

WestJet Vacations to provide refunds for eligible transborder packages

February 12, 2021

WestJet Vacations will begin offering guests with eligible transborder (between Canada and the U.S.) vacation packages cancelled on or after March 10, 2020 the option to request a refund to original form of payment, instead of the WestJet dollar credit they received when their booking was cancelled. The booking must have been cancelled 21 days or more before departure.

Alternatively, we are offering guests the option to retain the value of their vacation package in WestJet dollars for use when they are ready to travel. If your clients choose this option, they will receive bonus WestJet dollars, valid for 12 months from date of creation:

- For bookings where the package price was a minimum of \$1000 per person (including taxes), your clients will receive 100 WestJet dollars per person.
- For bookings where the package price was \$500-\$999 per person (including taxes), your clients will receive 50 WestJet dollars per person.

If your client meets the eligibility criteria outlined below, **you will be proactively contacted via email**. You will be provided a link to a form on which you can indicate your client’s selection.

We are processing requests by original departure date, beginning with packages cancelled in March 2020. We are working through requests as quickly as possible and ask that you please wait until you are contacted about your client’s booking.

The eligibility requirements, process for each option and answers to some frequently asked questions can be found below.

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Option 1: Retain WestJet dollars

If your client's booking meets the eligibility criteria below, they have the option of retaining the value of their vacation package in WestJet dollars. If your clients choose this option, they will receive bonus WestJet dollars, valid for 12 months from date of creation:

- For bookings where the package price was a minimum of \$1000 per person (including taxes), your clients will receive 100 WestJet dollars per person.
- For bookings where the package price was \$500-\$999 per person (including taxes), your clients will receive 50 WestJet dollars per person.

Note: If your client selects the bonus WestJet dollars and only one WestJet Rewards ID is provided, the full bonus amount eligible on the booking will be placed into that single account.

Eligibility requirements

- Transborder bookings (between Canada and the U.S.) cancelled on or after March 10, 2020 are eligible.
- The booking must have been cancelled greater than 21 days before departure.
- All travel dates are eligible.
- All package prices are eligible to receive WestJet dollars. To receive the 100 WestJet dollar per person bonus, the package price must be a minimum of \$1000 per person, including taxes. To receive the 50 WestJet dollar per person bonus, the package price must be a minimum of \$500-\$999 per person, including taxes.
- Your clients must make their selection by March 12, 2021 to receive the bonus WestJet dollars.

Not eligible

- Land-only bookings.
- Deposit only bookings.
- Service fees and penalties already paid.
- Chargebacks submitted through your client's bank.
- Successful travel insurance claims.

Once the request has been processed you will receive a notification when the WestJet dollars have been deposited. Due to increased volume, processing time will vary.

Option 2: Refund to original form of payment

If your client's transborder vacation package meets the eligibility criteria below, they have the option to request a refund to original form of payment, instead of the WestJet dollar credit they received when their booking was cancelled.

Please note if your clients choose a refund to original form of payment, commission will be recalled.

Eligibility requirements

- Transborder bookings (between Canada and the U.S.) cancelled on or after March 10, 2020 are eligible.
- The booking must have been cancelled greater than 21 days before departure.
- All travel dates are eligible.
- All package prices are eligible.

Not eligible

- Land-only bookings.
- Deposit only bookings.
- Service fees and penalties already paid.
- Chargebacks submitted through your client's bank.
- Successful travel insurance claims.

If your client selects a refund to original form of payment, please be sure to provide the WestJet Rewards ID(s) where the package funds were placed on the initial cancellation request. To ensure the request is properly completed:

- Please fill out all relevant fields within the form. The link to the form will be provided in the email you receive on behalf of your client.
- The guest name and email address must match the WestJet Rewards ID on the booking.
- All guests on the booking must be noted on the form under the "additional guest" section.

Once the request has been processed you will receive a notification that your original form of payment was credited. Due to increased volume, processing time will vary.

Frequently asked questions

Q: How will I know if my client's booking is eligible for a refund to original form of payment?

A: You will receive an email confirming that your client's booking meets the eligible criteria.

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

A: Yes. The full value of your client's booking will be refunded.

Q: If my client chooses to keep the value of their package in WestJet dollars, when will they receive the bonus WestJet dollars?

A: Due to increased volume, processing time will vary.

Q: What is the expiry date on the bonus WestJet dollars?

A: The bonus WestJet dollars will be valid for 12 months from issue date and may only be applied to the base fare.

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

A: If your client already used part of the WestJet dollar credit they initially received for the cancellation, they are not eligible for a refund to original form of payment for the remaining amount.

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 original form of payment?

A: Deposit-only bookings are not eligible receive a refund to original form of payment.

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, bonus WestJet dollars or retaining their travel credit in WestJet dollars. If a guest was denied insurance and is able to provide evidence, they will be eligible, as long as they did not already use their WestJet dollars.

Q: Will at-source commission be recalled if my client chooses a refund to original form of payment?

A: If your clients choose a refund to original form of payment, the at-source commission will be recalled.

