

Private refundable fare policy

Due to the ever-changing COVID-19 situation, we are now offering refunds for refundable fares as per standard fare rules.

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 processes outlined below.

Note: If your client is inquiring about refunds related to a cancelled flight as a result of COVID-19, visit our [refund resource page](#) on the travel agent resource site for more information.

BSP submissions

Process for refundable fare refunds			
Channel	Payment type	Action	Contact details
BSP Agency	Payment cards and cash	Submit refund application in BSPlink	BSPlink refund application

Terms and conditions

- Applies to 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.
- **Penalty fees will apply for refund requests as per standard fare rules.**
- **If the refund application is submitted without penalty fees (where applicable), the request will be rejected.**
- **Applicable Ticket Designator and Tour Code as per standard private fare issuance must be present on the ticket.**
- If your client's flight was cancelled by Westjet (UN, UC or NO) and no replacement flight was provided (TK), you can follow our regular COVID-19 air refund policy.

BSP process

- Submit the refund application in BSPlink.
- **Include reason: Private refundable fare.**
- **Include the Tour code/Car Code and applicable ticket designator.**
- 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, if applicable, will be recalled in all cases.
- All requests will be reviewed for eligibility and processed in eight to twelve weeks.

Note: All requests received outside of our refund policies and terms and conditions will not be actioned.

ARC submissions

Process for refundable fare refunds			
Channel	Payment type	Action	Contact details
ARC Agency	Payment cards and cash	Email WestJet for waiver code	TARefundsandTicketing@westjet.com

Terms and conditions

- Applies to 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.
- **Penalty fees will apply for refund requests as per standard fare rules.**
- **If submissions or tickets are processed without penalty fees (where applicable), an agency debit memo (ADM) will be issued.**
- **Applicable Ticket Designator and Tour Code as per standard private fare issuance must be present on the ticket.**
- If your client's flight was cancelled by WestJet (UN, UC or NO) and no replacement flight was provided (TK), you can follow our regular COVID-19 air refund policy.

ARC process

- Submit the request to TARefundsandTicketing@westjet.com.
 - **Subject line: PV refundable fare (optional: Ticket number/reservation code).**
 - **Details to include: Ticket number(s), guest name, IATA number, agency phone number and applicable Ticket Designator and Tour Code.**
 - 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 less applicable penalty 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, have not been submitted with the applicable penalty fee and have not received an ARC waiver code are subject to future agency debit memo (ADM) if refunds are processed without pre-authorization.

Note: All requests received outside of our refund policies and terms and conditions will not be actioned.