

## WestJet Updated COVID-19 exception policy

**Please Note:- Don't forget to take followup with us if not received a response with in 48hrs and For any urgent queries please give us a call directly for instant action**

**Important Information:** We would like to inform you that We have implemented an “**Case Support**” system in which your company can track a query with a case number. Please go to “<https://support.brightsun.co.in>” and raise the request.

**Important Information: COVID-19 testing:** All passengers travelling must have a negative COVID-19 PCR test certificate to be accepted on the flight. The certificate must be for a polymerase chain reaction (PCR) swab test. Bring a printed certificate with you. It must be an official certificate - SMS confirmation messages are not accepted.

**Important Information: Travel documents:** The travel regulations in each destination are changing frequently. It is passenger's responsibility to check the information before travel. Customers are required to come to the airport with the appropriate travel documents for their destination.

**Disclaimer:** Any quotations for air fares, hotels, and cars and any reissue or date changes and cancellations are valid only till 23:45 GMT on the day they are given out. Some Airlines like Etihad have a 30 days deadline to confirm the schedule change after which its chargeable. So please take urgent action on schedule change cases.