

Westjet GDS schedule change process

In this guide, you'll find details on our GDS schedule change. To prevent unwanted agency debit memos, please follow these processes when a Westjet schedule change occurs.

Schedule change overview

Airlines may be required to change their flight schedules for numerous reasons. Some reasons for a schedule change may include:

- New routes
- Changes to flight numbers or flight schedules
- Flights no longer operating
- Seasonal demand

When a schedule change occurs, your travel agency will receive notifications for each impacted PNR. The PNR will be updated and in most cases, the ticket will be revalidated. **When a reissue is required, it must be done before flight check in.**

If the ticket and PNR do not match, your client will not be able to check in for their flight.

Schedule change guidelines

Handling a schedule change

When a schedule change occurs, Westjet will send an Advice of Schedule Change (ASC) message to the GDS to provide the schedule change details. Your agency must reconcile the PNR by removing (cancelling) old or changed segments in the PNR and accepting the new flight details. For example:

OLD FLT 123 YEGYYC UN status

NEW FLT 456 YEGYYC TK status

Remove UN segment and accept (HK) the TK flight.

Accepted schedule change

- If the schedule change is acceptable and the ETKT is revalidated, no further action will be required.
- If the schedule change is acceptable but the ETKT has not revalidated, the ticket will need to be reissued.
 - The ticket must be reissued as an even exchange and the client must be given the new flight information.
 - The endorsement field on the ticket must be entered with text SKED CHNG or similar (e.g.: SKED CHNG, SKDCHG, SKCHG).

Unaccepted schedule change (new flight required)

- Rebook the new flight(s) in your GDS.
 - The new flight(s) should depart within 24 hours before or after the original flight time.
 - If there are no available or scheduled flights within 24 hours, the next available flight may be selected for travel.
- Rebook in original class of service in the same cabin.
 - If the original class of service is not available, rebook the next (higher) class of service in the same cabin.
 - If a seat is not available in the same cabin, you will need to select a different flight.
 - If your client is booked as a Basic fare they must rebook into the same class of service. Selecting a different class is not permitted.
- The ticket must be reissued as an even exchange and the client must be given the new flight information.
- The endorsement field on the ETKT must be entered with text “SKED CHNG” or similar (e.g.: SKED CHNG, SKDCHG, SKCHG).

Unaccepted schedule change (no flight options)

Refundable and non-refundable tickets

In the event your client does not accept the new flight options or there are no additional flight options available, remove (cancel) all flight segments and leave the ticket in open (unused) status as a flight credit for future travel.

If your clients prefer a refund to original form of payment and the **change/cancel from WestJet occurred**, please reference the following documents:

- Within 72 hours of original flight departure: [Refund policy: Flight disruptions within 72 hours](#)
- Outside 72 hours of original flight departure: [WestJet COVID-19 air refund policy](#)