

# WestJet Air – Flexible change/cancel policy

Updated December 23, 2022

We sincerely apologize to our guests and partners who have been impacted by multiple cancellations and delays as a result of severe winter weather impacting our operations throughout Canada. We understand the frustration and disappointment this has caused.

Due to the ongoing weather warnings and prolonged forecasted weather events for regions across our network, we are allowing flexible changes and refund to original form of payment for eligible bookings.

**IMPORTANT: Date ranges have been updated and new waiver codes are noted below. Please review for changes.**

This policy applies to:

- WestJet 838 tickets
- **Voluntary changes for travel on/after December 18, 2022 to January 8, 2023**
- **Voluntary refunds for travel on/after December 18, 2022 to December 28, 2022**
- All WestJet flights, including WestJet Encore

If your clients would like to voluntary change or cancel their eligible booking, please review the processes below.

If your client's booking was impacted by a schedule change or IROP, please follow our standard processes found on the TA resource site:

[Schedule change process](#)

[IR0P process](#)

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## Change terms and conditions

- Original travel dates: December 18, 2022 – January 8, 2023
- Booked on/before December 28, 2022
- All destinations
- All fare bundles/fare families, including Basic
- All fare classes
- Changes are permitted if the exchange is completed on or before December 28, 2022
  - Travel date can be rebooked up to January 8, 2023
  - Difference in fare applies, if applicable
  - Penalty fees are waived

*NOTE: If your client's ticket had a flight date between December 18, 2022 and January 8, 2023 and you have already reissued the ticket, we are not able to reverse or credit back penalty fees.*

## Refund terms and conditions

- Original travel dates: December 18, 2022 – December 28, 2022
- Booked on/before December 28, 2022
- All destinations.
- All fare bundles/fare families, including Basic
- All fare classes
- Refunds are permitted if it is completed on or before February 28, 2023
- Refunds to original form of payment are permitted provided flights are cancelled at least 2 hours prior to departure

## GDS process

If your client's booking was impacted by a schedule change or IROP, please follow our standard processes found on the TA resource site:

[Schedule change process](#)

[IROP process](#)

Type	<b>*NEW*</b> Original Flight date	<b>*NEW*</b> New flight date	<b>*NEW*</b> Change/refund complete date	<b>*NEW*</b> Waiver code
Changes	December 18, 2022-January 8, 2023	Up to January 8, 2023	December 28, 2022	<b>CG22DCWX22</b>

Refunds	December 18, 2022-December 28, 2022	N/A	February 28, 2023	<b>22DCWXR22</b>
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## Changes

- The ticket must be reissued in your GDS.
- Enter waiver code **CG22DCWX22** into the ticket endorsement field.
- Your client must be notified of the new flight information.
- Terms and conditions must be followed or the exchange will be subject to an Agency Debit Memo (ADM) for the full value of the ticket and an admin fee of up to 50.00 local currency per ticket.

## Refunds

- Complete the refund in your GDS.
- Enter waiver code **22DCWXR22** in your GDS (BSP/ARC) or IAR (ARC) refund waiver code field.
- At-source commission is to be recalled at the time of the refund.
- Fare and taxes including YQ are eligible for refund with the following exception for non-refundable taxes. If the following taxes are refunded, an ADM will be issued.
  - Non-refundable taxes: L8 and D0 for Punta Cana (PUJ) and Puerto Plata (POP), Samana (AZS), La Romana (LRM)
- Terms and conditions must be followed, or the refund will be subject to an Agency Debit Memo (ADM) for the full value of the ticket and an admin fee up to 200.00 local currency per ticket

# WestJet Agent and WestJet Biz process

To change your client's booking, please call the Travel Support Team at 1-877-664-3205.

To request a refund for your client's tickets:

- Submit the request to [TARefundsandTicketing@westjet.com](mailto:TARefundsandTicketing@westjet.com).
    - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number.
      - Multiple tickets can be included in a single email.
    - **DO NOT INCLUDE:** Payment card numbers.
    - Refund email requests must be received on or before February 28, 2023
  - **Emails will only be accepted by Travel Agents and Travel Arrangers/Corporate Travel Arrangers. If an email is received directly by a Corporate Traveller or the Travel Agent's client, the request will not be actioned.**
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