

## Refund policy

Due to the ever-changing COVID-19 situation, we are now able to offer the option for a refund to original form of payment for guests who had a journey that included a United States **or** United Kingdom flight segment that was cancelled by WestJet (UN, UC or NO) due to our temporary route suspensions.

You and your client have the option of retaining the full ticket value up to 24 months for a future flight or refunding to original form of payment. If your client prefers a refund to original form of payment, please follow the process below.

Note: If your client chose to voluntarily cancel their booking, they are not eligible for a refund to original form of payment unless they purchased a PremiumFlex (W) or BusinessFlex (J) fare.

If your client purchased a refundable J or W class of service, these fares can also be refunded to original form of payment. If your client has a wholly domestic, European, Caribbean/Mexico journey and prefers a refund to original form of payment, we will provide further information at a later date.

**IMPORTANT: Please review in detail the criteria for which you can submit a request for refund. Requests for refunds received outside these guidelines will be rejected.**

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## BSP refund process

For United States or United Kingdom refund requests, please follow the submission calendar below.

**IMPORTANT:** If your submission is received outside of these ranges, it will be rejected and you will need to resubmit at the appropriate time.

Flight date	PNR in UN, UC or NO status	Date you can <u>begin</u> submitting your request	Estimated date refund will be completed
March 1-31, 2020	Yes	June 1, 2020	4-6 weeks
April 1-15, 2020	Yes	June 16, 2020	4-6 weeks
April 16-30, 2020	Yes	July 1, 2020	4-6 weeks
May 1-15, 2020	Yes	July 16, 2020	4-6 weeks
May 16-31, 2020	Yes	August 1, 2020	4-6 weeks
June 1-15, 2020	Yes	August 16, 2020	4-6 weeks
June 16-30, 2020	Yes	September 1, 2020	4-6 weeks

### Terms and conditions for United States or United Kingdom journeys

- Ticket must contain at least one United States or United Kingdom origin or destination city.
- The flight segment(s) must have been cancelled by WestJet (UN, UC or NO) as a result of COVID-19.
- Applies to all fares and class of service.
- Calendar submission dates must be followed, or the request will be rejected.
- Submissions with incorrect values or detail will be rejected and must be resubmitted.

### Terms and conditions for PremiumFlex (W class of service) or BusinessFlex (J class of service)

- Applies for all origin/destinations and can be submitted at any time.
- Refund request can be submitted even if the ticket was not impacted by COVID-19.
- In the case of tickets with combined fares, only the J and W fares/coupons are eligible for refunds as per standard fare rules. If the ticket includes a United States or United Kingdom origin or destination, the full ticket can be requested for refund.

### BSP process

- Submit the refund application in BSPLink.
- WestJet will review the request and either approve the refund to original form of payment or reject the refund request. If the request is approved:
  - The payment card will be refunded.
  - Cash will be refunded via BSP settlement.
  - Commission will be recalled in all cases.
- All requests will be reviewed for eligibility and processed in four to six weeks.

*Note: Requests received outside of these conditions will not be actioned.*



## ARC refund process

### Terms and conditions for United States or United Kingdom journeys

- At this time, we are actively working through the options for ARC refunds for guests who had a journey with a United States or United Kingdom origin or destination city.
- Please **do not** email requests for refunds until we can provide a solution.
- We will provide an update as soon as possible on where to submit these requests.

### Terms and conditions for PremiumFlex (W class of service) or BusinessFlex (J class of service)

Process for PremiumFlex (W) or BusinessFlex (J) refunds			
Channel	Payment type	Action	Contact details
ARC Agency	Payment cards	Email Westjet to process refund	<a href="mailto:Agencysalessupport@westjet.com">Agencysalessupport@westjet.com</a>
	Cash	Email Westjet to process ACM	<a href="mailto:TAPaymentsservices@westjet.com">TAPaymentsservices@westjet.com</a>
BSP Agency	Payment cards and cash	Submit refund application in BSPlink	BSPlink refund application
Westjet Agent	Payment cards	Contact Westjet for processing	Travel Support Team 1-877-664-3205

NOTE: This is a temporary process in place as a result of COVID-19.

### ARC Agency

For PremiumFlex (W class of service) or BusinessFlex (J class of service):

- For tickets with combined fares, only J and W fares/coupons are eligible for refunds as per standard fare rules.
- Please email your request to Westjet and include the following subject line and details:
  - Subject line: J/W REFUND REQUEST
  - Details to include: Ticket number(s), guest name, IATA number, agency phone number.
  - DO NOT INCLUDE: Payment card numbers. We will contact you for this as required.
- For payment cards:
  - If the ticket was paid with a payment card such as Visa or Mastercard, please send your refund request to [agencysalessupport@westjet.com](mailto:agencysalessupport@westjet.com).
  - If applicable, the refund will be processed to the original payment card.
- For cash payments:
  - If the ticket was originally settled via ARC with cash, cheque, etc., please send your refund request to [TAPaymentsservices@westjet.com](mailto:TAPaymentsservices@westjet.com).
  - If applicable, the refund will be in the form of an Agency Credit Memo (ACM).
- All requests will be reviewed for eligibility and processed in four to six weeks.
- Westjet will reply once your request has been reviewed and advise of any action taken.

*Note: Other class of service or fare types received outside of these conditions will not be actioned.*



## Frequently asked questions

**Q: Why can't I submit a refund request for tickets issued via ARC that contain a United States or United Kingdom origin or destination?**

A: We are actively working on solutions for ARC-issued tickets. Your refund request can be submitted at a future date and we will advise as soon as this is available. We appreciate your patience as we work through these options.

**Q: What happens if my client purchased a pre-reserved seat?**

A: If you have issued a pre-reserved seat EMD from you GDS, we are still working through options for how to refund. If you purchased a pre-reserved seat from westjet.com or via the Travel Support Team, please call to have your United States or United Kingdom seat fee refunded.

**Q: Why am I not able to refund my client's ticket in the GDS?**

A: Due to refund restrictions, the ability to self-refund is restricted. Please follow the refund process as outlined above.

**Q: If my client booked a BusinessFlex or PremiumFlex fare combined with a non-refundable fare, how will the refund be processed?**

A: If your client has a ticket that combines a refundable J or W class service and another non-refundable class of service, only the J or W coupons will be refunded to original form of payment. The remaining coupons will remain in open status for future exchanges. If the ticket includes a United States or United Kingdom origin or destination, the full ticket can be requested for refund.

**Q: Will there be a penalty fee for refunding?**

A: For tickets that have been impacted by COVID-19 and include a United States or United Kingdom origin or destination, the full ticket can be requested for a full refund without a penalty. For refundable J and W fares, the penalty will be charged based on the fare rules. If a penalty fee is applicable, it will be deducted from the full amount of the fare/tax refund. If no penalty fee is applicable, the full amount of the fare/taxes will be refunded.

**Q: Will the refund include taxes?**

A: If the taxes are refundable as per standard tax rules, they will be included with the refund.