on their dashboard within five business days.

### Paid 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.

### Free Social Events

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

## Why does HRPA charge a No Show fee?

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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; No Shows compromise our ability to run a program that is financially and environmentally sustainable.

## What constitutes a No Show?

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Members who registered for an 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 below 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?

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A fee of \$30 will be charged for each unexcused absence from a free HRPA program. 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. Alternatively, the member can mail a cheque to head office, send payment via fax, or call HRPA to pay over the phone.

***Please address mailed payments as follows:***

HRPA: 150 Bloor St, Suite 200, Toronto ON, M5S2X9  
ATTN: HRPA NO SHOW FEE

***Please use the below contact information to pay by phone or fax:***

T: 416.923.2324 ext, 322, or 359 or 333  
F: 416.923.7264

## How do I cancel my registration and avoid the No Show fee?

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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).

Event Day	Last Day to Cancel without Penalty
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

## I registered in advance of the event. What reminders will I receive?

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HRPA sends a confirmation as soon as you register for an event, and a reminder is distributed 7 days prior to the event. This leaves ample time to cancel your registration if you are unable to attend.

## I wish to appeal a No Show fee. How do I proceed?

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You will receive notice via email that you are required to pay a no-show fee. If you do not agree with the fee being charged, please email [chaptercancellations@hrpa.ca](mailto:chaptercancellations@hrpa.ca). We will do our best to ensure that no-show fees are charged fairly, and we will review your situation on a case by case basis.