

Refund policy - European Union 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 an European Union 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 has a wholly Canadian domestic or 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.

BSP/ARC REFUND PROCESS	2
TERMS AND CONDITIONS (ARC/BSP)	2
BSP PROCESS.....	2
ARC PROCESS	2
WESTJET AGENT REFUND PROCESS	3
WESTJET GROUPS AIR REFUNDS	3
FREQUENTLY ASKED QUESTIONS	3

BSP/ARC refund process

The following applies for European Union refund requests.

IMPORTANT: If your submission is received outside of the terms and conditions, it will be rejected.

Flight date	PNR in UN, UC or NO status	Date you can submit your request	Estimated date refund will be completed
March 1 – October 31, 2020	Yes	Any date	2-4 weeks

Terms and conditions (ARC/BSP)

- Ticket must contain at least one European Union 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.
- Submissions with incorrect document values or detail will be rejected and must be resubmitted.
- Terms and conditions must be followed, or the request will be rejected.

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

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 two to four weeks.

ARC process

- Submit the request to TARefundsandTicketing@westjet.com.
 - **Subject line:** ARC REFUND REQUEST (optional: Ticket #/Reservation code).
 - **Details to include:** Ticket number(s), guest name, IATA number, agency phone number.
 - Multiple tickets can be included a single email.
 - **DO NOT INCLUDE:** Payment card numbers

NOTE: Waiver codes will only be provided via email requests.

- **Westjet must review** the request and either approve the refund to original form of payment or reject the refund request.
- If the request is approved a specific ARC waiver code and instructions will be provided on how to process the refund.
- Tickets that are not eligible and have not received an ARC waiver code are subject to future agency debit memo (ADM) if refunds are processed without pre-authorization.



WestJet Agent refund process

To process an European Union refund request, please call the Travel Support Team (TST) at 1-877-664-3205.

Flight date	PNR in UN, UC or NO status	First date you can call TST to submit your request
March 1 – October 31, 2020	Yes	Any date

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 European Union, you will be contacted via email.

Frequently asked questions

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 European Union 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 an European Union 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.

