

WestJet Vacations refund process

October 31, 2020

Due to the ever-changing COVID-19 situation, we are able to offer the option for a refund to original form of payment for WestJet Vacations guests who meet the eligibility requirements.

You and your client have the option of retaining their travel credit in the form of WestJet dollars for use on a future WestJet Vacations package or receiving a refund to original form of payment.

If your clients choose to keep the value of their package in WestJet dollars, they will receive a bonus of 100 WestJet dollars per person, valid for 12 months from date of set up (*terms and conditions apply*). To earn the bonus, your clients must make this selection by November 30, 2020.

More information on WestJet Vacations Groups will be provided the week of November 9, 2020.

Refund process

Refund terms and conditions

Eligibility requirements:

- Packages (including land-only) cancelled between March 10 and April 24, 2020.
- Cancellation must have been completed greater than 45 days prior to departure.
- Package or land-only price must have been a minimum of \$1000.
- A minimum of \$1000 was paid toward a package or land-only price by credit card or cash.

Not eligible:

- Deposit only bookings.
- Service fees and penalties already paid.
- Chargebacks submitted through your client's bank.
- Successful travel insurance claims.

If your client meets the eligibility criteria to receive a refund to original form of payment, you will be proactively contacted via email. You will be provided the option of selecting a refund to original form of payment or accepting the bonus offer of 100 WestJet dollars.

If you are selecting a refund to original form of payment, you will need to provide the WestJet Rewards ID(s) where the package funds were placed on the initial cancellation request. Please ensure you fill out all relevant fields within the form. Once the request has been processed you will receive a notification that your original form of payment was credited. Due to increased volume, processing time will vary.

Bonus offer process

Bonus offer terms and conditions

Eligibility requirements:

- Packages (including land-only) cancelled between March 10 and April 24, 2020.
- Cancellation must have been completed greater than 45 days prior to departure.
- Package or land-only price must have been a minimum of \$1000.
- A minimum of \$1000 was paid toward a package or land-only price by credit card or cash.
- To earn the bonus, your clients must make this selection by November 30, 2020.

Not eligible:

- Deposit only bookings.
- Chargebacks submitted through your client's bank.
- Successful travel insurance claims.

If your client meets the eligibility criteria to receive the WestJet Dollar bonus offer, you will be proactively contacted via email.

You will be provided the option of selecting a refund to original form of payment or accepting the bonus offer of 100 WestJet dollars. If your client chooses to retain their travel credit (in WestJet dollars), an additional bonus of 100 WestJet dollars will be deposited to their account.

Once the request has been processed you will receive a notification when the WestJet dollars have been deposited. Due to increased volume, processing time will vary.

Note: If selecting the bonus WestJet dollars and only one WestJet Rewards ID is provided, the full bonus amount eligible on the booking will be placed into that single account.

Frequently asked questions

Q: How will I know if my client's booking is eligible for a refund to original form of payment?

A: You will receive an email confirming that your client's booking meets the eligible criteria. Your clients can choose to retain the value of the package in WestJet dollars and receive a bonus of 100 WestJet dollars per person or receive a refund to original form of payment.

Q: If my client chooses a refund to original form of payment and paid in full, will their deposit also be refunded?

A: Yes. The full value of your client's booking will be refunded.

Q: If my client chooses to keep the value of their package in WestJet dollars, when will they receive the bonus WestJet dollars?

A: Due to increased volume, processing time will vary.

Q: If my client chooses to keep the value of their package in WestJet dollars and wants to earn the bonus WestJet dollars, when do they need to decide by?

A: To earn the bonus WestJet dollars, your clients must make this selection by November 30, 2020.

Q: What is the expiry date on the bonus WestJet dollars?

A: The bonus WestJet dollars will be valid for one year from issue date and may only be applied to the base fare.

Q: What happens if my client already received WestJet dollars for a cancelled package and redeemed a portion of them?

A: If your client has already used a portion of their WestJet dollars, they are not eligible to receive a refund to original form of payment or the bonus WestJet dollars.

Q: If my client only paid a deposit on their booking and received WestJet dollars when the booking was cancelled, can they get a refund to original form of payment?

A: If your client only paid the deposit on their WestJet Vacations booking, they are not eligible for a refund to original form of payment or the bonus WestJet Dollars.

Q: Will my client be eligible if they had insurance on their WestJet Vacations booking?

A: Any guests that had successful travel insurance claims are not eligible for a refund to original form of payment, bonus WestJet dollars or retaining their travel credit in WestJet dollars. If a guest was denied insurance and is able to provide evidence, they will be eligible, as long as they did not already use their WestJet dollars.

Q: Will at-source commission be recalled if my client chooses a refund to original form of payment?

A: If your clients choose a refund to original form of payment, the at-source commission will be recalled.