

# WestJet air-only bookings - COVID-19

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## COVID-19 refund policy

As a result of the coronavirus COVID-19 situation, WestJet and WestJet Vacations are not processing refunds to original form of payment outside of 24 hours from original booking at this time. This applies to WestJet air-only, WestJet Vacations, Groups, and contracted/private fare bookings.

If your clients prefer a refund to original form of payment, we will provide information about refunds at a later date

Refund policy			
Booking/travel date	Fare type	Booking/fare type	Travel credit type
All	Non-refundable and refundable	WestJet air/Group claim published fares	Open status/unused ticket*
		Contracted rates and all private fare programs	Open status/unused ticket*

*\*Standard ticket validity is 13 months from first coupon date.*

## COVID-19 exception policies

Below are the exception policies for all 838 validated tickets. If you are making a change or cancellation in the GDS and are prompted for a penalty, add waiver code **COVID2020**<sup>^</sup> in the endorsement field.

Ticket date: On/before March 2, 2020			
Ticketed date	Travel date	Change/cancellation date	Change/cancellation fee
Up to and including March 2, 2020	<b>NEW:</b> Before <b>January 31, 2021</b>	Up to 2 hours* before departure	\$0*

*\*Difference in fare may apply.*

*\*Applicable on all fare bundles including Basic.*

*\*Changes/cancellations within 2 hours of departure are subject to a full loss of funds.*

*\*\*Except in the case of refundable fares. Refer to refund policy for more details.*

*^Waiver code is valid for use to waive penalty fees if the exchange is completed on/before February 28, 2021 following the conditions above.*

Ticket date: On/after March 3, 2020			
Ticketed date	Travel date	Change/cancellation date	Change/cancellation fee
On or after March 3, 2020 until May 31, 2020	All travel dates	Up to 24 hours* before departure	\$0*

*\*Difference in fare may apply.*

*\*Applicable on all fare bundles including Basic.*

*\*For changes/cancellations between 24-2 hours prior to departure: Standard guidelines apply except in the case of refundable fares.*

*\*Changes/cancellations within 2 hours of departure are subject to a full loss of funds.*

*^Waiver code is valid for use to waive penalty fees if the exchange is completed on/before February 28, 2021 following the conditions above.*

## COVID-19 24-hour refund policy

We are continuing to offer refunds within 24 hours of booking. Please see the process below on how to obtain a refund or void.

24-hour refund policy			
Cancel	Payment type	Action	Contact details
Same calendar day*	Payment cards and cash	VOID ticket	Agency to handle in their GDS
Next calendar day*	Payment cards	Contact Travel Support Team	1-877-664-3205
Next calendar day*	Cash	Email WestJet for ACM issuance	<a href="mailto:TAPaymentservices@westjet.com">TAPaymentservices@westjet.com</a>

*\*ARC agencies can continue to VOID within the 24-hour time frame. There is no need to contact WestJet.*

*\*NOTE: All flights must be cancelled from your GDS within 24 hours to qualify for refunds.*



## **\*NEW\*** Frequently asked questions

### **Cancelling bookings**

#### **Q: How do I cancel my client's booking?**

A: For GDS and WestJet Agent users:

- You may self-serve your client's cancellations.
- Delete all flights segments that are no longer travelling.
  - Do not wait for the WestJet schedule change to be completed as our change may not remove all flight segments. Be proactive and cancel flight segments if you know your client is not travelling.
  - Example:
    - YYZYC-YYCLAS: Only the YYCLAS route is being cancelled and the YYZYC flight would remain as active and result in a no-show if not cancelled.
- Tickets are to remain as open/unused status to ensure you can exchange for future use.
- Open status/unused ticket remains in ownership of the IATA that issued it.
- If your client pre-paid for seat selection, please reference the section on "[Pre-reserved seats.](#)"

#### **Q: How long is validity of my clients open/unused credit (when does it expire)?**

A: All tickets will remain available for future exchange (including those that may be partially flown) for 13 months from the first coupon departure date. As a reminder, this means the new ticket needs be issued within 13 months from the first coupon departure date. However, travel can be any time until end of our posted schedule (331 days in advance at time of rebook). For example:

- Ticket dates:
  - Ticket issued: January 30, 2020
  - First flight departure: May 1, 2020
  - Return flight departure: May 15, 2020
  - Cancel date: April 10, 2020
- Ticket is valid for 13 months from first flight departure date (May 1, 2020) and the ticket can be exchanged until June 1, 2021.
  - The new flight date can be for any date where schedule is published (331 days in future).
  - Example: If you re-book on May 1, 2021, flights would be available to book until March 28, 2022.

If our ticket validity options and expiry change, we will provide updated communications.

**Q: Is there any change to how penalty fees are charged?**

A: No. If you are processing multiple changes in a single exchange transaction – for example, flight and name change - standard flight penalty fees will apply to the change. If your client’s booking or ticket falls under our COVID-19 flexible change process, penalties can be waived using **COVID2020** waiver code.

**Q: Will my commission be recalled if I cancel my client’s flights and leave ticket as open/unused?**

A: No. There is no impact to your commission.

**No-shows**

**Q: How do I know if my client travelled or if they were a no-show?**

A: Please call the Travel Support Team to verify if your client travelled or if they were a no-show.

**Q: What happens if I was not able to get through to the Travel Support Team to cancel my client’s flights?**

A: If you booked via a GDS channel, you should be self-cancelling by deleting your flights and leaving the ticket in open/unused status for future exchange. If you booked via WestJet Agent, you should be self-cancelling your flights and the ticket will remain in open status.

**Q: What if the flight has already no-showed as I was not able to cancel in time?**

A: If you had a flight departing between March 3, 2020 and March 22, 2020 and your flight coupons are in USED/FLWN status as a result of a no-show, please call the Travel Support team at 1-877-664-3205 to have your flight coupons reopened. For GDS and WestJet Agent users, coupon status will be reopened and remain as a credit for future use. Due to high volume of requests for no-shows, it may take four to six weeks before you see the coupon reopened.

NOTE: Coupons will be reopened if the no-show occurred during our COVID-19 exception cancel window. Tickets that no-showed during previous periods are not eligible to be reopened.

## Pre-reserved seats

### Q: How do I cancel my client's pre-reserved seat on a WestJet air booking?

A: For WestJet air-only bookings:

- If the seat was booked and paid for on the GDS:
  - It must be cancelled through the GDS.
    - Remove seats and leave EMD in open/unused status as a future travel credit.
  - Please do not call WestJet to process.
- If the seat was booked directly with WestJet (e.g. WestJet Agent, My Trips, Travel Support Team, etc.):
  - Seat fees will be refunded to a WestJet Travel Bank and available for future use for 24 months.
  - Seat fees will be actioned as quickly as possible but may take four to six weeks to process.

### Q: What if my client has an existing open/unused ticket that is about to expire, and they are not ready to rebook due to COVID-19?

A: You can use standard voluntary exchange process to move the date of the ticket validity. Add collect and penalty will apply as part of voluntary exchange process.

## Rebooking tickets

### Q: When I reissue, can I use the COVID-19 waiver code to waive all penalty fees?

A: At this time the COVID-19 waiver code will be valid for exchanges until February 28, 2021. The COVID-19 exception criteria guidelines still need to be adhered to when using the waiver code.

### Q: What happens if I exchange my ticket after February 28, 2021?

A: If the change is processed after February 28, 2021, standard exchange penalties would apply.

**Q: If I issued a ticket or made a change to an existing ticket on or around March 3, 2020, which fare rules am I to follow?**

A: It is best that you perform a historical fare rule check to confirm which rules apply as each scenario may be unique. General flexible and exception rules may apply in addition to what is filed; please refer to our terms and conditions noted at the beginning of this document to confirm.

### **24-hour refunds**

**Q: How do I obtain the refund for my client within 24 hours if you have restricted refunds?**

A: If your client's booking is still within the same calendar day, you can void the ticket. If the booking is outside the same calendar day but still within 24 hours, you have the following options:

- If a payment card payment was used, call our Travel Support Team at 1-877-664-3205 to process the refund.
- If cash was used, email [TAPaymentsservices@westjet.com](mailto:TAPaymentsservices@westjet.com) and they will issue an ACM. You will be responsible for returning the funds to your client.

**Q: Why am I not able to refund a ticket within 24 hours of issuance?**

A: Due to refund restrictions to original form of payment, the ability to self-refund outside the same calendar day is restricted.

**Q: If I issued the ticket in ARC and not BSP, can I continue to void within 24 hours?**

A: Yes. As long as you are following standard ARC guidelines, you can void the ticket within 24 hours.

**Q: Do I need to cancel my flight segments if I am refunding within 24 hours?**

A: Yes. All flight segments must be cancelled from your GDS to qualify for the 24-hour refund.