

WestJet Vacations refund process

Updated August 10, 2021

WestJet refund policy applies to WestJet-initiated schedule changes. You and your client have the option of retaining the full package 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.

This policy applies to:

- WestJet Vacation Packages for travel on/after February 01, 2020

Eligibility Criteria:

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

- Packages where a schedule change moved your flight more than 90 minutes from the original departure/arrival, or
- Packages that had a change in routing where one or more stops was added, or
- Packages where at least one flight segment(s) cancelled by WestJet with no flight replacement

In support of you, our travel agency partners, **WestJet Vacations will not recall commission for eligible refunds processed after on/after July 13, 2021, until further notice.**

In addition, we will also pay commission on the **full value of rebooked packages booked between July 13 and December 31, 2021 where WestJet COVID dollars are being redeemed.** Provided the WestJet dollars being applied were from a COVID related package cancellation.

Refund Types	Refund Process
WestJet Vacations	Submit via WestJet Vacations form
WestJet Air Groups and WestJet Vacation Groups	Refer to process
GDS, WestJet Agent, WestJet BIZ, WestJet Travelbank	Refer to process

Refund process

Refund terms and conditions

Eligibility criteria:

- Package contained at least one flight date on/after February 01, 2020
- Packages where a schedule change moved your flight more than 90 minutes from the original departure/arrival, or
- Packages that had a change in routing where one or more stops was added, or
- Packages where at least one flight segment(s) cancelled by WestJet with no flight replacement
- Including Deposit only bookings
- **Commission will not be recalled for eligible refunds processed on/after July 13, 2021, until further notice**

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

Not eligible:

- Chargebacks submitted through your client's bank
- Successful travel insurance claims

For WestJet Vacations refunds submit your request, by filling in our online [form](#).

You will need to provide the WestJet Rewards ID(s) where the package funds were placed on the initial cancellation request. Please ensure you fill out all relevant fields within the form. Once the request has been processed you will receive a notification that your original form of payment was credited.

Frequently asked questions

Q: Can I call WestJet Vacations Contact Centre to validate if a booking is eligible for a refund?

A: No, WestJet Vacations Contact Centre agents are not able to validate the eligibility. Please reference the FAQ and communication for the eligibility requirements and complete the refund [form](#) if eligible.

Q: If my client chooses a refund to original form of payment and paid in full, will their deposit also be refunded?

A: Yes, provided the package qualifies under our terms and conditions.

Q: Is WestJet recalling commission on refunded packages?



No, commission will not be recalled for eligible refunds processed **on/after July 13, 2021**, until further notice. This applies to packages that include a flight date on/after February 01, 2020, and qualifies under our terms and conditions.

Q: What about previous packages already refunded that had the commission recalled?

A: We will not be retroactively returning commission on already refunded packages. Anything processed prior to July 13, 2021 will have followed our previous policy and commission recall is applicable.

Q: What happens if my client already received WestJet dollars for a cancelled package and redeemed a portion of them?

A: If your client has already used a portion of their WestJet dollars, you can submit a request to have the remaining value of the package refunded to original form of payment.

Q: If my client only paid a deposit on their booking and received WestJet dollars when the booking was cancelled, can they get a refund to the original form of payment?

A: Yes, deposit only bookings are eligible for refund, provided the package is eligible under our Terms and Conditions.

Q: If I previously requested WestJet Dollars for a cancelled package and my client received WestJet bonus dollars, can I still get a refund?

A: No, any previous requests where bonus WestJet dollars were received for a cancelled package will not be eligible for a refund.

Q: Will my client be eligible if they had insurance on their WestJet Vacations booking?

A: Any guests that had successful travel insurance claims are not eligible for a refund to original form of payment or retaining their travel credit in WestJet dollars. If a guest was denied insurance and is able to provide evidence, they will be eligible.

Q: Will I be notified when my client's refund is processed?

A: Yes. Once your clients refund has been processed to their original form of payment, an email will be sent to the email address provided on the form submitted.

Q: How long will it take to process my client's refund?

A: We will work to process refund requests as quickly as possible.



Q: If multiple payments were made to pay for their package, how will the refund be processed?

A: Refunds will be issued to the original form of payment. Therefore, if multiple payment methods were used, the applicable amounts will be refunded back to each form of payment supplied.

Q: What if there is an issue with my client's credit 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: My clients want to keep their WestJet dollars received for a cancelled package, what is the process for this?

A: If your clients choose to keep their WestJet Vacations travel credit in WestJet dollars, no action is required at this time.

NOTE: We will also pay commission on the full value of rebooked packages booked between July 13 and December 31, 2021 where WestJet COVID dollars are being redeemed. Provided the WestJet dollars being applied were from a COVID related package cancellation.

Q: My client's WestJet dollars were transferred to another person, are they entitled to a refund?

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

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

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

Q: My clients purchased and paid for Travel Protection Plan and used the program to cancel their vacation are they entitled to a refund?

A: Yes, your clients are entitled to a refund through their Travel Protection Plan, provided the package is eligible under our terms and conditions. Please submit a request through the online [form](#).