

Self-Serve Options

To ensure you receive the support you need during times of higher than normal volumes of calls and requests to our contact centre and support channels, 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.

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

Helpful tips to self-serve your client's booking

Watch to learn how to manage post-booking seat selection, how to add WestJet Rewards numbers to WestJet Vacations files and more.

Travel Agent Call Back

If you would like to request a call back from a WestJet or WestJet Vacations agent about your client's travel, please [click here](#) and we'll get in touch with you as soon as possible.

Schedule Changes and IROP's

WestJet Air Only

[WestJet air only schedule changes in the GDS](#)

[Flight disruptions/IROP within 72 hours of departure](#)

[IROP/Ticket Reissue in GDS process](#)

GDS Waiver Code – There is no need to call to change/cancel or receive a unique waiver code for GDS tickets.

WestJet Vacations

[WestJet Vacations schedule changes](#)

Refunds and WestJet Travel Bank

WestJet Air Only

[WestJet air refunds policy](#)

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

WestJet Travel Bank (from GDS) refund request form, click [here](#).

BSP – If you are calling in regards to a BSP refund application status, your refund status can be viewed in BSP.

WestJet Vacations

[WestJet Vacations COVID-19 refund process](#)

Refund – WestJet Vacations refund request form, click [here](#).

COVID-19

[COVID-19 Updates](#)

[Entry requirements by destination](#)

[WestJet Groups and WestJet Vacations Groups bookings – COVID-19](#)

WestJet Agent bookings

Self-serve options

- Where possible, please cancel or change your clients' flights directly in WestJet Agent.
- Seat selection can be completed at westjet.com/en-ca/manage
- WestJet Travel Bank (from GDS or WestJet Agent tickets) refund request form, click [here](#).

WestJet Biz Bookings

Self-serve options

- Where possible, please cancel or change your clients' flights directly in WestJet Biz.
- Seat Selection can be completed westjet.com/en-ca/manage

Please visit westjetbiz.westjet.com/login

WestJet Vacations

Travel agents can self-serve their client's WestJet Vacations reservation post-booking through [Manage trips](#) on westjet.com. The following options are now available in Manage trips:

- Add client information
- Add select Special Service Request (SSR) codes for air-only
- Pre-pay for the first and second chargeable bag
- Seat selection

Note: Checked baggage fees for the first and second bag will increase by \$10 CAD (or currency equivalent) when purchasing checked baggage within 24 hours of departure including when checking-in at the airport. Your clients will save by pre-paying for their first and second bag, before the 24-hour check-in window.

By accessing these options in Manage trips, it offers the convenience of adding your client's travel information while also being able to pre-pay for bags and select seats enhancing your client's travel experience by making the check-in process easier. [Learn more](#)

- [Travel Protection Plan](#)
- [WestJet Groups and WestJet Vacations Groups bookings – COVID-19](#)
- Refund – WestJet Vacations refund request form, click [here](#).

WestJet Vacations agency registration and profile updates

WestJet has launched a new registration/profile update form

for agencies that book WestJet Vacations.

To make it easier to do business with us, we have created an automated solution to update your WestJet Vacations profile information or TIDS/IATA information.

This form enables you to submit or update:

- New WestJet Vacations profile registration
- Updating your IATA or TIDS account information to your WestJet Vacations profile, including:
 - Update of agency name, address, phone number, or contact information
 - Replace an existing TIDS with a new IATA
 - Replace an existing IATA with a new IATA
- Submission of new or revised WestJet Vacations IATA/TIDS PAD agreement

To access the WestJet Vacations registration and profile update form, click [here](#).

Groups

WestJet Air Only Groups

WestJet Air Only Groups has a new online quote tool [learn more](#)

Please contact the WestJet Groups Air team at specialproducts@westjet.com or call 1-844-213-5230. Alternatively, if you have an existing group booking please contact your group specialist directly by email or phone

WestJet Air Groups refund request form, click [here](#).

WestJet Vacations Groups

[WestJet Vacations Groups – Instant Quote how-to guide](#)

Alternatively, please contact WestJet Vacations Groups team at groupsvacations@westjet.com with your request and it will be actioned in order of priority.

WestJet Vacation Groups refund request form, click [here](#).

1. [WestJet Groups and WestJet Vacations Groups bookings – COVID-19](#)