

WestJet Vacations COVID-19 refund process

Updated November 1, 2022

In this guide, you will find details on the WestJet Vacations refund policy for WestJet-initiated schedule changes that occurred during COVID-19.

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Reminders

For WestJet Vacations COVID dollars that were set to **expire on September 30, 2022**, we have **extended the expiry to December 31, 2022**.

- Please note this extension only applies to WestJet dollars obtained due to a COVID-19 WestJet Vacations booking cancellation that were set to expire on or

before September 30, 2022.

We will pay commission on the **full value of rebooked packages booked until December 31, 2022, where WestJet COVID dollars are being redeemed.**

- The WestJet dollars being applied to the package must be from a COVID-related package cancellation.
- NOTE: Travel can occur after December 31, 2022 but package must be booked by December 31, 2022

This policy applies to:

- WestJet Vacation packages booked before July 2021
- For travel between February 1, 2020 and December 31, 2021

Eligibility criteria

Bookings are eligible if WestJet adjusts or changes your client's scheduled flight according to the criteria below:

- Packages where a schedule change moved your client's flight more than 90 minutes from the original departure/arrival, or;
- Packages that had a change in routing where one or more stop(s) was added, or;
- Packages where at least one flight segment(s) was cancelled by WestJet with no flight replacement.

Refund types	Refund process
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WestJet Air Groups and WestJet Vacations Groups	Refer to process
GDS, WestJet Agent, WestJet BIZ, WestJet Travelbank	Refer to process

Refund process

Refund terms and conditions

Eligibility criteria:

- Package contained at least one flight date between February 1, 2020 and **December 31, 2021**, or;
- Packages where a schedule change moved your client's flight more than 90 minutes from the original departure/arrival, or;
- Packages that had a change in routing where one or more stops was added, or;
- Packages where at least one flight segment(s) was cancelled by WestJet with no flight replacement.
- Includes deposit only bookings.
- Commission will be recalled.

NOTE: If flights were cancelled or removed from the reservation prior to a WestJet schedule change, it will not be eligible.

IMPORTANT: In some cases, WestJet Vacations may need to issue a cheque to complete the refund to your client. Please ensure your client's WestJet Rewards profile has the most current contact and address details.

Not eligible:

- Chargebacks submitted through your client's bank.
- Successful travel insurance claims.

Contact information for WestJet Vacations refunds

If your client booked a vacation package **before July 2021**, you can inquire about a refund by emailing agencysalessupport@westjet.com.

For vacation packages booked **after July 2021**, please follow our [WestJet Vacations schedule change process](#).

Frequently asked questions

Q: Who do I contact if I have questions about my WestJet Vacations refund request?

A: For questions or refund requests related to COVID, please email agencysalessupport@westjet.com.

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

A: Yes, provided the package qualifies under our terms and conditions.

Q: Is WestJet recalling commission on refunded packages?

A: Yes. Commission will be recalled for eligible refunds requested on/after January 1, 2022.

Q: What happens if my client already received WestJet dollars

for a cancelled package and redeemed a portion of them?

A: If your client has already used a portion of their WestJet dollars, you can submit a request to have the remaining value of the package refunded to original form of payment.

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 the original form of payment?

A: Yes. Deposit only bookings are eligible for refund, provided the package is eligible under our terms and conditions.

Q: If I previously requested WestJet dollars for a cancelled package and my client received WestJet bonus dollars, can I still get a refund?

A: No. Any previous requests where bonus WestJet dollars were received for a cancelled package will not be eligible for a refund.

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 or retaining their travel credit in WestJet dollars. If a guest was denied insurance and is able to provide evidence, they will be eligible.

Q: If multiple payments were made to pay for their package, how will the refund be processed?

A: Refunds will be issued to the original form of payment. Therefore, if multiple payment methods were used, the applicable amounts will be refunded back to each form of payment supplied.

Q: What if there is an issue with my client's credit card or original form of payment?

A: Refunds will be processed to the original form of payment. If the payment card has now expired, once the refund has been issued your client may need to contact their banking institution to have the funds transferred. This applies to a card that has been compromised, lost, stolen, account closed, the cardholder is deceased, etc.

Q: My clients wants to keep their WestJet dollars received for a cancelled package. What is the process for this?

A: If your clients choose to keep their WestJet Vacations travel credit in WestJet dollars, no action is required at this time.

REMINDER: We will also pay commission on the full value of rebooked packages until December 31, 2022, where WestJet COVID dollars are being redeemed, provided the WestJet dollars being applied were from a COVID-19 related package cancellation.

Q: My client's WestJet dollars were transferred to another person. Are they entitled to a refund?

A: Travel credits in the form of WestJet dollars can only be refunded to the original form of payment. For this reason, WestJet dollars that were transferred to another individual will not be refunded.

Q: If my client submitted a chargeback, will my commission still be protected?

A: In the case of chargebacks, commission will be recalled in full.