

Other refund policies - COVID-19

Updated August 10, 2021

WestJet continues to offer refunds for cancellations within 24 hours of booking, duplicate bookings, and for special circumstances (death or jury duty).

You and your client have the option of retaining the ticket as a travel credit 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. All requests received or processed outside our terms and conditions are subject to Agency Debit Memo (ADM).

Note: If your client is inquiring about refunds related to a WestJet initiated schedule change, visit our [refund resource page](#) on the travel agent resource site for more information.

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24-hour refund policy

24-hour refund policy			
Cancel	System	Action	Contact details
Same calendar day*	ARC/BSP	VOID ticket	N/A
Next calendar day*	ARC	VOID ticket	N/A
Next calendar day*	BSP	Process in your GDS	Waiver WS24HRRFND
Same/next calendar day*	WestJet Agent	Contact WestJet for processing	Travel Support Team at 1-877-664-3205

*ARC agencies can continue to VOID within the 24-hour time frame. There is no need to contact WestJet.

Terms and conditions (ARC/BSP)

- Flight segment(s) must be cancelled within 24 hours of reservation creation.
- Applies to all fares and classes of service.
- Applies to BSP users only if processing outside the same calendar day
 - Process the refund in your GDS
 - Enter the following Refund Waiver Code
 - WS24HRRFND
 - If your GDS does not have a Refund Waiver Code field, please enter it in the PNR OSI field before refunding the ticket.
 - OSI WS WS24HRRFND

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Refund policy - Duplicate tickets

Process for duplicate ticket refunds			
Channel	Payment type	Action	Waiver Code/OSI
ARC Agency	Payment cards and cash	Process in your GDS	WSDUP followed by the duplicate TKT #
BSP Agency	Payment cards and cash	Process in your GDS	WSDUP followed by the duplicate TKT #
WestJet Agent	Payment cards	Contact Travel Support Team 1-877-664-3205	N/A

Terms and conditions

- Applies to all origin/destinations and can be submitted at any time.
- Applies to tickets where the same guest name(s), same origin/destination, same travel date have been booked and ticketed
- Specify the ticket that is to be refunded and provide the duplicate ticket

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GDS process

- Applies to both ARC and BSP users
- Process the refund in your GDS
- Enter the following Refund Waiver Code followed by the duplicate ticket number (this is the ticket you are not refunding) in your GDS Refund Waiver Code field.
 - WSDUPTKT# (Example: WSDUP8381234567891)
- If your GDS does not have a Refund Waiver Code field, please enter it in the PNR OSI field before refunding the ticket.
 - OSI WS WSDUPTKT# (Example: WSDUP8381234567891)

ARC (IAR) process

- Process the request in IAR (ARC only) in the waiver code field
 - Enter waiver code WSDUPTKT# (Example: WSDUP8381234567891)

Refund policy - Negative taxes

Process for negative tax refunds			
Channel	Payment type	Action	Contact details
BSP CA Agency	Payment cards and cash	Process in your GDS	WSNTAX followed by the new TKT #

Negative taxes

In the event of negative taxes, the following options are available for the travel agent:

1. Issue a new ticket in the same class of service and refund the original ticket.
2. Negative taxes are forfeit.

If a refund is preferred, refer to the terms and conditions below to submit the original ticket for refund.

Terms and conditions

- Applies to all origin/destinations and can be submitted at any time.
- A refund request can be submitted even if the ticket was not impacted by COVID-19.
- Applies to tickets where the same guest name(s) or same corporation have rebooked.
- **New ticket must be issued prior to refunding the original ticket.**
- New ticket must be rebooked in the same class of service as original ticket (or higher class).

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GDS process

- Applies to BSP users
- Process the refund in your GDS
- Enter the following Refund Waiver Code followed by the new ticket number (this is the ticket you are not refunding) in your GDS Refund Waiver Code field.
 - WSNTAXTKT# (Example: WSNTAX8381234567891)
- If your GDS does not have a Refund Waiver Code field, please enter it in the PNR OSI field before refunding the ticket.
 - OSI WS WSNTAXTKT# (Example: WSNTAX8381234567891)



Refund policy - Special circumstances

Process for special circumstance refunds			
Channel	Payment type	Action	Contact details
ARC Agency	Payment cards and cash	Email Westjet for waiver code	TARefundsandTicketing@westjet.com
BSP Agency	Payment cards and cash	Submit refund application in BSPlink	BSPlink refund application
WestJet Agent	Payment cards	Email Westjet for waiver code	TARefundsandTicketing@westjet.com

Terms and conditions – Jury duty

- Applies to all origin/destinations and can be submitted at any time.
- A refund request can be submitted even if the ticket was not impacted by COVID-19.
- Applies to tickets that are impacted by a guest being called for jury duty.
- Redacted copies of the summons will be accepted if the guest’s name, address and date of jury duty are visible.
- The request must be submitted prior to travel.

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GDS process

- Applies to ARC and BSP users
- Submit the request to TARefundsandTicketing@westjet.com. To obtain a waiver code
 - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number.
 - **Include redacted copies of the summons.**
 - **DO NOT INCLUDE:** Payment card numbers.

NOTE: Waiver codes will only be provided via email requests.

- Process the refund in your GDS enter the waiver code provided in your GDS Refund Waiver Code field
- If your GDS does not have a Refund Waiver Code field, please enter the waiver code in the PNR OSI field before refunding the ticket.

ARC (IAR) process

- Submit the request to TARefundsandTicketing@westjet.com.
 - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number.
 - Include redacted copies of the summons.
 - **DO NOT INCLUDE** Payment card numbers.

NOTE: Waiver codes will only be provided via email requests.

- **WestJet must review** the request and either approve the refund to original form of payment or reject the refund request.
- If the request is approved, a specific ARC waiver code and instructions will be provided on how to process the refund.
- Tickets that are not eligible and have not received an ARC waiver code are subject to future agency debit memo (ADM) if refunds are processed without pre-authorization.



Terms and conditions – Death of traveller or family member

- Applies to all origin/destinations and can be submitted at any time.
- A refund request can be submitted even if the ticket was not impacted by COVID-19.
- Applies to tickets that are impacted by the death of the guest travelling (including those travelling on the same reservation) or the death of an immediate family member.
- A copy of the death certificate is required.
- In the event of the death of an immediate family member, proof of relationship is required.

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GDS process

- Applies to ARC and BSP users
- Submit the request to TARefundsandTicketing@westjet.com. To obtain a waiver code
 - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number.
 - **Include the death certification and proof of relation to immediate family member (if applicable).**
 - **DO NOT INCLUDE** Payment card numbers.

NOTE: Waiver codes will only be provided via email requests.

- Process the refund in your GDS enter the waiver code provided in your GDS Refund Waiver Code field
- If your GDS does not have a Refund Waiver Code field, please enter the waiver code in the PNR OSI field before refunding the ticket.

ARC (IAR) process

- Submit the request to TARefundsandTicketing@westjet.com.
 - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number.
 - **Include the death certification and proof of relation to immediate family member (if applicable).**
 - **DO NOT INCLUDE** Payment card numbers.

NOTE: Waiver codes will only be provided via email requests.

- **WestJet must review** the request and either approve the refund to original form of payment or reject the refund request.
- If the request is approved, a specific ARC waiver code and instructions will be provided on how to process the refund.
- Tickets that are not eligible and have not received an ARC waiver code are subject to future agency debit memo (ADM) if refunds are processed without pre-authorization.