

737 MAX: Change/cancel policy and FAQs

Effective January 6 – February 28, 2021

While we are 100 per cent confident in the safety of the 737 MAX aircraft, we understand that not all guests have the same comfort level, and we will be providing flexibility to change and cancel bookings. If your client's itinerary states they are booked on a flight served by our 737 MAX and they would like to make a change to their current booking, they may choose from one of the following options outlined below.

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Communication with guests scheduled to fly on a MAX aircraft

WestJet air bookings

If your clients are scheduled to fly on a MAX aircraft for their WestJet air booking, an email will be sent from WestJet. Any reservations that include a WestJet Rewards ID, SSR CTCE or where an email address has been added by calling or booking via WestJet Agent and WestJet Biz will receive a notification from WestJet.

WestJet Vacations bookings

If your clients are scheduled to fly on a MAX aircraft for their WestJet Vacations booking, it is strongly recommended that you let them know as soon as possible before departure. Should they wish to change or cancel, sufficient notice is required to ensure we are able to accommodate flights to their final destinations.

After communicating with your clients, if they decide to change or cancel their booking, please follow the process on [page 3](#).

Change/cancel process - Air-only bookings

OPTION 1: Rebook at no additional cost on/before February 28, 2021

- Applicable on all 737 MAX flights operated by WestJet.
- Rebook the new flight(s) in your GDS.
 - The new flight(s) **must depart within 24 hours before or after the original flight time**.
- Rebook in the original class of service in the same cabin.
 - 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 booked a Basic fare, they must rebook into the same class of service. Selecting a different class is not permitted.
- 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 text **MAXQ12021**.
- **Change/ticket issuance must be completed on/before February 28, 2021.**
- To prevent unwanted agency debit memos, please follow the process as outlined above.

OPTION 2: Rebook flight outside the 24-hour period on/before February 28, 2021

- Applicable on all 737 MAX flights operated by WestJet.
- Rebook the new flight(s) in your GDS.
- **Difference in fare applies.**
- Waive the change penalty.
- The endorsement field on the ETKT must be entered with text **MAXCHNG2021**
- **Change/ticket issuance must be completed on/before February 28, 2021.**
- To prevent unwanted agency debit memos, please follow the process as outlined above.

OPTION 3: Cancel your client's flight for refundable and non-refundable tickets

In the event your client chooses to cancel, remove (cancel) all flight segments and leave the ticket in open (unused) status as a **flight credit for future travel**.

If your clients prefer a refund to original form of payment and the change/cancel occurred by WestJet, please reference the following documents:

- Within 72 hours of original flight departure: [Refund policy: Flight disruptions within 72 hours](#)
- Outside 72 hours of original flight departure: [WestJet COVID-19 air refund policy](#)

Change/cancel process - WestJet Vacations bookings

If you need to make a change to your client's WestJet Vacations booking, please call the Travel Support Team at 1-877-664-3206. Changes made to WestJet Vacations bookings cannot be completed online, via SIREV/RevNet or with a WestJet agent at the airport.

If your clients are booked on a MAX aircraft, it is strongly recommended that you let them know as soon as possible before departure. Should they wish to change or cancel, sufficient notice is required to ensure we are able to accommodate flights to their final destinations.

Frequently asked questions

Q: Which email address will be used to notify air bookings they are travelling on a MAX aircraft?

A: We will send the email notification to every email on the reservation. For example, if there is a WestJet Rewards ID included and an SSR CTCE email, both will receive the notification. For WestJet Agent bookings, if you have added your agency's email address and your client's email address, both will receive the notification email.

Q: What information will be included in the air email notification?

A: We will only include a message that they are now travelling on our Boeing 737 MAX aircraft. An example is below (content is subject to change):

One or more of your flights will be operated on a Boeing 737 MAX. The aircraft for your flight has changed. While all your itinerary details remain the same, your flight will now be serviced by a Boeing 737 MAX. Visit our website to learn more.

Q: In addition to the email notifications, is it possible to get a list of reservations that show if my clients are booked on the Boeing 737 MAX aircraft?

A: We are investigating reporting options and will provide updates the week of January 11, 2021.

Q: For WestJet Vacations bookings, why is it important that I notify my client if they are travelling on a MAX aircraft as soon as possible?

A: To ensure we are able to secure flight and hotel arrangements, we ask that you ensure your clients are aware of the aircraft type they are travelling on as soon as possible so that adjustments can be made as required.

Q: What if my client has a flight scheduled on the Boeing 737 MAX aircraft for travel later in 2021? Can we use the waiver codes mentioned above to change their flights?

A: Yes, provided the change is completed by February 28, 2021. If your client wishes to change their flight after this date, regular change/cancel guidelines will apply.

Q: How do I identify the Boeing 737 MAX aircraft type in my GDS?

A: The equipment type will be noted as 7M8.