

Let me take this opportunity to thank you for your patience during this most difficult period for our industry. As you are aware WestJet has now closed BSP for refund applications in preparation for self-serve refunding via your GDS. Unlike other airlines in Canada we have not received government assistance in the form of a cash loan to process guest's refunds. This next step is purely a business decision taken by our airline in order to support our trade partners on the road to recovery out of this pandemic.

The steps to follow to process your refunds are:

- Each ticket requires a waiver code when processing in the GDS. (7 tickets in one PNR, you need 7 waiver codes)
- Failure to include a waiver code will result in a £200 ADM with NO EXCEPTIONS
 - Waiver codes can be bulk requested. Meaning you can send a complete list of tickets that you require a refund for and we will process all of the waiver codes and send them back to you.
- If a portion of the ticket was cancelled by WestJet and the agency did not cancel the remainder of the ticket and it no showed, this is not eligible for refund.
 - Example: LGW-YYZ-YYC
 - portion cancelled: LGW-YYZ
 - the YYZ-YYC was still active and the travel agent failed to cancel down this sector- no refund.
 - However If they cancelled that segment it would be eligible for refund.
- Waiver codes can be requested now and the GDS will be active for refunds as of Aug 9.
- Unlike other carriers, there **IS NO DEADLINE** to process these refunds
- WestJet 838 tickets for travel on/after Feb 1, 2020 are included in the eligibility list

To summarise, if WestJet adjusts or changes your clients' scheduled flight for one or more of the following you can apply for a waiver code. All fares classes, all 838 ticket types:

- ✓ Journey was schedule changed **more than 90 minutes** from the original departure/arrival. SC of between 1-90 minute are excluded.
- ✓ Change in routing where one or more stops was added.
- ✓ Journey where at least one flight segment(s) cancelled by WestJet (UN, UC or NO) with no flight replacement (TK) as a result of COVID-19.

The only place to obtain a waiver code is Please instruct your teams not to call or email any other department either here or in Canada. Unless they have a question then contact

I have attached a list of bookings eligible for a waiver code. Please submit these bookings to for your waiver codes. This list is not exhaustive so if you have more bookings that meet 1 of the 3 criteria you may apply for a waiver code. I have also attached the policy in full for your attention.

Remember if you submit a ticket for refund without obtaining a waiver code you will be issued with an ADM of £200 plus admin. as always if you have any questions please let me know .