

WestJet complies with Transport Canada decision to ground Boeing 737 MAX-8

WestJet is adhering to Transport Canada's decision to temporarily ground Boeing 737 MAX 8 aircraft and has taken the necessary steps to safely remove all Boeing MAX aircraft currently in service. We ask for your patience as we work to rebook all guests as quickly as possible.

As a result, WestJet has rolled out our "Uncontrollable IROP" promise to assist our mutual guests with their travel arrangements.

The most up to date information on applicable dates and flights pertinent to this advisory can be found [here](#).

What you need to know:

WestJet air bookings

GDS bookings

If your client is travelling and they wish to cancel or delay their trip:

- There is no need for you to call to receive a waiver code if your client wants a full refund. Simply add the generic waiver code **BMAX0319** in the endorsement field and process the refund in your GDS.
- If your client wishes to postpone their trip and change dates, the waiver code **BMAX0319** can be used to waive the fee and the difference in fare.
- If your client was scheduled to travel during the impacted dates, and you have cancelled their booking and it is left in unused status, you can use the generic waiver code **BMAX0319** to waive the change fee when you rebook within the next 12 months.
- If your client's flight is operated wholly by a codeshare partner or on WestJet Encore it will not be eligible for a refund as these flights are not expected to be impacted. Encore flights are denoted by "operated by WestJet Encore". Please check your client's itinerary to validate.

NOTE: This is an exception due to the extenuating circumstances; any violations outside of the approved exception will result in a debit memo.

WestJet Agent (TA Web) or SIREV air only bookings

- For your clients that are impacted and wish to either cancel for a full refund or exchange their ticket without a fee you will need to contact the Travel Support Team at 1-877-664-3205.

WestJet Vacation bookings

SIREV/Revnet/Contact centre bookings

If your client is travelling within the affected dates:

- If your client has not started their trip and they wish to cancel, please call the Travel Support Team at 1-877-664-3205.
- If your client is in destination and are impacted and wish to either cancel or exchange their package, please call the Travel Support Team at 1-877-664-3205.

Additional updates will be posted as they are available.

