

# Other refund policies - COVID-19

Updated January 28, 2021

Due to the ever-changing COVID-19 situation, we are now offering refunds for cancellations within 24 hours of booking, duplicate bookings, special circumstances (death or jury duty), and refundable fares.

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.

Note: If your client is inquiring about refunds related to a cancelled flight as a result of COVID-19, visit our refund resource page on the travel agent resource site for more information.

## Refund policy - Refundable fares Process for refundable fare refunds

Channel	Payment type	Action
ARC Agency	Payment cards and cash	Email WestJet for waiver code
BSP Agency	Payment cards and cash	Submit refund application in BSPlink refund application
WestJet Agent	Payment cards	Contact WestJet for processing

### Terms and conditions

- Applies to all origin/destinations and can be submitted at any time.
- Refund request can be submitted even if the ticket was not impacted by COVID-19.
- In the case of tickets with combined refundable and non-refundable fares, only refundable fares/coupons are eligible as per standard fare rules.
- Penalty fees will apply for refund requests as per standard fare rules (if applicable). If submissions or tickets are processed without penalty fees (where applicable), the request will be rejected and/or an agency debit memo (ADM) will be issued.

### BSP process

- Submit the refund application in BSPlink.
- 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.
  - Cash will be refunded via BSP settlement.
  - Commission will be recalled in all cases.
- All requests will be reviewed for eligibility and processed in eight to twelve weeks.

### ARC process

- Submit the request to TAREfundsandTicketing@westjet.com. ○ **Subject line:** ARC refundable fare (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.

*Note: All requests received outside of our refund policies and terms and conditions will not be actioned.*

## Refund policy - Duplicate tickets

### Process for duplicate ticket refunds

Channel	Payment type	Action
ARC Agency	Payment cards and cash	Email WestJet for waiver code
BSP Agency	Payment cards and cash	Submit refund application in BSPlink refund application
WestJet Agent	Payment cards	BSPlink Contact WestJet for processing

### Terms and conditions

- Applies to all origin/destinations and can be submitted at any time.
- Refund request can be submitted even if the ticket was not impacted by COVID-19.
- Applies to tickets where the same guest name(s), same origin/destination, same travel date have been booked and ticketed
- Specify the ticket that is to be refunded and provide the duplicate ticket for reference only

### BSP process

- Submit the refund application in BSPlink for the ticket being refunded. Include the duplicate ticket in the comments/reason or as an attachment.
- 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.
  - Cash will be refunded via BSP settlement.
  - Commission will be recalled in all cases.
- All requests will be reviewed for eligibility and processed in eight to twelve weeks

### ARC process

- Submit the request to TAREfundsandTicketing@westjet.com. ○ **Subject line:** ARC DUP TICKET REFUND (optional: Ticket #/Reservation code).
  - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number. ■ **Include the duplicate ticket for verification and specify which ticket is requested for refund.**
- **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.

*Note: All requests received outside of our refund policies and terms and conditions will not be actioned.*

## Refund policy - Special circumstances Process for special circumstance refunds

Channel	Payment type	Action
ARC Agency	Payment cards and cash	Email WestJet for waiver code
BSP Agency	Payment cards and cash	Submit refund application in BSPlink refund application
WestJet Agent	Payment cards	BSPlink Contact WestJet for processing

### Terms and conditions – Jury duty

- Applies to all origin/destinations and can be submitted at any time.
- Refund request can be submitted even if the ticket was not impacted by COVID-19.
- Applies to tickets that are impacted by a guest being called for jury duty.

- Redacted copies of the summons will be accepted if the guest's name, address and date of jury duty are visible.
- Request must be submitted prior to travel.

#### **BSP process**

- Submit the refund application in BSPlink. Include redacted copies of the summons.
- 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.
  - Cash will be refunded via BSP settlement.
  - Commission will be recalled in all cases.
- All requests will be reviewed for eligibility and processed in eight to twelve weeks

#### **ARC process**

- Submit the request to TAREfundsandTicketing@westjet.com. ○ **Subject line:** ARC JURY DUTY REFUND (optional: Ticket #/Reservation code).
- **Details to include:** Ticket number(s), guest name, IATA number, agency phone number. ▪ Include redacted copies of the summons.
- **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.

*Note: All requests received outside of our refund policies and terms and conditions will not be actioned.*

#### **Terms and conditions – Death of traveller or family member**

- Applies to all origin/destinations and can be submitted at any time.
- Refund request can be submitted even if the ticket was not impacted by COVID-19.
- Applies to tickets that are impacted by the death of the guest travelling (including those travelling on the same reservation) or the death of an immediate family member.
- A copy of the death certificate is required.
- In the event of the death of an immediate family member, proof of relationship is required.

#### **BSP process**

- Submit the refund application in BSPlink. ○ Include the death certification and proof of relation of immediate family member (if applicable).
- 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.
  - Cash will be refunded via BSP settlement.
  - Commission will be recalled in all cases.
- All requests will be reviewed for eligibility and processed in eight to twelve weeks

#### **ARC process**

- Submit the request to TAREfundsandTicketing@westjet.com. ○ **Subject line:** ARC BERV REFUND (optional: Ticket #/Reservation code).
- **Details to include:** Ticket number(s), guest name, IATA number, agency phone number. ▪ Include the death certification and proof of relation of immediate family member (if applicable).
- **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.

## Refund policy - Negative taxes

### Process for negative tax refunds

Channel	Payment type	Action	Contact details
BSP CA Agency	Payment cards and cash	Submit refund application in BSPlink	BSPlink refund application

### Negative taxes

In the event of negative taxes, the following options are available for the travel agent:

1. Issue a new ticket in the same class of service and refund the original ticket.
2. Negative taxes are forfeit.

If a refund is preferred, refer to the terms and conditions below to submit the original ticket for refund.

### Terms and conditions

- Applies to all origin/destinations and can be submitted at any time.
- Refund request can be submitted even if the ticket was not impacted by COVID-19.
- Applies to tickets where the same guest name(s) or same corporation have rebooked.
- New ticket must be issued prior to applying for a refund of the original ticket.
- New ticket must be rebooked in the same class of service as original ticket (or higher class).
- Submit the ticket that is to be refunded and provide the new ticket for reference only.

### BSP Canada process

- Submit the refund application in BSPlink for the ticket being refunded. Include the new ticket in the comments/reason or as an attachment.
- 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.
  - Cash will be refunded via BSP settlement.
  - Commission will be recalled in all cases.
- All requests will be reviewed for eligibility and processed in eight to twelve weeks.

## 24-hour refund policy 24-hour refund policy

Cancel	System	Payment type	Action	Contact details
Same calendar day*	ARC/BSP	Payment cards and cash	VOID ticket	Agency to handle in their GDS
Next calendar day*	ARC	Payment cards and cash	VOID ticket	Agency to handle in their GDS
Next calendar day*	BSP	Payment cards and cash	Submit refund application in BSPlink	BSPlink refund application
Same/next calendar day*	WestJet Agent	Payment cards	Contact WestJet for processing	

\*ARC agencies can continue to VOID within the 24-hour time frame. There is no need to contact WestJet.

### Terms and conditions (ARC/BSP)

- All flights must be cancelled from your system within 24 hours to qualify for refunds.
- Flight segment(s) must be cancelled within 24 hours of reservation creation.
- Applies to all fares and class of service.
- BSP users:
  - If the request is submitted to BSPlink outside 7 days, include the reservation screen shots showing the cancellation of the flight(s) occurred within 24 hours of reservation creation.
  - Submissions with incorrect document values or detail will be rejected and must be resubmitted.
  - Terms and conditions must be followed, or the request will be rejected.

*Note: Requests received outside of our refund policies and terms and conditions will not be actioned.*