

## Refund policy - United States journeys

Due to the ever-changing COVID-19 situation, we are able to offer the option for a refund to original form of payment for guests who had a journey that included a United States 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 has a wholly Canadian 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 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
July 1-15, 2020	Yes	September 16, 2020	4-6 weeks
July 16-31, 2020	Yes	October 1, 2020	4-6 weeks
August 1-4, 2020	Yes	October 16, 2020	4-6 weeks

### Terms and conditions

- Ticket must contain at least one United States origin or destination city.
- The flight segment(s) must have been cancelled by WestJet (UN, UC or NO) with no flight replacement (TK) 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.

### 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 be rejected.



## ARC refund process

### Terms and conditions

- At this time, we are actively working through the options for ARC refunds for guests who had a journey with a United States 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.

## WestJet Agent refund process

To process a United States refund request, please call the Travel Support Team (TST) at 1-877-664-3205. Please ensure you follow the submission calendar below.

IMPORTANT: If you call the TST for a submission outside of these ranges, it will not be processed, and you will need to call back at the appropriate time.

Flight date	PNR in UN, UC or NO status	First date you can <u>call TST</u> to submit your request
March 1-31, 2020	Yes	June 1, 2020
April 1-15, 2020	Yes	June 16, 2020
April 16-30, 2020	Yes	July 1, 2020
May 1-15, 2020	Yes	July 16, 2020
May 16-31, 2020	Yes	August 1, 2020
June 1-15, 2020	Yes	August 16, 2020
June 16-30, 2020	Yes	September 1, 2020
July 1-15, 2020	Yes	September 16, 2020
July 16-31, 2020	Yes	October 1, 2020
August 1-4, 2020	Yes	October 16, 2020

## WestJet Groups air refunds

If your client is eligible for a refund on their Groups air booking where the original journey was travelling to the United States, you will be contacted via email.



## Frequently asked questions

**Q: Why can't I submit a refund request for tickets issued via ARC that contain a United States 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 your 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 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: Will there be a penalty fee for refunding?**

A: For tickets that have been impacted by COVID-19 and include a United States origin or destination, the full ticket can be requested for a full refund without a penalty.

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

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