

# COVID-19 ticket validity extensions

**Updated September 13, 2021**

As a valued partner, we want to ensure you have the same ticket validity options as those available on our direct channels. To provide you and your clients added flexibility, WestJet has increased the 24-month ticket validity flight date range for tickets impacted by COVID-19 and you will continue to retain full control of your tickets.

In addition, the new flight date range for the 24-month validity will no longer require manual exchange by your agency.

If your open status/unused ticket (including partially flown) has a flight commencement date of June 16, 2019 to November 30, 2021, the tickets will remain available for 24 months with no action required by your agency.

See below for full details and answers to some frequently asked questions.

## Terms and conditions

Current ticket details		Extension completed	New expiry date
Booking date	Flight date		
All	June 16, 2019 – November 30, 2021	Yes	24 months

- **Validity:** 24 months from commencing travel date (coupon 1).
- **Flight date:** Tickets where commencing travel date (coupon 1) is June 16, 2019 – November 30, 2021.
- **Agency actions:** None required

NOTE: If you exchange an existing 24-month qualifying ticket with a new travel date that is beyond November 30, 2021, the new ticket will apply the standard validity of 13 months.

## Frequently asked questions

**Q: Will you allow ticket validity to extend to 24 months?**

A: Yes. Ticket validity will automatically be 24 months for any ticket with a commencing travel date (coupon 1) of June 16, 2019 – November 30, 2021.

**Q: How long is the validity of my client's open/unused credit (when does it expire)?**

A: The validity is 24 months from the commencing travel date (coupon 1). Any ticket with a commencing travel date on or after December 1, 2021 will have the standard 13-month validity.

**Q: How is the validity of my client's open/unused ticket calculated?**

A: The validity is determined based on the commencing travel date (coupon 1). For example:

- Ticket dates:
  - Ticket issued: January 30, 2020
  - First flight departure: May 1, 2020
  - Return flight departure: May 15, 2020
  - Cancel date: April 10, 2020
- Ticket validity is from the first flight departure date (May 1, 2020).
- NOTE: Travel can be any time until the end of our posted schedule (331 days in advance at time of rebooking). For example, if you rebook on May 1, 2021, flights will be available to book until March 28, 2022.

**Q: Do I need to manually exchange my ticket to extend the travel credit for my client?**

A: No. You do not need to manually exchange the ticket to extend the travel credit validity.

**Q: What happens if I exchange my ticket that was originally impacted due to COVID-19 to a flight date after November 30, 2021?**

A: If you exchange your ticket and change to a flight date after November 30, 2021, the new ticket will follow the standard validity of 13 months.

**Q: If coupon 1 is flown, does the extended validity/expiry still apply? Will the expiry be from the outbound date or the inbound date?**

A: Yes. Tickets in partially flown status would qualify for the extended validity if the flight date falls within the qualifying date range. The expiry/validity is always determined by the flight date of coupon 1 even if that coupon is in flown status.

**Q: Will my GDS allow for auto exchange a ticket at 24 months?**

A: All GDS are working to extend out auto exchange capabilities. There may be cases where the auto exchange is restricted. If that occurs, manual pricing options can be used. Please contact your respective GDS for specific processes as needed.