

# WestJet Groups and WestJet Vacations Groups bookings – COVID-19

Updated July 5, 2022

In this guide, you will find details on the WestJet Groups and WestJet Vacations Groups bookings COVID-19 exception policy for reservations booked on or before to July 5, 2022.

**IMPORTANT:** For reservations issued on/after July 6, 2022, regular terms and conditions apply where change/cancel fees (if applicable) and the fare difference (if applicable) will be charged.

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## WestJet Air Groups – Exception policy

To change or cancel your client's booking, please contact the WestJet Groups team at 1-844-213-5232. For Group bookings that have been claimed via GDS, please refer to the [WestJet air policy](#).

**Ticket date: On/before July 5, 2022**

<b>Ticketed date</b>	<b>Change/cancellation date</b>	<b>Change/cancellation fee</b>
Up to and including July 5, 2022	Up to 2 hours before departure*	\$0*

- **Reservation/ticket must be booked prior to July 5, 2022**
- Changes are permitted up to 2 hours before departure if you have an active reservation
  - Changes completed within 2 hours before departure will be a forfeit of funds
- Applies to all fares and classes of service
- If you are changing to a higher fare, the difference in fare will apply
- In the case of lower fares, residual is set up in Travel Bank
- For bookings with a holding fee and ticketed bookings that are cancelled: funds will be set up in Travel Bank.

## **WestJet Vacations Groups – Exception policy**

To change or cancel your client's booking, please contact the WestJet Groups team at 1-844-213-5232.

**Ticket date: On/before July 5, 2022**

<b>Ticketed date</b>	<b>Change/cancellation date</b>	<b>Change/cancellation fee</b>
Up to and including July 5, 2022	Up to 14 days before departure	\$0

- **Vacation package must be booked prior to July 05, 2022**
- Changes are permitted up to 14 days before departure if you have an active reservation
  - Changes completed within 14 days before departure will be a forfeit of funds
- Applies to all fares and classes of service
- The difference in airfare and hotel price may apply
- For cancellations: Hotel penalties may apply.
- For cancellations, funds will be added to the guest's WestJet Rewards account in the form of WestJet dollars.
- For cancellations made within 14 days, standard guidelines apply
- *For changes, blackout dates apply: December 17, 2022, to January 3, 2023*

## **Refund policy**

If your clients prefer a refund to original form of payment, please contact the WestJet Groups team at 1-844-213-5230 to discuss options.