

WestJet Groups and WestJet Vacations Groups 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 WestJet Groups and WestJet Vacations Groups.

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 Vacations group packages	Westjet dollars
		Westjet Groups	Travel Bank

UPDATED WestJet Air Groups - Exception policy

To change or cancel your client’s booking, please contact the WestJet Groups team. For Group bookings that have been claimed via GDS, please refer to the WestJet air policy.

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. In the case of lower fares, residual is set up in Travel Bank.

*Applicable on all fare bundles including Basic.

*For bookings with a holding fee and ticketed bookings that are cancelled: Funds will be set up in Travel Bank.

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

**Except in the case of refundable fares. Refer to refund policy for more details.

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

*Difference in fare may apply. In the case of lower fares, residual is set up in Travel Bank.

*Applicable on all fare bundles including Basic.

*For bookings with a holding fee and ticketed bookings that are cancelled: Funds will be set up in Travel Bank.

*Changes/cancellations between 24-2 hours prior to departure apply standard guidelines except in the case of refundable fares.

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



UPDATED WestJet Vacations Groups - Exception policy

To change or cancel your client's booking, please contact the WestJet Groups team

Booking 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 14 days before departure*	\$0*

Booking date: On/after March 3, 2020*			
Booked/deposit date	Travel date	Change/cancellation date	Change/cancellation fee
NEW On or after March 3, 2020 until July 31, 2020	All travel dates	Up to 14 days before departure*	\$0*

*Difference in airfare and hotel price may apply.

*For cancellations: Hotel penalties may apply.

*For cancellations, funds will be added to the guest's WestJet Rewards account in the form of WestJet dollars.

*For cancellations made within 14 days, standard guidelines apply except in the case of refunds.

*For changes, blackout dates apply: December 19, 2020 to January 5, 2021.

Frequently asked questions - WestJet air groups

Cancelling bookings

Q: What happens if a group booking cancels due to COVID-19 within the flexible change/cancel guidelines?

A: WestJet group bookings are eligible to cancel their booking for a full refund back to Travel Bank if it falls within the flexible change/cancel guidelines.

Q: What happens if a group wants to cancel but the ticketing has not been processed and the booking is on a holding fee deposit?

A: If the group has not yet processed ticketing, then the holding fee amount would be refunded to Travel Bank.



Commission

Q: When is commission paid out on group air bookings?

A: Commission is paid 30 days after the booking has been ticketed. If the group has changed their travel dates, commission will be paid 30 days after the new ticketing date.

Insurance claims

Q: Can my client claim insurance on a group air booking?

A: Insurance claims can be processed on group air bookings. Your client must identify that they would like to process the claim through their respective insurance provider.

Future travel credits and rebooking

Q: If my client booked a Westjet group using multiple forms of payment, how will the travel credit be set up?

A: Travel Bank will be provided based on the payments on file. The full amount paid by each payment transaction will be set up in Travel Bank dollars.

Q: To what type of booking can I apply Travel Bank credits?

A: Travel Bank can be used for air groups bookings or individual air bookings.

Q: What is the validity period for a group Travel Bank?

A: The validity period for due to COVID-19 is 24 months from the creation date.

Q: How are Travel Bank funds dispersed to a group?

A: Travel Bank funds will be given to the account owner and leader coordinator of the booking. The funds cannot be reimbursed to individual or personal accounts.



Q: Can I receive the group Travel Bank refund in my travel agencies Travel Bank account on behalf of my client's?

A: Yes. If a group booking was made by a travel agent on behalf of the guests travelling, then the travel agent has the ability to obtain those funds for future use on behalf of their client(s).

Q: Can my group Travel Bank funds be used for non-group bookings or my individual travel?

A: No. Group Travel Bank funds must be used toward a new group booking. They may not be used for individual travel. All funds can be used whether or not they were received due to a COVID-19 related cancellation.

Frequently asked questions - WestJet Vacations groups

Cancelling bookings

Q: What happens if a group vacation booking cancels due to COVID-19 within the flexible change/cancel guidelines?

A: The guest's deposit and partial or full payment amount will be refunded into WestJet dollars. Any overpayment (commission) will be paid out to the travel agent.

Q: If a group vacation booking cancels, will any change or cancellation fees that were previously paid be refunded to WestJet dollars?

No. Previously charged fees will not be refunded into WestJet dollars.

Commission

Q: When is commission paid out on group vacation bookings?

A: If a vacation group cancels, any overpayment (commission) will be paid out to the travel agent within 45 days of the cancellation date. If a vacation group changes their dates, the overpayment (commission) will be paid out to the travel agent within 45 days after the final travel date.

If it is a partial group cancellation or a partial group date change, the entire overpayment (commission) will be paid out to the travel agent within 45 days of the group's final travel date, as only one commission payout can occur on a booking.



Insurance claims

Q: What happens if my client goes through insurance for their group vacation cancellation?

A: If your client claims their cancellation through insurance, we will not deposit WestJet dollars into your client's WestJet Rewards account.

If we receive an insurance claim and the guest has already received WestJet dollars, we will inform the insurance company.

Future travel credits and rebooking

Q: If I booked a WestJet Vacations group using multiple forms of payment, how will the travel credit be set up?

A: WestJet dollars will be provided based on the payments on file. The full amount paid by each payment transaction will be set up in WestJet dollars.

Q: To what type of booking can I apply WestJet dollar credits?

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

Q: What is the validity period for WestJet dollars?

A: For group vacation bookings that cancelled due to COVID-19, WestJet dollars will be valid for 24 months from date of issue.

Q: Are WestJet dollars set up based on the gross or net amount?

A: The value of WestJet dollars is based on the total funds paid per guest (gross).

Q: How are WestJet dollars dispersed to a group?

A: WestJet dollars will be set up in each guest's account or into one account per family.



Q: Can the full amount of WestJet dollars for a wedding group go to the wedding couple's name to use for the entire group later?

A: No. WestJet dollars will be set up individually or per family (e.g., mom, dad and children).

Q: Can I have the WestJet dollars deposited into my WestJet Rewards ID on behalf of my client(s)?

A: No. Travel agents cannot have WestJet dollars deposited into their account. The only exception is if your client paid your agency, and your agency paid WestJet.

Q: Can WestJet dollars be used towards future group vacation bookings?

A: WestJet dollars can be used towards future group vacation bookings if they were cancelled as a result of the COVID-19 situation.

Q: Can WestJet Dollars be used for individual bookings?

A: Yes. Group vacation bookings that cancelled due to COVID-19 and were issued WestJet dollars will be able to use them for group or individual bookings.

Q: If the group rebooks using WestJet Dollars, does it need to be the same hotel as the original booking?

A: No. The group can rebook at any hotel and any destination that WestJet Vacations Groups offers.

Other

Q: What happens if the hotel on the booking is temporarily closed due to COVID-19?

A: Your Groups Booking Specialist will be contacting you to discuss the options.

