



North Academy Event Terms and Conditions

The HPMA North Academy strives to deliver high-quality learning events to our members and to maximise the number of places available. By booking an event, you indicate your intention to attend. Unfortunately, we are experiencing participants not attending, which impacts the learning experience of those in attendance and means we are not working cost-effectively.

To help us work smarter, please, when reserving a place, can you:

1. Check that you are available to attend the WHOLE session, or where there is a series of events, you can attend ALL sessions.
2. Please identify a “reserve” colleague who can step in at short notice should you become unavailable.
3. Please mark these details in your diary for others to access if you become unavailable.
4. If you cannot attend before the day, please contact admin@hpma.org.uk advising of your non-attendance. We will then be able to allocate your place to someone on the waiting list. We operate a waiting list for most events as they are frequently oversubscribed.
5. If you fail to attend an event and do not offer a substitute for this Programme/event, a cancellation fee of £100 will be levied to cover the loss associated with your non-attendance. This charge will be levied to your Organisation via your Chief People Officer/ HR Director.
6. Many reasons are given for non-attendance or cancellation, and the HPMA North Academy recognises there may be extenuating circumstances where non-attendance is unavoidable. In such cases, please contact admin@hpma.org.uk to appeal against the charges. Please do this within 14 days of the event.