

# Refund policy: Flight disruptions within 72 hours

December 15, 2020

Due to the ever-changing COVID-19 situation, we are now able to offer the option for a refund to original form of payment for guests who incurred a flight disruption (TK/UN) within 72 hours of their originally schedule departure.

You and your client have the option of retaining the full ticket value up to 24 months for a future flight or refunding to original form of payment. If your client prefers a refund to original form of payment, please follow the processes outlined below.

If your clients wish to change to new flights, please reference our [GDS schedule change process](#).

Note: If your client chose to voluntarily cancel their booking, they are not eligible for a refund to original form of payment unless they purchased a PremiumFlex (W) or BusinessFlex (J) fare.

**IMPORTANT: Please review in detail the criteria for which you can submit a request for refund. Requests for refunds received outside these guidelines will be rejected.**

<b>BSP/ARC FLIGHT REFUND PROCESS .....</b>	<b>2</b>
TERMS AND CONDITIONS (ARC/BSP) .....	2
BSP PROCESS.....	2
ARC PROCESS .....	2
<b>WESTJET AGENT REFUND PROCESS .....</b>	<b>3</b>
TERMS AND CONDITIONS .....	3
WESTJET AGENT PROCESS .....	3
<b>FREQUENTLY ASKED QUESTIONS .....</b>	<b>3</b>

## BSP/ARC flight refund process

The following applies for refund requests where your client incurred a change (TK) or cancel (UN) by WestJet within 72 hours of their original departure.

**IMPORTANT: If your submission is received outside of the terms and conditions, it will be rejected.**

Eligible flight dates	PNR in UN, UC or NO status	Date you can submit your request	Estimated date refund will be completed
March 1, 2020 – March 4, 2021	Yes	Any date	8-12 weeks*

*\*Processing time is not guaranteed and will be based on volumes received.*

### Terms and conditions (ARC/BSP)

- Reservation must contain at least one flight segment(s) changed (TK) or cancelled (UN) by WestJet.
- The change (TK)/cancel (UN) was received by WestJet **within 72 hours** of originally scheduled departure.
- Applies to all fares and class of service.
- Applies to all routes.
- Terms and conditions must be followed, or the request will be rejected.

*Note: Requests received outside of these conditions will not be actioned.*

### BSP process

- Submit a refund application in BSPlink.
  - Submissions must include fare, tax and commission details or the request will be rejected.
  - You must include REASON: **WS IROP within 72 HOURS of departure.**
- WestJet will review the request and either approve the refund to original form of payment or reject the refund request. If the request is approved:
  - The payment card will be refunded and/or cash will be refunded via BSP settlement.
  - Commission will be recalled in all cases.

### ARC process

- Submit the request to [TARefundsandTicketing@westjet.com](mailto:TARefundsandTicketing@westjet.com).
  - **Subject line:** IROP REFUND REQUEST (optional: Ticket #/Reservation code).
  - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number.
    - Multiple tickets can be included a single email.
  - **DO NOT INCLUDE:** Payment card numbers

NOTE: Waiver codes will only be provided via email requests.

- WestJet must review the request and either approve the refund to original form of payment or reject the refund request.
- If the request is approved, a specific ARC waiver code and instructions will be provided on how to process the refund.
- Tickets that are not eligible and have not received an ARC waiver code are subject to future agency debit memo (ADM) if refunds are processed without pre-authorization.



## WestJet Agent refund process

The following applies for refund requests where your client incurred a change (TK) or cancel (UN) by WestJet within 72 hours of their original departure.

**IMPORTANT: If your submission is received outside of the terms and conditions, it will be rejected.**

Eligible flight dates	PNR in UN, UC or NO status	Date you can submit your request	Estimated date refund will be completed
March 1, 2020 – March 4, 2021	Yes	Any date	8-12 weeks*

*\*Processing time is not guaranteed and will be based on volumes received.*

### Terms and conditions

- Reservation must contain at least one flight segment(s) changed (TK) or cancelled (UN) by WestJet.
- The change (TK)/cancel (UN) was received by WestJet **within 72 hours** of originally scheduled departure.
- Applies to all fares and class of service.
- Applies to all routes.
- Terms and conditions must be followed, or the request will be rejected.

*Note: Requests received outside of these conditions will not be actioned.*

### WestJet Agent process

- Submit the request to [tawebrefunds@westjet.com](mailto:tawebrefunds@westjet.com)
  - **Subject line:** TA Web IROP REFUND REQUEST (optional: Ticket #/Reservation code).
  - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number.
    - Multiple tickets can be included a single email.
  - **DO NOT INCLUDE:** Payment card numbers
- WestJet must review the request and either approve the refund to original form of payment or reject the refund request.
- If the request is approved, we will process the refund and advise once completed.
- If your request is related to a GDS issued ticket, your request will not be actioned and no reply will be provided. Please refer to the ARC/BSP process to submit GDS requests.

## Frequently asked questions

**Q: If my client is eligible for a refund to original form of payment, can they choose to keep the travel credit instead?**

A: Yes. Your client can choose to keep their travel credit (unused open status ticket). The travel credit will remain valid for 24 months. For full details on travel credits, please visit the [travel agent resource site](#).



**Q: If we booked through WestJet Biz, can the funds be placed in a Corporate Travel Bank rather than receiving a refund to original form of payment?**

A: Yes. Guests can choose to put their funds into their Corporate Travel Bank.

**Q: What happens if my client purchased a pre-reserved seat directly with WestJet and it is eligible for refund?**

A: If you or your client purchased a refund eligible pre-reserved seat from westjet.com, WestJet Agent or via the Travel Support Team, please direct them to westjet.com on or after November 2 for details on submitting their pre-reserved seat refund requests.

**Q: How long will it take to process my client's refund?**

A: Processing time will vary based on volume of requests received.

**Q: Why am I not able to refund my client's ticket in the GDS?**

A: Due to refund restrictions, the ability to self-refund is restricted. At this time, please follow the refund processes as outlined above.

**Q: Is a booking eligible for a refund if the client and/or travel agency cancelled the itinerary before WestJet changed/cancelled their flight(s)?**

A: At this time, we are only offering refunds if WestJet modified the flight within 72 hours of departure.

**Q: Is a booking eligible for a refund if WestJet modified the flights outside 72 hours from original departure.**

A: Please refer to our [WestJet COVID-19 air refund policy](#) terms and conditions for details on when changes occur outside 72 hours from original departure.

**Q: Will at-source/upfront commissions be recalled?**

A: At this time, tickets refunded to original form of payment will have at-source/upfront commission recalled as per standard BSP/ARC process.