

Morning all

Below I have outlined the instructions for you to share with your teams on how to manage the latest WS schedule change to avoid fees and ADMs

Thank you again for your patience while we worked on this.

Steps to follow for WS schedule change March 2022:

If your booking is un-ticketed at the time of the schedule change, when you are ready to issue:

1. If schedule change is accepted as is:
 - Issue against the original stored fare and use the waiver code SKCHG. If a passenger accepts the schedule change, you will issue the ticket with the historic stored fare, manually adjusting the UB tax to match the saved historic amount. Using the correct endorsement waiver code SKCHG to avoid ADM
2. If schedule change is not accepted and:
 - the passenger would like to travel on the next direct flight from LGW, you will issue the ticket with the historic stored fare. This travel is permitted within 24 hours or next scheduled departure. Using endorsement waiver code SKCHG to avoid ADM
 - the passenger would prefer to travel on the same day only indirect, you will issue the ticket with the historic stored fare, again no tax or fare difference to be collected. This is permitted with the correct waiver code SKCHG

If your booking has already been Issued at time if schedule change:

1. If the passenger accepts the schedule change, you should reissue the ticket with the correct waiver code SKCHG in the endorsement field with no fare or tax difference to be collected.
2. If the passenger does not accept and would like to travel on another date they have **72 (increased from 48)** hours from the original date of travel. Passengers can select indirect or direct and there is no fare or tax difference. Use the waiver code SKCHG in the endorsement field.
3. If they wish to have a credit they can do however fare and tax difference to be collected when new booking is created.

NOTES:

1. For Basic (E), Econo (L, K, T, X, S, N, Q, H), EconoFlex (M,B,Y), if the original class of service is not available, rebook at the next highest fare class up to and including Y class
2. For Premium (R, O), PremiumFlex (W), if the original class of service is not available, rebook at the next highest fare class up to and including W class.
3. For Business (D, C), BusinessFlex (J), if the original class of service is not available, rebook at the next highest fare class up to and including J class.

4. If a seat is not available in the same cabin, you will need to select a different flight.
5. If you fail to use the waiver code SKCHG in the endorsement you will receive an ADM for each booking.

Refunds:

- For refund to original form of payment and refund waiver code follow this link <https://www.westjettravelagents.com/gds-schedule-change/#post-308076- Refunds>
- Terms and conditions must be followed, or the refund will be subject to Agency Debit Memo (ADM) for the full value of the ticket and an ADMIN fee up to 200.00 local currency per ticket