

Good evening all

In November WestJet announced a change to the current covid refund policy with the key policy change for all tickets issued on and beyond 1st January 2022, they will revert to our 13 month expiry date. You can find this in the Travel Agents Resource site <https://www.westjettravelagents.com/ticket-validity-and-travel-credits/>

The policy (as of today) states to avoid penalties and to use the COVID2020 waiver, existing tickets should be exchanged by 31DEC21. Tickets may still be valid after that date, but they would be exchanged with penalty.

Yesterday I had a call with the airline and advised them to extend the covid waiver code "COVID2020" beyond this December 31st expiry date. They assured me they would take your feedback and discuss internally. So as it stands now the waiver code will not be extended beyond this date.

As a rule of thumb

Ticket date: On/after March 3, 2020

Ticketed date	Travel date	Change/cancellation date
NEW: On or after March 3, 2020 until December 31, 2021	All travel dates	Up to 24 hours* before depart

**Difference in fare may apply.*

**Includes one free name change.*

**Applicable on all fare bundles including Basic.*

**For changes/cancellations between 24-2 hours prior to departure: Standard guidelines apply except in the case of refundable fares.*

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

***In the case of refunds refer to refund policy for more details.*

**Waiver code is valid for use to waive penalty fees if the exchange is completed on/before December 31, 2021 following the conditions above.*

To recap, as long as the ticket is issued on or before 31 DEC21, it will have a two year validity. The key points to remember is the COVID2020 waiver expires on 31DEC21 and cancellations must have occurred more than 24 hours prior to departure. (Anything cancelled inside 24 hours are subject to change fees).

If the ticket is exchanged prior to 31DEC21, and if the flight was cancelled 24 hours or more prior to departure, no change fees. After 31st December they can be exchanged but with penalties.

I will chase the airline again next week to see if the waiver code will be extended and as soon as I know if this has been approved I will communicate this out.