

Air Passenger Protection Regulations (APPR) Refund Process

March 15, 2023

In this guide, you'll find details on how to submit a refund request for bookings where the outbound or inbound fare was partially flown, and your client was unable to complete their journey as the result of an IROP.

This process is intended to provide you and your clients with a simplified and more consistent experience when submitting APPR refunds for partially flown fares. **It is in effect for all requests received on or after March 15, 2023.**

Other GDS refund scenarios (non-APPR)

If you need to process a refund for a booking that does **not** fall under APPR, please follow our standard policies below:

Refund type	Refund policy
GDS schedule change outside 72 hours of departure	Policy
Flight disruptions/IROP within 72 hours of departure	Policy
Air refund policy	Policy
WestJet COVID-19 refunds	Policy

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What is APPR?

The Air Passenger Protection Regulations (APPR) provide requirements for carriers regarding standards of treatment, communication obligations, and compensation in certain instances when a flight is delayed, cancelled, delayed on the tarmac, or if a guest is denied boarding. The APPR also outline compensation requirements for lost baggage and guidelines for travelling with musical instruments and family seating.

Full details on APPR and standards of treatment are available here: [Canadian passenger rights at WestJet](#).

Overview of APPR process

Channel	Action	Contact details
ARC/BSP Agency	Email WestJet for ACM	TARefundsandTicketing@westjet.com
WestJet Agent	Email WestJet for refund action	TARefundsandTicketing@westjet.com

Terms and conditions

- Applies to 838 tickets.
- Applies to partially flown outbound or inbound fares.
- Bookings are eligible if the journey was interrupted due to an IROP and your client was:
 - Not able to continue to their final destination, or;
 - Returned by WestJet to their origin city.

If your client's booking meets these conditions, they may be eligible for a refund. Please follow our process below to request the refund.

NOTE: If your client was impacted by an IROP and the fare is fully unflown on their ticket, you can follow the regular IROP process to determine if they are eligible for a refund: [WestJet flight disruption/irregular operations \(IROP\)](#). If they are eligible, you can process the refund in your GDS.

BSP/ARC process

- Submit the request to TARefundsandTicketing@westjet.com.
- 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.
- In the event you have a BT/IT ticket, we ask that you provide your unmasked fare calc line as we are not able to view the fares ticketed. Here is an example of what to provide:

```
FARE CALC YEG WS X/YYC WS OGG239.32WS YYC201.92NUC441.24END  
ROE1.111111
```

- WestJet will review and either approve or reject the refund request.
- If the request is approved, an Agency Credit Memo (ACM) will be issued to the original ticketing IATA.
- The ACM will be issued within 30 days of your email request or once we have received all the detail required to complete your request.
- Once the ACM has been issued, we will send you an email with the ACM details and amounts.
- You will be required to complete the refund to your client directly.

Please note:

- By accepting the ticket(s) (the "Ticket") refund via Agency Credit Memo ("ACM") directly to your IATA, you agree that you are responsible for refunding the money to your client from your own systems.
- You agree to indemnify and hold us harmless for any

claim related to a refund of the Ticket. You also agree that we will issue an Agency Debit Memo (“ADM”) if you do not return the money to your client, for any reason.

- All money should be returned to your client within 30 days of receiving the ACM.

WestJet Agent process

- Submit the request to TARefundsandTicketing@westjet.com.
- 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 will review and either approve or reject the refund request.
- If the request is approved, we will send you an email with additional instructions on how to complete your client’s refund.

APPR compensation

The above process only applies to receiving a refund for a partially flown fare on your client’s ticket. It does not replace APPR compensation for which your client may be eligible.

If your client is inquiring about compensation as a result of their flight delay, they must submit the request on our [flight delay and cancellation claims](#) page.

Other links

If your client has been impacted by a flight delay and has questions about one of the topics below, the TA Refunds and Ticketing team will not be able to support the request. Please follow the links we have provided for assistance with these inquiries.

Expenses

If your client incurred out-of-pocket expenses for a flight delay or cancellation within our control, they can submit their expenses or receipts for review here: [Submit a request for reimbursement](#).

Downgrades

If your client originally purchased a ticket to be seated in the Business or Premium cabin but flew in a lower (downgraded) cabin due to a flight interruption, they may be eligible for a partial refund. Please have your client submit their request here: [Cabin downgrade refund request](#).

NOTE: In the case of approved cabin downgrades, an ACM will be issued. Please check BSP or ARC for updates if your client has indicated they have been approved.

Baggage

If your client is inquiring about delayed, lost or damaged baggage, they can submit their request here: [Delayed, lost or damaged baggage](#).

Feedback

If your client has feedback about the outcome of their claim as submitted above or general feedback, they can submit the

details here: [Contact us](#).