

WestJet COVID-19 air refund policy

November 17, 2020

Due to the ever-changing COVID-19 situation, we are now able to offer the option for a refund to original form of payment for guests who had a journey that included wholly Canadian domestic, Caribbean/Mexico, European Union, United Kingdom or United States flight segment(s) that were cancelled by WestJet (UN, UC or NO) due to our temporary schedule change.

You and your client have the option of retaining the full ticket value up to 24 months for a future flight or refunding to original form of payment. If your client prefers a refund to original form of payment, please follow the processes outlined below.

It will take us many months to clear the backlog. We appreciate you and your clients' patience as our teams ramp up our capabilities to provide refunds at this scale.

Note: If your client chose to voluntarily cancel their booking, they are not eligible for a refund to original form of payment unless they purchased a PremiumFlex (W) or BusinessFlex (J) fare.

IMPORTANT: Please review in detail the criteria for which you can submit a request for refund. Requests for refunds received outside these guidelines will be rejected.

Details on WestJet Vacations are available [here](#). Further details on WestJet Vacations Groups will be provided shortly.

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BSP/ARC flight refund process

The following applies for refund requests cancelled by WestJet (UN, UC or NO) due to our temporary schedule change for Canadian domestic, Caribbean/Mexico, European Union, United Kingdom and United States destinations.

IMPORTANT: If your submission is received outside of the terms and conditions, it will be rejected.

Flight date	PNR in UN, UC or NO status	Date you can submit your request	Estimated date refund will be completed
March 1 – January 4, 2021	Yes	Any date	8-12 weeks*

**Processing time is not guaranteed and will be based on volumes received.*

Terms and conditions (ARC/BSP)

- Ticket must contain at least one flight segment(s) cancelled by WestJet (UN, UC or NO) with no flight replacement (TK) as a result of COVID-19.
- Applies to all fares and class of service.
- Submissions with incorrect document values or detail will be rejected and must be resubmitted.
- Terms and conditions must be followed, or the request will be rejected.

Note: Requests received outside of these conditions will not be actioned.

BSP process

- Submit a refund application in BSPlink.
 - Submissions must include fare, tax and commission details or the request will be rejected.
- WestJet will review the request and either approve the refund to original form of payment or reject the refund request. If the request is approved:
 - The payment card will be refunded and/or cash will be refunded via BSP settlement.
 - Commission will be recalled in all cases.

ARC process

- Submit the request to TARefundsandTicketing@westjet.com.
 - **Subject line:** ARC REFUND REQUEST (optional: Ticket #/Reservation code).
 - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number.
 - Multiple tickets can be included a single email.
 - **DO NOT INCLUDE:** Payment card numbers

NOTE: Waiver codes will only be provided via email requests.

- WestJet must review the request and either approve the refund to original form of payment or reject the refund request.
- If the request is approved, a specific ARC waiver code and instructions will be provided on how to process the refund.
- Tickets that are not eligible and have not received an ARC waiver code are subject to future agency debit memo (ADM) if refunds are processed without pre-authorization.



WestJet Agent refund process

The following applies for refund requests cancelled by WestJet (UN, UC or NO) due to our temporary schedule change for Canadian domestic, Caribbean/Mexico, European Union, United Kingdom and United States destinations.

IMPORTANT: If your submission is received outside of the terms and conditions, it will be rejected.

Flight date	PNR in UN, UC or NO status	Date you can submit your request	Estimated date refund will be completed
March 1 – January 4, 2021	Yes	Any date	8-12 weeks*

**Processing time is not guaranteed and will be based on volumes received.*

Terms and conditions

- Ticket must contain at least one flight segment(s) cancelled by WestJet (UN, UC or NO) with no flight replacement (TK) as a result of COVID-19.
- Applies to all fares and class of service.
- Terms and conditions must be followed, or the request will be rejected.

Note: Requests received outside of these conditions will not be actioned.

WestJet Agent process

- Submit the request to tawebrefunds@westjet.com
 - **Subject line:** TA Web REFUND REQUEST (optional: Ticket #/Reservation code).
 - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number.
 - Multiple tickets can be included a single email.
 - **DO NOT INCLUDE:** Payment card numbers
- WestJet must review the request and either approve the refund to original form of payment or reject the refund request.
- If the request is approved, we will process the refund and advise once completed.
- If your request is related to a GDS issued ticket, your request will not be actioned and no reply will be provided. Please refer to the ARC/BSP process to submit GDS requests.

WestJet Air Groups refunds

WestJet Air Groups are eligible for a refund if the booking was cancelled by WestJet (UN, UC or NO) due to our temporary schedule change for Canadian domestic, Caribbean/Mexico, European Union, United Kingdom and United States destinations.

For refunds, please contact WestJet Groups at 1-844-213-5230 or your WestJet Groups Specialist.



Pre-reserved seat (EMD) refund process

The following applies for refund of a pre-reserved seat (EMD) requests, where the associated flight was cancelled by WestJet (UN, UC or NO) due to our temporary schedule change for Canadian domestic, Caribbean/Mexico, European Union, United Kingdom and United States destinations.

IMPORTANT: If your submission is received outside of the terms and conditions, it will be rejected.

Flight date	PNR in UN, UC or NO status	Date you can submit your request	Estimated date refund will be completed
March 1 – January 4, 2021	Yes	Any date	8-12 weeks*

**Processing time is not guaranteed and will be based on volumes received.*

Terms and conditions (ARC/BSP)

- The EMD must have been issued via your GDS.
- The EMD must be associated to an e-ticket that is eligible for refund.
- The EMD must have been associated to at least one flight segment(s) cancelled by WestJet (UN, UC or NO) with no flight replacement (TK) as a result of COVID-19.
- Submissions with incorrect document values or detail will be rejected and must be resubmitted.
- Terms and conditions must be followed, or the request will be rejected.

Note: Requests received outside of these conditions will not be actioned.

BSP process

- Submit a refund application in BSPlink.
 - The request must include the eligible associated e-ticket in the refund reason.
 - Submissions must include fare, and tax details or the request will be rejected.
- WestJet will review the request and either approve the refund to original form of payment or reject the refund request. If the request is approved:
 - The payment card will be refunded and/or cash will be refunded via BSP settlement.

ARC process

- Submit the request to TARefundsandTicketing@westjet.com.
 - **Subject line:** ARC EMD REFUND REQUEST (optional: Ticket #/Reservation code/EMD #).
 - **Details to include:** EMD number(s), eligible associated e-ticket, guest name, IATA number, agency phone number.
 - Multiple EMDs can be included a single email.
 - **DO NOT INCLUDE:** Payment card numbers

NOTE: You are permitted to request both the e-ticket (flight) and EMD (seat) in the same email. Please ensure you include both relevant flight and EMD details.

- WestJet must review the request and either approve or reject the refund request.
- Approved requests will be issued a refund via Agency Credit Memo (ACM) and you will be responsible for refunding your client.



Frequently asked questions

Q: If my client is eligible for a refund to original form of payment, can they choose to keep the travel credit instead?

A: Yes. Your client can choose to keep their travel credit (unused open status ticket). The travel credit will remain valid for 24 months. For full details on travel credits, please visit the [travel agent resource site](#).

Q: If we booked through WestJet Biz, can the funds be placed in a Corporate Travel Bank rather than receiving a refund to original form of payment?

A: Yes. Guests can choose to put their funds into their Corporate Travel Bank.

Q: What happens if my client purchased a pre-reserved seat directly with WestJet and it is eligible for refund?

A: If you or your client purchased a refund eligible pre-reserved seat from westjet.com, WestJet Agent or via the Travel Support Team, please direct them to westjet.com on or after November 2 for details on submitting their pre-reserved seat refund requests .

Q: How will I know if my client's tickets are eligible for a refund?

A: Please contact your WestJet Sales Manager or email agencysalessupport@westjet.com to receive a list of your eligible tickets.

Q: Will there be a penalty fee for refunding?

A: For tickets that have been impacted by COVID-19 and include a Canadian domestic, Caribbean/Mexico, European Union, United Kingdom and United States origin or destination, the full ticket can be requested for a refund without a penalty.

Q: How long will it take to process my client's refund?

A: Processing time will vary based on volume of requests received.

Q: What if my client is eligible for a refund to original form of payment but had their ticket refunded to Travel Bank and it is no longer in a travel credit?

A: Your client can contact WestJet to receive a refund to original form of payment. Please direct them to westjet.com on or after November 2 for details on submitting their refund request.

Q: What happens if my client's original credit card has expired?

A: An expired credit card can be refunded and will link through to the current credit card. If there are additional concerns, please reach out to your bank before asking for a refund.



Q: What if my client submitted a chargeback?

A: A refund will not be offered if a chargeback has been submitted or is pending.

Q: Will the refund include taxes?

A: If the taxes are refundable as per standard tax rules, they will be included with the refund.

Q: Why am I not able to refund my client's ticket in the GDS?

A: Due to refund restrictions, the ability to self-refund is restricted. At this time, please follow the refund processes as outlined above.

Q: Is a booking eligible for a refund if the client and/or travel agency cancelled the itinerary before WestJet cancelled their flight(s)?

A: At this time, we are only offering refunds if WestJet cancelled the flights as per our COVID refund terms and conditions.

Q: Will at-source/upfront commissions be recalled?

A: At this time, tickets refunded to original form of payment will have at-source/upfront commission recalled as per standard BSP/ARC process.