

# WestJet Refund Policy

UPDATE SEP 2, 2021



WestJet AIR refund policy applies to WestJet-initiated schedule changes. They have given TravelBrands a list of tickets that qualify for a refund. All these tickets will be **automatically** processed by September 14th, 2021. There is no need to call or send an email. Your invoice(s) will also be updated within that time frame.

WestJet/TravelBrands will not recall at-source commission for eligible refunds processed on or after July 13, 2021, until further notice.

## This policy applies to:

- WestJet 838 tickets for travel on/after February 1, 2020
- All WestJet flights, including WestJet Encore
- Unused and partially used open status tickets (Travel Credits)

## Eligibility Criteria:

Changes on WestJet flight for one or more of the following:

- Journey was schedule changed more than 90 minutes from the original departure/arrival.
- Change in routing where one or more stops was added.
- Journey where at least one flight segment(s) cancelled by WestJet (UN, UC or NO) with no flight replacement (TK) as a result of COVID-19.



Find us on   
Your TravelBrands BDM



Access Bookings: [TravelBrandsAccess.com](https://TravelBrandsAccess.com)  
OR CALL: 1-844-5-TBRAND (827263)



# WestJet Refund Policy

UPDATE SEP 2, 2021



## Frequently Asked Questions

- Q** Travel agent added a service fee / markup on a published fare that was a separate charge made by Intair. Will this be protected?
- A** No. The internal charge that Intair did for your service fee is not protected and will not be refunded to your client. Example: If a total commission of \$100 was issued to your agency and \$40 of this amount was charged by Intair as a service fee that means that the commission amount that is being protected is \$60.
- Q** What is the refund policy for tickets issued after July 13, 2021?
- A** At this time, our refund policy applies to tickets that have a flight date on/after February 01, 2020. If refund policy changes in future, we will provide an updated communication.

### Travel Credits

- Q** My client's travel credit was transferred to another person, are they entitled to a refund?
- A** Travel credits can only be refunded to the original form of payment. For this reason, travel credits that were transferred to another individual will not be refunded.

### Eligibility

- Q** Will there be a penalty fee for refunding?
- A** No, tickets can be refunded in full.
- Q** What is the final date I can submit a refund?
- A** You do not have to request/submit a refund. All eligible tickets will be refunded automatically by September 14, 2021.
- Q** What if my agency booked through a consolidator or secondary agency, can we request the refund/waiver code directly with WestJet?
- A** No, refund/waiver requests must be submitted or processed by the ticketing agency only. Any requests received by a third-party agency will not be actioned.
- Q** Can we refund the taxes on the ticket including YQ?
- A** If the taxes are refundable as per standard tax rules, they can be refunded in addition to the fare and YQ charges.  
*Note the following taxes are non-refundable: B and DO for Punta Cana (PUJ) and Puerto Plata (POP), Samana (AZS), La Romana (LRM)*

- Q** My client processed a refund claim through insurance, are they eligible for a refund?

**A** No, any tickets claimed through insurance are not eligible for a refund.

- Q** My 838 ticket includes codeshare or interline flights on the ticket, is it still eligible for a refund?

**A** Yes, the 838 ticket will be eligible for refund provided the ticket qualifies under our terms and conditions for any un-used portion regardless if there are OA coupons.

- Q** I originally exchanged my clients travel credit for a lower fare and residual was forfeit, am I able to get a refund for that residual balance?

**A** No, any residual balance from a previous exchange is forfeit per ticket fare rules.

### Commission

- Q** Is WestJet recalling at-source commission on refunded tickets?

**A** No, at-source commission will not be recalled for eligible refunds processed on/after July 13, 2021, until further notice. This applies to tickets that include a flight date on/after February 01, 2020, and qualifies under our terms and conditions.

- Q** What about previous tickets already refunded that had the at-source commission recalled?

**A** We will not be retroactively returning at-source commission on already refunded tickets. Anything processed before July 13, 2021 will have followed our previous policy and commission recall is applicable.

- Q** Will at-source commission be recalled if I refund a ticket with a flight date before February 01, 2020?

**A** Yes, tickets that do not contain at least one flight date on/after February 01, 2020, follow regular fare rules and at-source commission recall applies. And, you will have to send a refund request for these at [refunds@travelbrands.com](mailto:refunds@travelbrands.com). They won't be refunded automatically.

### Payment Cards

- Q** What if there is an issue with my client's payment card or original form of payment?

**A** Refunds will be processed to the original form of payment. If the payment card has now expired, once the refund has been issued your client may need to contact their banking institution to have the funds transferred. This applies to a card that has been compromised, lost, stolen, account closed, the card holder is deceased, etc.

- Q** What if my client submitted a chargeback?

**A** A refund will not be offered if a chargeback has been submitted or is pending.

- Q** What if my client submitted a charge back and we processed the refund in the GDS at the same time?

**A** If both a chargeback and a refund are processed, an Agency Debit Memo (ADM) will be sent to the agency.

- Q** If my client submitted a chargeback, will my commission still be protected?

**A** In the case of chargebacks, commission will be recalled in full.