

# WestJet air-only bookings - COVID-19

Updated June 29, 2020

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## COVID-19 refund policy

As a result of the coronavirus COVID-19 situation, refunds to original form of payment are limited at this time. Refunds are still permitted inside of 24 hours from original booking. This applies to all WestJet air-only, Group claim bookings and contracted/private fare bookings.

If your clients prefer a refund to original form of payment, please visit our [refund policy](#) for more details.

Refund policy			
Booking/travel date	Fare type	Booking/fare type	Travel credit type
All	Non-refundable and refundable	WestJet air/Group claim published fares	Open status/unused ticket*
		Contracted rates and all private fare programs	Open status/unused ticket*

\*COVID-19 ticket validity is 24 months from first coupon date. For full conditions, refer to the [COVID-19 ticket validity extensions document](#).

\*Standard ticket validity is 13 months from first coupon date.

## ATPCO voluntary changes

Due to the impact of COVID-19, ATPCO is implementing a temporary solution to override existing fare rules and waive change fees for previously issued tickets. This enhancement will be available in all GDS platforms as of June 7, 2020. More information is available on ATPCO's blog [here](#).

WestJet is making this functionality available as of June 8, 2020. If your clients have tickets impacted by COVID-19, the penalty should automatically be waived as part of your automated exchange in the GDS and no waiver code is required.

All GDS will have the capability to display and action tickets if they are active in the airline's reservation. The GDS will hold historical pricing data for two years. For more details on specific conditions and extensions, please contact your respective GDS.

### **\*UPDATED\* COVID-19 exception policies**

Below are the exception policies for all 838 validated tickets. If the penalty fee is automatically waived, a waiver code is not required. If you are prompted for a penalty fee and all conditions are met, waiver code **COVID2020^** can be entered in the endorsement field to override the fee.

Ticket date: On/before March 2, 2020			
Ticketed date	Travel date	Change/cancellation date	Change/cancellation fee
Up to and including March 2, 2020	Before January 31, 2021	Up to 2 hours* before departure	\$0*

\*Difference in fare may apply.

\*Includes one free name change.

\*Applicable on all fare bundles including Basic.

\*Changes/cancellations within 2 hours of departure are subject to a full loss of funds.

\*\*Refer to refund policy for more details.

^Waiver code is valid for use to waive penalty fees if the exchange is completed on/before December 31, 2021 following the conditions above.

Ticket date: On/after March 3, 2020			
Ticketed date	Travel date	Change/cancellation date	Change/cancellation fee
<b>*NEW*</b> On or after March 3, 2020 until <b>July 31, 2020</b>	All travel dates	Up to 24 hours* before departure	\$0*

\*Difference in fare may apply.

\*Includes one free name change.

\*Applicable on all fare bundles including Basic.

\*For changes/cancellations between 24-2 hours prior to departure: Standard guidelines apply except in the case of refundable fares.

\*Changes/cancellations within 2 hours of departure are subject to a full loss of funds.

\*\*In the case of refunds refer to refund policy for more details.

^Waiver code is valid for use to waive penalty fees if the exchange is completed on/before December 31, 2021 following the conditions above.



## Frequently asked questions

### Cancelling bookings

**Q: Will you allow ticket validity to extend to 24 months?**

A: For full details on ticket validity, please see our [COVID-19 ticket validity extensions document](#).

**Q: How do I cancel my client's booking?**

A: For GDS and WestJet Agent users:

- You may self-serve your client's cancellations.
- Delete all flights segments that are no longer travelling.
  - Do not wait for the WestJet schedule change to be completed as our change may not remove all flight segments. Be proactive and cancel flight segments if you know your client is not travelling.
    - Example: YYZYYC-YYCLAS: Only the YYCLAS route is being cancelled and the YYZYYC flight would remain as active and result in a no-show if not cancelled.
- Tickets are to remain as open/unused status to ensure you can exchange for future use.
- Open status/unused ticket remains in ownership of the IATA that issued it.
- If your client pre-paid for seat selection, please reference the section on "[Pre-reserved seats](#)."

**Q: Will my commission be recalled if I cancel my client's flights and leave ticket as open/unused?**

A: No. There is no impact to your commission.

### No-shows

**Q: How do I know if my client travelled or if they were a no-show?**

A: Please call the Travel Support Team to verify if your client travelled or if they were a no-show.

**Q: What happens if I was not able to get through to the Travel Support Team to cancel my client's flights?**

A: If you booked via a GDS channel, you should be self-cancelling by deleting your flights and leaving the ticket in open/unused status for future exchange. If you booked via WestJet Agent, you should be self-cancelling your flights and the ticket will remain in open status.

**Q: What if the flight has already no-showed as I was not able to cancel in time?**

A: If you had a flight departing between March 3, 2020 and March 22, 2020 and your flight coupons are in USED/FLWN status as a result of a no-show, please call the Travel Support team at 1-877-664-3205 to have your flight coupons reopened. For GDS and WestJet Agent users, coupon status will be reopened and remain as a credit for future use. Due to high volume of requests for no-shows, it may take four to six weeks before you see the coupon reopened.

NOTE: Coupons will be reopened if the no-show occurred during our COVID-19 exception cancel window. Tickets that no-showed during previous periods are not eligible to be reopened.

**Pre-reserved seats**

**Q: How do I cancel my client's pre-reserved seat on a WestJet air booking?**

A: For WestJet air-only bookings:

- If the seat was booked and paid for on the GDS:
  - It must be cancelled through the GDS.
    - Remove seats and leave EMD in open/unused status as a future travel credit.
  - Please do not call WestJet to process.
- If the seat was booked directly with WestJet (e.g. WestJet Agent, My Trips, Travel Support Team, etc.):
  - Seat fees can be refunded to a WestJet Travel Bank and available for future use for 24 months.
  - Seat fees will be actioned as quickly as possible but may take four to six weeks to process.

**Q: How do I rebook with my open status/unused pre-reserved seat EMD?**

A: We are still working through how to handle cancellations and rebooking with seat EMDs. We recommend you track these documents and we will provide updates at a future date.

**Q: What is the validity/expiry of my client's pre-reserved seat EMD?**

A: Pre-reserved seat EMDs will remain active for 1 year from date of issue (different from a flight ticket). We are actively working on options for the handling of EMDs.

## Rebooking tickets

**Q: What happens if I exchange my client's ticket after December 31, 2021?**

A: If the change is processed after December 31, 2021, standard exchange penalties will apply.

**Q: When I reissue a ticket, can I use the COVID-19 waiver code to waive all penalty fees?**

A: At this time, the COVID-19 waiver code will be valid for exchanges until December 31, 2021. The COVID-19 exception criteria guidelines still need to be adhered to when using the waiver code.

**Q: With the ATPCO changes that allow for the carrier to override the original penalty, do I still need to enter the COVID2020 waiver code?**

A: No. If your automated exchange process waives the penalty, a waiver code is not required and should not be entered.

**Q: What happens if a penalty fee is still displaying when I process the exchange?**

A: If a penalty fee is displayed, first verify that the conditions of your exchange meet the COVID-19 exception policies. If they do, you may use the COVID2020 waiver code in the endorsement field to waive the penalty fee.

**Q: If I issued a ticket or made a change to an existing ticket on or around March 3, 2020, which fare rules am I to follow?**

A: It is best that you perform a historical fare rule check to confirm which rules apply as each scenario may be unique. General flexible and exception rules may apply in addition to what is filed. Please refer to our terms and conditions noted at the beginning of this document to confirm.