FleetWave® Academy Live 2027
Frequently asked questions

About the event

What is FleetWave Academy Live?
It's our annual training and networking event, exclusively for FleetWave users. Join fleet professionals from across Europe for two days of practical learning, product insight and expert guidance designed to help you get more from FleetWave.

When and where is it?
22–23 June 2027 at Hilton Leeds City, Neville Street, Leeds, LS1 4BX

Is this the Chevin Customer Conference?
Yes. We've renamed to **FleetWave Academy Live** to reflect what our clients value most: hands-on learning that helps you work smarter with FleetWave. You'll still find everything you've enjoyed before, from roadmap previews to time with our experts.

Who should attend?
Anyone who uses or manages FleetWave in your organisation, including fleet managers, transport managers, workshop and maintenance leads, compliance officers and system administrators. Many teams bring two or more people so they can cover different sessions and share what they've learned.

Who else will be there?
Fleet professionals from local authorities, emergency services, utilities, the NHS and the private sector, along with Chevin's product specialists, consultants and Customer Success team.

Is it open to anyone?
FleetWave Academy Live is exclusively for current FleetWave customers.

What's on the agenda?
Expect product roadmap sessions, talks from FleetWave users, hands-on workshops, best-practice breakouts, one-to-one Ask the Expert sessions and plenty of time to network. We'll publish the agenda soon.

Why attend

What will I get out of it?

- **Learn from fleets like yours.** Hear directly from FleetWave users solving real-world fleet challenges and bring practical ideas back to your organisation.
- **See what's next.** Get exclusive visibility of the FleetWave roadmap, upcoming innovations and emerging technology.
- **Get time with the experts.** Book one-to-one sessions with Chevin specialists, product experts, consultants and Customer Success to discuss your own fleet requirements.
- **Improve how you use FleetWave.** Take part in hands-on workshops, best-practice sessions and product deep dives that help your team work smarter.
- **Connect with your fleet community.** Meet fleet and transport professionals facing the same challenges as you.

We've used FleetWave for years. Is it still worth coming?
Absolutely. New features are added to FleetWave all the time, included as standard with no extra modules or upgrade fees. Academy Live is where you see them in action, learn how to put them to work and help shape what comes next.

We're new to FleetWave. Will it be too advanced?
Not at all. It's a great way to learn best practice from experienced users and set your system up well from the start. You can also book an Ask the Expert session while at the event to get answers to your questions or drop in as one comes to mind.

What is Ask the Expert?
A one-to-one session with one of our product specialists, consultants or professional services team. Bring a specific question or challenge and leave with practical answers. An email to book a slot will be sent ahead of the event to registered attendees. Ask the Expert is available remotely throughout the year, keep an eye out for booking emails.

What did last year's attendees think?
As Thomas Fell, Fleet Officer at Scottish Borders, put it: **"The Conference 100% improved my understanding of FleetWave, it gave me great insight into the inner workings."** You can also watch our conference roundup from 2026 here to hear more from attendees.

Tickets and pricing

How much does a ticket cost?
The earlier you book, the less you pay - the latest price is available on **chevinfleet.com**. Prices are per person.

What's included in my ticket?
All sessions and breakouts, Ask the Expert one-to-ones, lunch and refreshments on both days, plus the networking evening on 22nd June including dinner and drinks. Travel and accommodation aren't included.

Can I bring colleagues?
Yes, and we encourage it. Bringing two or more people means your team can cover different sessions and share what you learn.

I'd like to share my FleetWave story.
Can I speak at the event? We'd love to hear from you. Let Mary Palfreman, your Customer Success Manager know in your next catch up.

What if I can't attend after registering?
You can send a colleague in your place. Cancellations are subject to our event **terms and conditions.**

Getting approval and paying

I need my manager's approval. Can you help?
Yes. We can provide a letter for your manager explaining what the event covers, what your team will gain and the costs involved. Ask Mary Palfreman, your Customer Success Manager, and we'll tailor it to your organisation.

How do I justify the cost?
Every new FleetWave feature is included as standard, with no add-on modules or upgrade fees. FleetWave Academy Live is where your team learns to make full use of the system you already have, so you return with practical improvements you can apply straight away.

Can the invoice be raised as training?
Yes. Let us know when you register and we'll describe it as training on your invoice.

How do I pay?
Payment is due within 30 days of registration, by bank transfer or PayPal, in British pounds unless agreed otherwise in writing with your Customer Success Manager, Mary Palfreman. Please add your PO number when you register or enter "N/A" if you don't use one.

Approval takes time in our organisation. When should I start?
Now. Dates are fixed, so you can request approval well in advance and lock in the best price.

Travel and hotel

Do I book and pay for my own room?
Yes. Please book directly with the hotel using our link, if you wish to stay on the premises or through your normal hotel booking process and settle your bill with the hotel.

Is there a discounted hotel rate?
Yes. We've arranged a discounted rate at the venue for attendees, and we'll send you the booking link when you register, but there's plenty of hotels in the area within a short walk should you wish to stay elsewhere.

How do I get there?
Leeds main train station is short walk away from Hilton Leeds City. Limited parking is available onsite for £18 per day should you wish to drive.

I have dietary or accessibility requirements. How do I let you know?
Tell us on the registration form, or contact us at least two weeks before the event, and we'll make sure they're arranged with the venue.

Will there be an event app?
Yes. We'll send you the event app, with the full agenda and session details, before the event.

Still have questions?

Contact **Mary Palfreman**, your Customer Success Manager, with any queries.

You can register and find the latest updates at **Chevinfleet.com.**

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