

# WestJet and WestJet Vacations contact information



## Travel Agent Resource Site – [westjettravelagents.com](http://westjettravelagents.com)

Please visit [www.westjettravelagents.com](http://www.westjettravelagents.com) for documents, links, and useful information

- self-serve tools
- new products and service
- policies and procedures
- ticketing information
- how-to-videos
- latest news



## Travel Support Team

**1-877-664-3205**

### Hours of operation:

WestJet Air-only Monday to Friday 6 a.m. – 7 p.m. MT

WestJet Vacations daily 6 a.m. – 10 p.m. MT

After-hours calls will be directed to WestJet Contact Centre

### WestJet Rewards ID

[tarewardsupport@westjet.com](mailto:tarewardsupport@westjet.com)



## WestJet and WestJet Vacations Groups

### Air Groups

Monday to Friday 7:30 a.m. – 5 p.m. MT

### Contact us

- Air only | 1-844-213-5230 | [groups@westjet.com](mailto:groups@westjet.com)
- Sports, Schools or Associations  
1-844-213-5830 | [groupssports@westjet.com](mailto:groupssports@westjet.com)
- Incentives  
1-844-213-5230 | [groupincentives@westjet.com](mailto:groupincentives@westjet.com)

### WestJet Vacations Groups

Monday to Friday, 7 a.m. – 4:30 p.m. MT

### Contact us

1-844-213-5232 | [groupvacations@westjet.com](mailto:groupvacations@westjet.com)

[Visit us online to request a call back](#)



## Travel Agency Payment Services

### WestJet Air

[tapaymentservices@westjet.com](mailto:tapaymentservices@westjet.com)

[WestJet Vacation Groups refund request form, click here](#)

### WestJet Vacations

[wjvtapaymentservices@westjetvacations.com](mailto:wjvtapaymentservices@westjetvacations.com)

[WestJet Vacation Groups refund request form, click here](#)



## System Sign-on and Password Assistance

### WestJet Air

For sign-on and password assistance: [travelagencyweb@westjet.com](mailto:travelagencyweb@westjet.com)

### WestJet Vacations

For sign-on and password assistance: [sales@westjetvacations.com](mailto:sales@westjetvacations.com)

### WestJet Vacations agency profile updates and registration:

To update your information please submit changes [online](#) [learn more](#)  
Please be sure to include your agency name and IATA/TIDS.