

WestJet - Contact Information

Travel Support Team
1-877-664-3205

Groups
groups@westjet.com

Meetings and Conventions
conventions@westjet.com

Travel Agency Payment Services tapaymentservices@westjet.com

Add a client's WestJet Rewards ID tarewardsupport@westjet.com

WestJet Vacations - Contact Information

Travel Support Team
1-877-664-3205

Groups
groupsvacation@westjet.com

Travel Agency Accounting
wjvtapaymentservices@westjetvacations.com

Add hotel requests
tahotelresquests@westjet.com

Booking Polices

[WestJet air bookings](#)

[WestJet Vacations bookings](#)

[Groups Bookings](#)

Resources

[Training](#)

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[General references](#)

Refund Policies

[WestJet COVID-19 air refund policy](#)

[WestJet Vacations refund policy](#)

[WestJet Vacations refund policy – Transborder bookings \(between Canada and U.S.\)](#)

[Flight disruptions within 72 hours](#)

[Other refund policies – COVID-19](#)

Ticketing

[Ticketing policy](#)

[Ticket validity extensions](#)

[ADM policy](#)

[Self-serve seat selection](#)

[GDS schedule change process](#)

Schedule

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[United States](#)

[International](#)

[Schedule updates](#)

[Suspension of flights to Mexico and the Caribbean](#)

WestJet Vacations

[WestJet Vacations terms and conditions](#)

[WestJet Vacations 2020-2021 online brochure](#)