

Westjet GDS schedule change and flight disruption process

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In this guide, you'll find details on our GDS schedule change policy including, changes greater than 72 hours before flight departure and flight disruptions/changes less than 72 hours before flight departure. To prevent unwanted agency debit memos, please follow the below processes when a Westjet schedule change or flight disruption occurs.

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Schedule change overview

Schedule changes are WestJet initiated changes made greater than 72 hours from departure. Airlines may be required to change their flight schedules for numerous reasons. Some reasons may include:

- Change in routing
- Changes to flight numbers or flight times
- Flights are no longer operating
- Seasonal demand

When a schedule change occurs, your travel agency will receive notifications for each impacted PNR. The PNR will be updated and in most cases, the ticket will be revalidated and no exchange is required.

**In cases where an involuntary reissue is required, it must be done before flight check in.
If the ticket and PNR do not match, your client will not be able to check in for their flight.**

Schedule change guidelines

Handling a schedule change

When a schedule change/flight disruption occurs, WestJet will send an Advice of Schedule Change (ASC) message to the GDS to provide the schedule change details. If your client accepts the schedule change, your agency **must** reconcile the PNR by removing (cancelling) old (UN) or changed segments (TK) in the PNR and accepting the new flight details. For example:

OLD FLT: 123 YEGYYC UN status
NEW FLT: 456 YEGYYC TK status

Remove UN segment and accept (HK) the TK flight.

IMPORTANT: In the event WestJet cancels a portion of your client's journey (UN) and no replacement flight is offered (TK), all remaining upline and downline flights must be removed from the PNR. If they are not removed and a no-show occurs as a result, a refund will not be permitted and funds are considered forfeit.

Accepted schedule change

- If the schedule change is acceptable and the ETKT is revalidated, no further action will be required.
- If the schedule change is acceptable but the ETKT has not been revalidated, the ticket will need to be reissued.
 - The ticket must be reissued as an even exchange and the client must be given the new flight information.
 - The **endorsement field** on the ticket must be entered with **waiver code** SKED CHNG or similar (e.g.: SKED CHNG, SKDCHG, SKCHG).

Unaccepted schedule change (new flight required)

When a schedule change occurs and the flight change follows one of our qualifying scenarios, you can reissue the new flight(s) departing within 24 hours before or after the original flight time.

If a schedule change has occurred where the flight change does not follow this criteria, any changes made will be considered voluntary and applicable fare rules must be followed.

- Journey was schedule changed more than 90 minutes from the original departure/arrival **or**
- Change in routing where one or more stops was added **or**
- Journey where at least one flight segment(s) cancelled by WestJet (UN, UC or NO) with no flight replacement (TK) as a result of COVID-19.

When processing the changes, cancel the old flights and rebook the new flight(s) directly in your GDS. Do not contact WestJet to rebook and do not direct your client to contact WestJet to rebook.

If there are no available or scheduled flights within 24 hours, the next available flight (earlier or later) may be selected for travel.

- Rebook in original class of service in the same cabin
 - For Basic (E), Econo (L, K, T, X, S, N, Q, H), EconoFlex (M,B,Y), if the original class of service is not available, rebook at the next highest fare class up to and including Y class.
 - For Premium (R, O), PremiumFlex (W), if the original class of service is not available, rebook at the next highest fare class up to and including W class.
 - For Business (D, C), BusinessFlex (J), if the original class of service is not available, rebook at the next highest fare class up to and including J class.
 - If a seat is not available in the same cabin, you will need to select a different flight.
- The ticket must be reissued as an even exchange and the client must be given the new flight information.
- The **endorsement field** on the ETKT must be entered with **waiver code** "SKED CHNG" or similar (e.g.: SKED CHNG, SKDCHG, SKCHG).

NOTE: If your client is impacted by a change in the Outbound and you are moving the flight to the next calendar day or to next operating flight that is not on the same day as the original flight, you can move the inbound by the same amount of time. The same would apply if the inbound was impacted by a change in date.

Example: Original flights were schedule to depart 01SEP and return 07SEP, as a result of a schedule change the outbound flight was moved to 02SEP, you are permitted to move the inbound flight to 08SEP.

NOTE: In some case, we permit changes to a geographically close airport city (Example YVR/YXX). These vary by location. If you are looking to move to a geographically close airport, please contact our Travel Support Team at 1-877-664-3205 to discuss options.

Original flights available

- In some cases, a schedule change may be performed where your client is moved to a new or different flight even when the original flight is still available. You can accept the new flights or reinstate the original flights in your GDS.
- Rebook the original flight
- Rebook in original class of service in the same cabin
 - For Basic (E), Econo (L, K, T, X, S, N, Q, H), EconoFlex (M,B,Y), if the original class of service is not available, rebook at the next highest fare class up to and including Y class.
 - For Premium (R, O), PremiumFlex (W), if the original class of service is not available, rebook at the next highest fare class up to and including W class.
 - For Business (D, C), BusinessFlex (J), if the original class of service is not available, rebook at the next highest fare class up to and including J class.
 - If a seat is not available in the same cabin, you will need to select a different flight.
 - If the original class of service is not available, rebook the next (higher) class of service in the same cabin.
 - If a seat is not available in the same cabin, you will need to select a different flight.
 - If your client is booked as a Basic fare they must rebook into the same class of service. Selecting a different class is not permitted.
- If a ticket reissue is required, process as an even exchange.
- The **endorsement** field on the ticket must be entered with **waiver code** "SKED CHNG" or similar (e.g.: SKED CHNG, SKDCHG, SKCHG).

Refunds due to 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.

Refundable fare terms and conditions

Refunds for refundable fares due to a qualifying WestJet schedule change can be processed by your agency in the GDS using normal processing. If one or more of the following has occurred a full refund can be processed and any applicable penalty fees are waived.

- Journey was schedule changed more than 90 minutes from the original departure/arrival **or**
- Change in routing where one or more stops was added **or**
- Journey where at least one flight segment(s) cancelled by WestJet (UN, UC or NO) with no flight replacement (TK) as a result of COVID-19.

Non-refundable fares terms and conditions

Your travel agency can refund a non-refundable ticket when there has been a WestJet initiated schedule change if one or more of the following apply:

- Journey was schedule changed more than 90 minutes from the original departure/arrival **or**
- Change in routing where one or more stops was added **or**
- Journey where at least one flight segment(s) cancelled by WestJet (UN, UC or NO) with no flight replacement (TK) as a result of COVID-19.

GDS process for tickets issued on/after September 01, 2021

- Remove/cancel all flights segments from your reservation
- **Complete the refund in your GDS or IAR** by entering **waiver code Q21SKDRF22** in your GDS/IAR refund waiver code field. If your GDS does not have a refund waiver code field, enter the code in the PNR OSI field before refunding the ticket.
- **Terms and conditions must be followed, or the refund will be subject to Agency Debit Memo (ADM) for the full value of the ticket and an ADMIN fee up to 200.00 local currency per ticket**

IMPORTANT: In the event WestJet cancels a portion of your client's journey (UN) and no replacement flight is offered (TK), all remaining upline and downline flights must be removed from the PNR. If they are not removed and a no-show occurs as a result, a refund will not be permitted and funds are considered forfeit.

Flight disruptions within 72 hours overview

Flight disruptions are WestJet initiated changes made less than 72 hours from departure. Airlines may be required to change their flight schedules close to departure for numerous reasons that result in:

- Delays
- Diversions
- Re-route

When a flight disruption occurs, your travel agency will receive notifications for each impacted PNR. The PNR will be updated and in most cases, the ticket will be revalidated and no exchange is required.

In cases where an involuntary reissue is required, it should be done before flight check in and/or left with WestJet to reissue the impacted flight segment.

Accepted change

- If the schedule change is acceptable and the ETKT is revalidated, no further action will be required.
- If the schedule change is acceptable but the ETKT has not been revalidated, the ticket will need to be reissued.
 - In most cases, WestJet will reissue the impacted tickets
 - If WestJet does not reissue, you can process the reissue.
 - The **endorsement field** on the ticket must be entered with **waiver code FD72HRINVOL**

Unaccepted change (new flight required)

If you are unable to make the change and your client contacts WestJet, we will process the requested change for any flights departing within 72 hours.

If you are able to make the change on your client's behalf, you can reissue the new flight(s) departing within 24 hours before or after the original flight time.

When processing the changes, cancel the old flights and rebook the new flight(s) directly in your GDS.

If there are no available or scheduled flights within 24 hours, the next available flight (earlier or later) may be selected for travel.

- Rebook in original class of service in the same cabin
 - For Basic (E), Econo (L, K, T, X, S, N, Q, H), EconoFlex (M,B,Y), if the original class of service is not available, rebook at the next highest fare class up to and including Y class.
 - For Premium (R, O), PremiumFlex (W), if the original class of service is not available, rebook at the next highest fare class up to and including W class.
 - For Business (D, C), BusinessFlex (J), if the original class of service is not available, rebook at the next highest fare class up to and including J class.

- If a seat is not available in the same cabin, you will need to select a different flight.
- The ticket must be reissued as an even exchange and the client must be given the new flight information.
- The **endorsement field** on the ETKT must be entered with **waiver code FD72HRINVOL**

NOTE: If your client is impacted by a change in the outbound and you are moving the flight to the next calendar day, or to the next operating flight that is not on the same day as the original flight, you can move the inbound by the same amount of time. The same would apply if the inbound was impacted by a change in date.

Example: Original flights were scheduled to depart 01SEP and return 07SEP, as a result of a schedule change the outbound flight was moved to 02SEP, you are permitted to move the inbound flight to 08SEP.

Refunds due to flight disruption within 72 hours

Refunds to original form of payment are available for guests who incurred a flight disruption (TK/UN) within 72 hours of their originally scheduled departure.

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.

Refundable fare terms and conditions

Refunds for refundable fares due to a qualifying WestJet disruption can be processed by your agency in the GDS using normal processing. If one or more of the following has occurred, a full refund can be processed and any applicable penalty fees are waived.

- Reservation must contain at least one flight segment(s) changed (TK) or cancelled (UN) by WestJet.
- The change (TK)/cancel (UN) was received by WestJet **within 72 hours** of the originally scheduled departure.

Non-refundable fares terms and conditions

Your travel agency can refund a non-refundable ticket when there has been a qualifying WestJet disruption if one or more of the following apply:

- Reservation must contain at least one flight segment(s) changed (TK) or cancelled (UN) by WestJet.
- The change (TK)/cancel (UN) was received by WestJet **within 72 hours** of the originally scheduled departure.

GDS process for tickets issued on/after September 01, 2021

- Remove/cancel all flights segments from your reservation
- **Complete the refund in your GDS or IAR** by entering **waiver code 21FD72RF22** in your GDS/IAR refund waiver code field. If your GDS does not have a refund waiver code field, enter it in the PNR OSI field before refunding the ticket.
- **Terms and conditions must be followed, or the refund will be subject to Agency Debit Memo (ADM) for the full value of the ticket and an ADMIN fee up to 200.00 local currency per ticket**

IMPORTANT: In the event WestJet cancels a portion of your client's journey (UN) and no replacement flight is offered (TK), all remaining upline and downline flights must be removed from the PNR. If they are not removed and a no-show occurs as a result, a refund will not be permitted and funds are considered forfeit.