

# WestJet COVID-19 air change policy

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Updated January 25, 2022

In this guide, you will find details on the WestJet AIR COVID-19 change policy. To prevent unwanted agency debit memos, please follow the terms and conditions when making a change.

## This policy applies to:

- WestJet 838 tickets
- For tickets issued up to February 28, 2022
- Applies to all fares and classes of service
- Active reservations or,
- Unused and partially used open status tickets (Travel Credits)

## High-level Review

### Tickets issued on/before December 31, 2021

Brand/Fare Family	Change permitted	Penalty Waived	Free change penalty until	Waiver Code
Basic (E)	Yes	Yes	Ticket validity expiry	COVID2020
Econo (L, K, T, X, S, N, Q, H)	Yes	Yes	Ticket validity expiry	COVID2020
EconoFlex (M,B,Y)	Yes	Yes	Ticket validity expiry	COVID2020
Premium/PremiumFlex (W,O,R)	Yes	Yes	Ticket validity expiry	COVID2020
Business/BusinessFlex (J,D,C)	Yes	Yes	Ticket validity expiry	COVID2020

### Tickets issued on/after January 01, 2022, until February 28, 2022

Brand/Fare Family	Change permitted	Penalty Waived	Free change penalty until	Waiver Code
Basic (E)	Yes	Yes	December 31, 2022	2022COV01
Econo (L, K, T, X, S, N, Q, H)	Yes	Yes	December 31, 2022	2022COV01

<b>EconoFlex (M,B,Y)</b>	Yes	Yes	December 31, 2022	2022COV01
<b>Premium/PremiumFlex (W,O,R)</b>	Yes	Yes	December 31, 2022	2022COV01
<b>Business/BusinessFlex (J,D,C)</b>	Yes	Yes	December 31, 2022	2022COV01

## Content

### General Terms and conditions

#### BSP/ARC Process for tickets issued on/before December 31, 2021

#### BSP/ARC Process for tickets issued between January 01 to February 28, 2022

### Frequently asked questions

## General Terms and conditions

- Ticket must be issued on WestJet ticket stock (838)
- Applies to all fares and classes of service
- One free name change is permitted
  - If you have made a change to the name from a previous exchange and are processing a second name change, regular penalty fee applies
- If you are changing to a higher fare, the difference in fare will apply
- If you are changing to a lower fare, any residual is forfeit per standard fare rules
- Waiver code must be entered into the **endorsement field** at the time of the exchange

**IMPORTANT: Terms and conditions must be followed, or the exchange will be subject to an Agency Debit Memo (ADM) for the full value of the ticket and an ADMIN fee up to 200.00 local currency per ticket.**

NOTE: If the penalty fee is automatically waived in your GDS as part of automated exchanges, a waiver code is not required. If you are prompted for a penalty fee and all conditions are met, you can zero out the penalty amount and enter the waiver code into the endorsement field.

### **BSP/ARC Process for tickets issued on/before December 31, 2021**

<b>Ticketed date</b>	<b>Travel date</b>	<b>Change date</b>	<b>Change/Penalty fee</b>	<b>Waiver code</b>
On/before December 31, 2021	Anytime	Up to 2 hours before departure	\$0	<b>COVID2020</b>

- **Ticket must be issued on or before December 31, 2021**
- Changes are permitted up to 2 hours before departure if you have an active reservation
  - Changes completed within 2 hours before departure will be a forfeit of funds
- Changes are permitted anytime for open status tickets that were previously cancelled prior to flight departure
- Penalty fee can be waived through to the end of the ticket validity
- Complete the changes in your GDS and enter the **waiver code COVID2020** into the endorsement field.

## **BSP/ARC Process for tickets issued between January 01 to February 28, 2022**

<b>Ticketed date</b>	<b>Travel date</b>	<b>Change date</b>	<b>Change/Penalty fee</b>	<b>Waiver code</b>
On or after January 01 to February 28, 2022	Anytime	Up to 24 hours before departure	\$0	<b>2022COV01</b>

- **Ticket must be issued between January 01, 2022 to February 28, 2022**
- Changes are permitted up to 24 hours before departure if you have an active reservation
  - Changes completed within 24 hours before departure will follow standard fare rules
  - Changes completed within 2 hours before departure will be a forfeit of funds
- Changes are permitted anytime for open status tickets that are cancelled prior to flight departure
- **Penalty fee can be waived through to December 31, 2022**
  - **Changes completed after December 31, 2022, standard fare rules will apply**
- Complete the changes in your GDS and enter the **waiver code 2022COV01** into the endorsement field.

## **Frequently asked questions**

### **Q: What happens if I exchange my client's ticket after December 31, 2021?**

*A: If your ticket was issued prior to December 31, 2021, you can waive the penalty using the COVID2020 waiver code. If your ticket was issued between January 01 to February 28, 2022, you have until December 31, 2022, to reissue without a penalty fee using **waiver code 2022COV01**. Standard change penalty will apply for changes after that date.*

### **Q: With the ATPCO changes that allow for the carrier to override the original penalty, do I still need to enter the waiver code?**

*A: If your automated exchange process waives the penalty, a waiver code is not required. If your automated exchange process does not waive the penalty, zero out the penalty amount and enter the applicable waiver code into the endorsement field.*

### **Q: What happens if a penalty fee is still displaying when I process the exchange?**

*A: If a penalty fee is displayed, first verify that the conditions of your exchange meet our terms and conditions. If they do, enter the applicable waiver code in the endorsement field.*

**Q: My client has a ticket that was originally issued in 2019 for a flight in April 2020, can I waive the penalty if I make the change in February 2022?**

*A: Yes, if your ticket was issued on/before December 31, 2021, and the terms and conditions are met, you can waive the penalty fee, provided the ticket validity has not ended – meaning the ticket has not expired.*