

WestJet air refund policy

Updated September 21, 2021

WestJet AIR refund policy applies to WestJet-initiated schedule changes. 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.

Effective October 04, 2021, we are changing how GDS refund waiver codes are obtained from WestJet and when they are required in the GDS to process refunds. For full details, review our new [GDS Refund waiver code process](#).

This policy applies to:

- WestJet 838 tickets for travel on/after February 01, 2020
- All WestJet flights, including WestJet Encore
- Unused and partially used open status tickets (Travel Credits)

Eligibility Criteria:

In the event, WestJet adjusts or changes your clients' scheduled flight for one or more of the following:

- Journey was schedule changed more than 90 minutes from the original departure/arrival.
- Change in routing where one or more stops was added.
- 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.

NOTE: If flights were cancelled or removed from the reservation prior to a WestJet schedule change, it will not be eligible.

For WestJet Vacations and Group refund requests:

Refund Types	Refund Process
WestJet Air Groups and WestJet Vacations Groups	Refer to process
WestJet Vacations	Refer to process

Please note the below response timelines for questions sent to TARefundsandTicketing@westjet.com.

Request type	Email response timeline
Refund processing for WestJet Agent/Biz reservations	4 – 6 weeks for refund completion
Other inquiries	7 – 10 business days

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GDS Refund waiver code process

Effective October 04, 2021, the following changes will occur with our refund waiver code processes.

Tickets issued before September 01, 2021, that are impacted by an eligible WestJet-initiated schedule change

1. Obtain your eligible ticket Partner Report by emailing agencylessupport@westjet.com.
 - a. Include your IATA(s) in the email request
2. Partner Reports provided by WestJet will include waiver codes for eligible tickets.
3. Waiver code requests **are no longer accepted** to TARefundsandTicketing@westjet.com. Please do not email requests for waiver codes unless specified in your Partner Report.
4. **Our contact centres are not able to provide or assist with refund waiver codes, please do not contact WestJet by phone to obtain a refund waiver code.**
5. To complete the refund, follow our BSP/ARC refund process found [here](#).

Tickets issued on/after September 01, 2021, impacted by an eligible WestJet-initiated schedule change

1. Follow our GDS schedule change process found [here](#).

Refundable fare(s), issued anytime

1. A waiver code is not required.
2. Follow original fare rules and if applicable, charge the appropriate penalty fee.

Additional GDS refund scenarios

Refund Types	Refund Process
24-hour refunds	Follow process as indicated here
Duplicate tickets	Follow process as indicated here
Negative taxes	Follow process as indicated here
Jury duty	Follow process as indicated here
Death of traveller or immediate family member	Follow process as indicated here
GDS EMD refunds	Follow process as indicated here
Flight disruptions within 72 hours of departure	Follow process as indicated here

Non GDS refund scenarios

Refund Types	Refund Process
WestJet Agent	Email TARefundsandTicketing@westjet.com
WestJet BIZ	Email TARefundsandTicketing@westjet.com
WestJet Travel Bank (from GDS or WestJet Agent tickets)	Submit via form
WestJet Air Groups and WestJet Vacations Groups	Refer to process
WestJet Vacations	Refer to process



BSP/ARC flight refund process

The following applies for refund requests as a result of a WestJet initiated schedule change for Canadian domestic, Caribbean/Mexico, European Union (E.U.), United Kingdom (U.K.) and the United States (U.S.) journeys. **IMPORTANT: Refunds submitted without approval will be subject to Agency Debit Memo (ADM) for the full value of the ticket and an ADMIN fee of up to 200.00 local currency per ticket.**

Region	Flight date	Date you can submit your request
Canada, U.S., E.U., U.K., Caribbean/Mexico	February 01, 2020	Anytime

Terms and conditions

- Ticket must be issued on WestJet ticket stock (838)
- Ticket must contain at least one flight date on/after February 01, 2020 **and**
 - 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)
- Applies to all fares and classes of service
- **At-source commission does not need to be recalled for eligible refunds processed on/after July 13, 2021, until further notice**
- Fare and taxes including YQ are eligible for refund with the following exception for non-refundable taxes. If the following taxes are refunded an ADM will be issued
 - Non-refundable taxes: L8 and DO for Punta Cana (PUJ) and Puerto Plata (POP), Samana (AZS), La Romana (LRM)
- **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**

Tickets issued before September 01, 2021

- Check and refer to your Partner Reports, provided by WestJet, to obtain waiver code
- Complete the refund in your GDS by entering the waiver code in your GDS (BSP/ARC) or IAR (ARC) 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.
- Enter the at-source commission box/mask as 0.00
- **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**
- NOTE: Purged reservations, if the ticket status is OPEN, you can still retrieve the ticket in your GDS and process the refund.
- Unable to display tickets
 - Contact TARefundsandTicketing@westjet.com to discuss options
 - **Please include a screenshot of the error message that appears when trying to display the ticket**

Tickets issued on/after September 01, 2021

- Follow our GDS schedule change process found [here](#).



WestJet Agent and WestJet BIZ refund process

The following applies for refund requests due to COVID-19 for Canadian domestic, Caribbean/Mexico, European Union (E.U.), United Kingdom (U.K.) and the United States (U.S.) journeys.

IMPORTANT: If your submission is received outside of the terms and conditions, it will be rejected.

Region	Flight date	Date you can submit your request
Canada, U.S., E.U., U.K., Caribbean/Mexico	February 01, 2020	Anytime

Terms and conditions

- Ticket must be issued on WestJet ticket stock (838)
- Ticket must contain at least one flight date on/after February 01, 2020 **and**
 - 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)
- Applies to all fares and classes of service
- **At-source commission will not be recalled for eligible refunds processed on/after July 13, 2021, until further notice**
- Fare and taxes including YQ are eligible for refund with the following exception for non-refundable taxes. If the following taxes are refunded an ADM will be issued
 - Non-refundable taxes: L8 and DO for Punta Cana (PUJ) and Puerto Plata (POP), Samana (AZS), La Romana (LRM)

WestJet Agent and WestJet BIZ process

- Submit the request to TARefundsandTicketing@westjet.com
 - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number.
 - Multiple tickets can be included in a single email
 - **DO NOT INCLUDE:** Payment card numbers
- **Emails will only be accepted by Travel Agents and Travel Arrangers/Corporate Travel Arrangers, if an email is received directly by a corporate traveller or the Travel Agent's client, it will be rejected.**

WestJet Travel Bank refunds

The following applies to WestJet Air tickets that were placed into Travel Bank due to COVID-19 for Canadian domestic, Caribbean/Mexico, European Union (E.U.), United Kingdom (U.K.) and the United States (U.S.) journeys impacted by an eligible WestJet schedule change.

For tickets where you or your client requested a Travel Bank credit, you can submit your request through our regular guest form on westjet.com provided it meets our eligibility criteria.



Pre-reserved seat (EMD) refund process

Terms and conditions

- EMD must be issued on WestJet ticket stock (838)
- Applies to all pre-reserved seat EMD's issued from your GDS
- Terms and conditions must be followed, or the **refund may result in an ADM (Agency Debit Memo)**

GDS EMD process

- Complete the refund in your GDS, a waiver code is not required
- Purged PNRs
 - If you can't retrieve the PNR, and the EMD status is OPEN, you should still be able to retrieve the EMD in your GDS and process the refund.
- Unable to display the EMD
 - Contact TARefundsandTicketing@westjet.com to discuss options
 - **Please include a screenshot of the error message that appears when trying to display the EMD**

Direct EMD process

If you or your client has pre-reserved seats (EMD) they purchased through our website or by calling WestJet directly, you can submit your refund request through our regular guest [form](#). When submitting your refund request enter 111111111 as the WestJet Rewards ID

We recommend you complete the e-Ticket refund in the GDS prior to submitting the form for the EMD refund request.

Duplicate ticket refund policy

Channel	Action	Waiver Code/OSI
ARC/BSP Agency	Process in your GDS	DUP followed by the duplicate TKT #
WestJet Agent	Contact Travel Support Team 1-877-664-3205	N/A

Terms and conditions

- Applies to all origin/destinations
- Applies to 838 tickets where the same guest name(s), same origin/destination, and same travel date have been ticketed
- Enter Refund Waiver Code in the refund waiver code field or as an OSI on the reservation: DUP and ticket number remaining open/ flown, enter only the characters following 838
 - Example: TKT 8381234567890 is FLOWN/OPEN and TKT 8380987654321 is being refunded
 - Waiver code: DUP1234567890

All requests received or processed outside our terms and conditions are subject to Agency Debit Memo (ADM).



24-hour refund policy

Cancel	System	Action	Waiver Code/OSI
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 Travel Support Team 1-877-664-3205	N/A

*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 in the refund waiver code field and/or via OSI
 - WS24HRRFND

All requests received or processed outside our terms and conditions are subject to Agency Debit Memo (ADM).

Negative tax refund policy

Channel	Action	Waiver code
BSP CA Agency	Process in your GDS	NTX 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
- Applies to tickets where the same guest name(s) or same corporation have rebooked.
- **New ticket must be issued before refunding the original ticket.**
- New ticket must be rebooked in the same class of service as original ticket (or higher class).
- Enter Refund Waiver Code in the refund waiver code field or as an OSI on the reservation: NTX and the new ticket number, enter only the characters following 838
 - Example: New TKT 8381234567890 and TKT 8380987654321 is being refunded
 - Waiver code: NTX1234567890
- NOTE: If you exchange the original ticket, negative taxes are forfeit and we are not able to process a refund for the residual/forfeit amount.

All requests received or processed outside our terms and conditions are subject to Agency Debit Memo (ADM).



Jury Duty/Death of Traveller refund policy

Channel	Action	Contact details
ARC/BSP Agency	Email WestJet for waiver code	TARefundsandTicketing@westjet.com
WestJet Agent	Email WestJet for review	TARefundsandTicketing@westjet.com

Terms and conditions – Jury duty

- Applies to all origin/destinations
- 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.

All requests received or processed outside our terms and conditions are subject to Agency Debit Memo (ADM).

Terms and conditions – Death of traveller or family member

- Applies to all origin/destinations
- 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.

All requests received or processed outside our terms and conditions are subject to Agency Debit Memo (ADM).

GDS process

- Submit the request to TARefundsandTicketing@westjet.com
 - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number.
 - **Jury duty: Include redacted copies of the summons.**
 - **Death of Traveller/Family: Include the death certification and proof of relation to immediate family member (if applicable).**
 - **DO NOT INCLUDE:** Payment card numbers
- **WestJet will review** the request and either approve the refund to original form of payment or reject the refund request.
- If the request is approved:
 - A waiver code will be provided
 - Process the refund in your GDS
 - Enter the waiver code provided in your GDS Refund Waiver Code field and/or PNR OSI field before refunding the ticket

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

All requests received or processed outside our terms and conditions are subject to Agency Debit Memo (ADM).



Frequently asked questions

Q: What date do I need to complete the refund process in the GDS for eligible tickets related to WestJet initiated schedule changes?

A: For tickets issued before September 01, 2021, there is currently no date restriction for processing the refund in your GDS. However, **we do recommend completing all refunds in the GDS by December 31, 2021.**

Q: What is the refund policy for tickets issued after September 01, 2021?

A: For tickets issued on/after September 01, 2021, follow our GDS schedule change process found [here](#).

Q: Why can I no longer submit a refund request in BSP?

A: BSP Refund Applications are currently deactivated as the GDS is open to self-process your client refunds.

Q: If I email TARefundsandTicketing@westjet.com, how long before I receive a reply?

A: Please allow 7-10 business days for a response. Refund requests for WestJet Agent/Biz reservations, please allow 4-6 weeks for refunds to be completed, a confirmation email will be sent once processed.

Q: For processes where WestJet is still directing me to email TARefundsandTicketing@westjet.com for refund options or refund waiver codes, when will I receive a reply with my waiver code?

A: Please allow 7-10 business days for our team to get back to you. We ask that once you submitted your request, you wait for us to contact you. Submitting multiple requests or asking for updates will only further delay processing.

Waiver Codes and Partner Reports: Frequently asked questions

Q: Are you telling us that we no longer require a waiver code to process a refund?

A: In most cases, a waiver code is still required to process a refund in your GDS. However, what is changing is how to obtain the waiver code.

Q: Why am I no longer required to request waiver codes via email, for tickets issued before September 01, 2021?

A: Since waiver codes will now be provided in partner reports, there is no longer a need to request a waiver code by email.

Q: Why can I not request waiver code(s), via email, for tickets issued on/after September 01, 2021?

A: Tickets issued on/after September 01, 2021, would have an active GDS reservation and you can review the air history and self-determine if a qualifying schedule change has occurred.



Q: What are Partner Reports?

A: Partner Reports are a list of your clients' tickets that, in most cases, are eligible for refund. This list will include associated waiver codes for eligible tickets. It will also contain GDS tickets where you need to email WestJet to review options for scenarios such as; no-show tickets, or where tickets are taken over by WestJet as the result of an involuntary exchange.

Q: How do I obtain a Partner Report?

A: Please contact your WestJet Sales Manager or email agencyalesupport@westjet.com to receive your Partner Report of eligible tickets and waiver codes.

Q: What about my tickets issued via WestJet Agent or if I called in to book?

A: Your WestJet Partner Report includes your eligible tickets issued via WestJet Agent or if you contacted us and booked under your IATA/TIDS.

Q: Why are you providing Partner Reports?

A: Reservations created during the early stages of COVID-19, were not actioned as our refund procedures evolved. In many cases, Travel agents no longer have an active reservation to check the air history. The Partner Report is intended to provide a list of eligible tickets to assist you in determining if a qualifying WestJet schedule change occurred.

Q: What if I have a ticket that is not showing up on my Partner Report?

A: If a ticket is not included in your Partner Report, it does not qualify under our [eligibility criteria](#). Or the ticket was issued on/after September 01, 2021, and you can self-determine eligibility by following our [GDS schedule change process](#).

Q: Why are you not providing waiver codes in Partner Reports for tickets issued on/after September 01, 2021?

A: For tickets issued on/after September 01, 2021, you would have an active GDS reservation and you can review the air history and self-determine if a qualifying schedule change has occurred.

Travel Credits: Frequently asked questions

Q: If my client is eligible for a refund to original form of payment, can they choose to keep the travel credit instead?

A: Yes. Your client can choose to keep their travel credit (unused open status ticket). The travel credit may remain valid for 24 months. For full details on travel credits and ticket validity, please review the full process [here](#).

Q: If we booked through WestJet Biz, can the funds remain in the Corporate Travel Bank rather than receiving a refund to original form of payment?

A: Yes, guests can choose to keep their funds in their Corporate Travel Bank.



Q: What if my client is eligible for a refund to original form of payment but had their ticket refunded to Travel Bank?

A: You can self-serve the request, by filling out the [online form](#) to receive a refund to original form of payment. It is not necessary to email or call WestJet directly for these requests.

Q: What if my client has used some of the funds from their WestJet Travel Bank, can they obtain a refund on the remaining value?

A: Yes, provided the ticket qualifies under our [eligibility criteria](#).

Q: My client's travel credit was transferred to another person, are they entitled to a refund?

A: Travel credits can only be refunded to the original form of payment. For this reason, travel credits that were transferred to another individual will not be refunded.

Eligibility: Frequently asked questions

Q: Will there be a penalty fee for refunding?

A: No, qualifying tickets can be refunded in full.

Q: What is the final date I can process a refund?

A: For tickets issued before September 01, 2021, there is currently no date restriction for processing the refund in your GDS. However, **we do recommend completing all refunds in the GDS by December 31, 2021.**

Q: What is the refund policy for tickets issued after September 01, 2021?

A: For tickets issued on/after September 01, 2021, follow our GDS schedule change process found [here](#).

Q: Can I refund my client's BT/IT ticket?

A: Yes, process the refund as per normal in your GDS. The full value of the air flight must be returned to your client. Note: WestJet is not responsible for any mark-ups or fees that you or your sub agents may have charged your client.

Q: What if my agency booked through a consolidator or secondary agency?

A: Refund must be processed by the ticketing agency only. Waiver codes included in Partner Reports will only be included for the ticketing agency IATA.

Q: Can we refund the taxes on the ticket including YQ?

A: If the taxes are refundable as per standard tax rules, they can be refunded in addition to the fare and YQ charges.

*Note the following taxes are **non-refundable** L8 and DO for Punta Cana (PUJ) and Puerto Plata (POP), Samana (AZS), La Romana (LRM)*

Q: Can we enter the waiver code in an OSI on the PNR and via the waiver code field at the time of refund?

A: Yes. You must enter it into at least one field based on what your GDS supports. If your agency prefers to enter in both the waiver code field and the PNR, we will accept in both places.

Q: My client processed a refund claim through insurance, are they eligible for a refund?

A: No, any tickets claimed through insurance are not eligible for a refund.

Q: I am concerned about an Agency Debit Memo (ADM) after I process the refund in my GDS/IAR, how can I ensure I will not get an ADM?

A: Before processing the refund, ensure the ticket qualifies under our terms and conditions by reviewing your reservation air history and verifying it aligns with the [eligibility criteria](#). When processing the refund in your GDS or IAR ensure that you are including the appropriate waiver code in the waiver code field or via OSI. If all terms are followed, an ADM will not be issued.

Q: My 838 ticket includes codeshare or interline flights on the ticket, is it still eligible for a refund?

A: Yes, the 838 ticket will be eligible for refund provided the ticket qualifies under our [eligibility criteria](#) for any un-used portion, regardless if there are OA coupons.

Q: I originally exchanged my client's travel credit for a lower fare and the residual was forfeit. Am I able to get a refund for that residual balance?

A: No, any residual balance from a previous exchange is forfeit per ticketing fare rules.

Q: I have a partially used ticket that is eligible for a refund, but I am not sure how to determine the value of the refund, who can I contact?

A: You can email TARefundsandTicketing@westjet.com to obtain details on the value remaining for a refund.

Q: For tickets that WestJet has taken over due to an IROP or schedule change, and are no longer under my control, how will the refund be processed?

A: You can email TARefundsandTicketing@westjet.com to request a refund. Please ensure to include the original ticket details.

Q: WestJet cancelled a portion of my client's journey (UN) with no (TK) replacement but the ticket is now in no-show status, is a refund available?

A: You can email TARefundsandTicketing@westjet.com to review options. We will review and advise if the funds remain forfeited due to the no-show, or if other options are available.

Q: If we had un-used/open status tickets set up in a UATP, can those now be refunded back to the original form of payment?

A: No, any previous tickets set up under a UATP account, will remain under the UATP account.



Commission: Frequently asked questions

Q: Is WestJet recalling at-source commission on refunded tickets?

A: No, at-source commission will not be recalled for eligible refunds processed **on/after July 13, 2021**, until further notice. This applies to tickets that include a flight date on/after February 01, 2020, and qualifies under our [eligibility criteria](#).

Q: What about previous tickets already refunded that had the at-source commission recalled?

A: We will not be retroactively returning at-source commission on already refunded tickets. Anything processed before July 13, 2021, will have followed our previous policy and commission recall is applicable.

Q: What do I put in the at-source commission box/mask when refunding the ticket via my GDS?

A: The at-source commission field should be entered as 0.00. If you have specific questions on where to add this detail, please contact your respective GDS.

Q: If I forget to zero out my at-source commission and it is recalled, will you issue me an Agency Credit Memo (ACM) to get my commission back?

A: No, if you have not processed the appropriate information, we will not retroactively provide an ACM (Agency Credit Memo) to return your at-source commission. Please ensure you are entering the correct details at the time of refund.

Q: Will at-source commission be recalled if I refund a ticket with a flight date before February 01, 2020?

A: Yes, tickets that do not contain at least one flight date on/after February 01, 2020, follow regular fare rules and at-source commission recall applies.

Q: I am an ARC agency and I processed a refund in my GDS with the commission recall, is there a way to correct this?

A: For ARC users, if you forget to remove the commission during the GDS refund entry, you can modify the commission in IAR.

Note: GDS-issued refunds may only be modified in IAR until 11:59 p.m. eastern time of the next business day that the refund was submitted. You should also verify that all WestJet refunds loaded to the IAR sales report reflect a commission amount of \$0.00.

Payment cards: Frequently asked questions

Q: What if there is an issue with my client's payment card or original form of payment?



A: Refunds will be processed to the original form of payment. If the payment card has now expired, once the refund has been issued your client may need to contact their banking institution to have the funds transferred. This applies to a card that has been compromised, lost, stolen, account closed, the cardholder is deceased, etc.

Q: What happens if my client's original payment card has expired or is no longer active?

A: An expired or no longer active credit card will still process; however, we recommend your client reaches out to their banking institution/credit card company before processing a refund.

Q: What if my client submitted a chargeback?

A: A refund will not be offered if a chargeback has been submitted or is pending.

Q: What if my client submitted a chargeback and we processed the refund in the GDS at the same time?

A: If both a chargeback and a refund are processed, an Agency Debit Memo (ADM) will be sent to the agency.

Q: If my client submitted a chargeback, will my commission still be protected?

A: In the case of chargebacks, the commission will be recalled in full.

Pre-reserved Seats: Frequently asked questions

Q: What happens if my client purchased a pre-reserved seat directly with Westjet and it is eligible for a refund?

A: If you or your client purchased a pre-reserved seat from westjet.com, WestJet Agent or via the Travel Support Team, please fill out a refund request on our [form](#). We recommend you process the e-Ticket refund in your GDS before submitting the EMD refund request.

Q: What happens if we issued a pre-reserved seat (EMD) through our GDS?

A: You can process the refund directly in your GDS, waiver codes are not required.

Q: What happens if we issued a pre-reserved seat (EMD) through our GDS and I am no longer able to display the EMD?

A: If you are not able to display the EMD in your GDS please email TARefundsandTicketing@westjet.com and we will issue a Refund Notice (RN) or Agency Credit Memo (ACM). In cases where ACM is issued to your agency, you will need to facilitate the refund back to your client.

Troubleshooting GDS: Frequently asked questions

Q: When I try to process a refund in Amadeus GDS, I keep seeing the error code “AUTOMATED REFUNDS INHIBITED - MAXIMUM REFUND DATE EXCEEDED”, what do I do?

A: Amadeus tickets issued more than two years ago, will display the above error code. Please submit your refund request by email to TARefundsandTicketing@westjet.com. If your ticket was issued in BSP, we will issue a Refund Notice against the original ticket. If your ticket was issued in ARC, we will issue you a credit memo via memo manager to your agency and you will need to facilitate the refund back to your client.

Q: When trying to process a refund of my open status ticket in Sabre using WFR, I’m seeing this error message “TICKET/DOCUMENT NOT FOUND IN AIRLINE DATABASE-1—1151” what do I do?

A: If you cannot display the ticket under WFR, you can process the refund using WFRR followed by the waiver code provided by WestJet. For additional commands or options to process the refund, please contact Sabre.

Sample command – where ‘WAIVERCODE’ is what we provided you: WFRR8381234567890#RC/WAIVERCODE

Q: What do I do when trying to reissue/exchange my open status ticket in Apollo GDS that was originally issued in 2019?

A: Travelport supports exchanges for electronic tickets issued within the last two years. Travelport has advised in these cases to exchange the ticket by overwriting the year-of-issue as 2020 and resubmitting. If you have additional questions or are still not able to process the exchange, please contact Travelport.

Q: I was told I can refund EMD’s directly in my GDS however, I am receiving an error TICKET/DOCUMENT NOT FOUND IN AIRLINE DATABASE, What do I do?

A: In cases where you’re no longer able to display the un-used EMD or complete the refund in your GDS, email TARefundsandTicketing@westjet.com and we will issue a Refund Notice (RN) or Agency Credit Memo (ACM). In cases where ACM is issued to your agency, you will need to facilitate the refund back to your client.

Q: When trying to process a refund of my client’s ticket, I’m seeing this error message “TICKET/DOCUMENT NOT FOUND” what do I do?

A: In cases where you’re no longer able to display the ticket, email TARefundsandTicketing@westjet.com to discuss options. **Please include a screenshot of the error message that appears when trying to display the ticket.**