

# Contact Centre and support channels: frequently asked questions – self-serve options

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## Contact Centre and support channels self-serve FAQ's

At this time, we're experiencing higher than normal volumes of calls and requests to our contact centres and support channels.

To ensure you receive the support you need during this time, we have compiled some helpful answers to frequently asked questions that can assist you with any self-serve options you may be requiring assistance with.

Please note that reaching out to WestJet team members directly by phone and email will not expedite your request for service or a call back. We do suggest, reviewing the below frequently asked questions to further assist with self-serve capabilities.

## Frequently asked questions – WestJet Air

### Bookings

**Q: Why am I unable to book a companion voucher using a combination of both WestJet Dollars and travel bank? What are acceptable forms of payment?**

A: When booking a companion voucher, you can use multiple forms of payments, however, unused open status tickets cannot be used as payment towards a companion voucher. Acceptable forms of payment are as follows:

- WestJet Dollars and a credit card
- WestJet Dollars and travel bank credit

**Q: How can I book a companion voucher without having to call in?**

A: Companion vouchers can be booked at [WestJet.com](https://www.westjet.com) by signing into a WestJet Rewards account.

**Q: Am I able to book a new air flight using a future travel credit and WestJet Dollars combined?**

A: For WestJet air bookings, you can use multiple forms of payments such as WestJet dollars, Travel Bank, or a credit card. In all cases when redeeming WestJet dollars or a Travel Bank credit, these can be booked at [WestJet.com](https://www.westjet.com) by signing into the WestJet Rewards account.

For un-used open status tickets rebook directly in your GDS.

For un-used open status tickets originally booked via WestJet Agent, you can contact our Travel Support Team at 1-877-664-3205

**Q: If my future booking/flight(s) had a schedule change, is the guest eligible for a refund?**

A: If the flight segment(s) were cancelled by WestJet (UN, UC or NO) with no replacement (TK) flights, your client will be eligible for a refund. Please refer to our [WestJet COVID-19 air refund policy](#).

### GDS

**Q: I am re-issuing an existing travel credit ticket for new travel dates, is there a penalty fee or a waiver code needed to waive the penalty fee?**

A: If the change falls within our [WestJet air-only bookings - COVID-19 guidelines](#), please use waiver code COVID2020 in the endorsement field.



**Q: Will WestJet be extending future travel credits beyond 24 months?**

A: No. At this time, your travel credit for un-used open status tickets, remains valid for 24 months from the first travel/coupon date. Travel dates can be beyond this date, for full details please refer to our [COVID-19 ticket validity extensions](#) document. To view, click [here](#).

**Q: What is WestJet's acceptable schedule change policy?**

A: Please refer to our [GDS schedule change process](#) document. To view, click [here](#).

**Q: Where do I enter the waiver code when reissuing in my GDS?**

A: All exchange waiver codes provided by WestJet or under our general policies such as schedule change, COVID, etc. will always be placed in the endorsement field of the ticket.

**Q: I need to change the country of origin for my un-used open status ticket, but my system will not allow me. How do I manage this with no refund capability?**

A: All GDS's support a change of country of origin. Please facilitate directly in your GDS or contact your GDS for details on processing this type of exchange.

For details on negative tax scenarios as a result of a change in country of origin, please refer to our [Other refund policies – COVID-19](#). To view, click [here](#).

**Q: For both GDS and WestJet Agent are EMD's interchangeable for different fees? I.e. seats for name correction.**

A: We currently only use EMD-A for pre-reserved seat selection, and it cannot be used for other types of EMD issuance. We currently use EMD-S for name/change/refund penalty collection, and these cannot be used for other types of EMD issuance.

We do not offer travel credits in an EMD document, at this time.

## BSP

**Q: I have requested a refund through BSP and it has been over 12 weeks who can I contact?**

A: All BSP refund applications submitted greater than 12 weeks have been processed. Please check the details directly in BSP for the status of your refund application.

**Q: My BSP Refund application has been declined and appears to be eligible who can I contact?**

A: Please review the rejection reason in BSP to confirm the rejection was not related to entering the incorrect values in the refund application.

If you have confirmed that it was submitted correctly and that it is eligible for a refund based on our COVID-19 terms and conditions (must have UN without a TK replacement) you can contact [TARefundsandTicketing@westjet.com](mailto:TARefundsandTicketing@westjet.com) to review in more detail. Please note our processing time for a more detailed investigation is 4-6 weeks.

## Ticket validity

**Q: For ticket validity will you be extending past the June 30 flight date?**

A: We have recently reviewed and updated our ticket validity to September 30, 2021. To view our updated [COVID-19 ticket validity extensions](#) document, click [here](#).

**Q: Will the waiver code for use to waive penalty fees if the exchange is completed on/before December 31, 2021 be extended?**

A: At this time, the date remains in effect to have exchanges processed on/before December 31, 2021 to take advantage of the penalty waiver.

## Frequently asked questions – WestJet Vacations

### Bookings

**Q: How do I book a Domestic package?**

A: Please refer to our [How to book Canadian destinations in SIREV](#) document. To view, click [here](#).



**Q: How do I book a land-only booking?**

A: Please refer to our [WestJet Vacations offers land-only bookings](#) document.

**Q: Why can't a Travel Agent add a non-agency email to the booking?**

A: To protect agency privacy and the integrity of the booking, the email address has to remain the agency profile email address. You can book using your agency email address under your agency email, as long as it is attached to an agency.

### **Travel Protection Plan**

**Q: What is included in the Travel Protection Plan?**

A: Our [Travel Protection Plan](#) offer can be viewed [here](#).

**Q: What if I forgot to add WestJet Travel Protection when I did the booking?**

A: Travel Protection can only be added at the time of booking.

### **WestJet Rewards Dollars**

**Q: What information do I need to provide to apply my client's WestJet Rewards Dollars to a WestJet Vacations booking?**

A: In order to access your client's WestJet Rewards account to apply the WestJet dollars, you must provide the following information:

- The WestJet Rewards account ID number
- The name of the guest associated with the account
- One more piece of WestJet Rewards account information such as email, mailing address, phone number, date of birth, tier level, WestJet Dollar account balance, recent flight history, recent WestJet dollar transaction history, MasterCard type (if applicable), etc.



Have your client validate all the above information and confirm the WestJet Dollar amount is still active in their account to redeem. Please note the WestJet Dollars may have been deposited into the lead guest's WestJet Reward account at the time of cancellation and WestJet Dollar deposit.

If you do not have the WestJet Rewards ID, you must provide the following:

- The first and last name of the account owner
- Four pieces of WestJet Rewards account information such as email, mailing address, phone number, date of birth, tier level, WestJet Dollar account balance, recent flight history, recent WestJet dollar transaction history, MasterCard type (if applicable), etc.

**Q: How can I avoid the current long wait times for WestJet Vacations if I'm looking to use a client's WestJet Dollars for redemption?**

A: If the value of the booking is greater than the amount of available WestJet Reward Dollars an option is to secure the booking thru SIREV and REVNET using a credit card for the deposit and call in the final payment using WestJet Reward dollars at final payment.

**Q: Am I able to book a WestJet Vacations package using a future travel credit and WestJet Dollars combined?**

A: For WestJet Vacation bookings, you can use multiple form of payments of WestJet dollars, and credit card. We are not able to accept Travel Bank or un-used open status tickets towards WestJet Vacations packages. On an exception basis, Travel Bank can be converted to WestJet dollars and be used for base packages only, though taxes still apply.

**Q: Is WestJet Vacations extending the expiry of the WestJet Reward dollars?**

A: No, at this time WestJet dollars will remain valid for 24 months from the time is was created into your client rewards account.

**Q: What type of booking can I apply WestJet dollar credits?**

A: WestJet dollars can be used to the following types of booking: WestJet Vacations and WestJet air. They cannot be used on WestJet group bookings

**Q: Are clients COVID-19 WestJet Rewards Dollars expiration date, based on the travel date or the booking date?**

A: They are based on the cancel date and when the WestJet Dollars were added to the account.



**Q: Will I receive commission when applying WestJet Dollars to my guest's WestJet Vacation Booking?**

A: When your client redeems WestJet Dollars on a WestJet Vacation Booking, commission will be calculated and paid on the residual base package price.

If you have any questions or queries in response to an email you received, please contact [agencylessupport@westjet.com](mailto:agencylessupport@westjet.com). We kindly ask that you do not reply directly to sender.