

This is the 1<sup>st</sup> affidavit  
of Todd Peterson in this case  
and was made on October 30, 2024

NO. NEW-S-S-254494  
NEW WESTMINSTER REGISTRY

**IN THE SUPREME COURT OF BRITISH COLUMBIA**

BETWEEN:

AIR PASSENGER RIGHTS

PLAINTIFF

AND

WESTJET AIRLINES LTD.

DEFENDANT

**AFFIDAVIT**

I, Todd Peterson, of 21 Aerial Place North East, in the City of Calgary, in the Province of Alberta, AFFIRM THAT:

1. I am the Director, Regulatory Affairs & Accessibility, of WestJet, an Alberta partnership ("WestJet Partnership"). WestJet Airlines Ltd. is a partner in the WestJet Partnership. As such, I have personal knowledge of the facts and matters hereinafter referred to, save and except where stated to be on information and belief, and where so stated I verily believe them to be true.
2. WestJet Partnership and WestJet Airlines Ltd. shall be hereinafter collectively referred to as "WestJet".
3. The Air Passenger Protection Regulations (the "APPR") came into effect in 2019. In certain situations where there are flight delays or cancellations within the control of an airline (referred to as the "carrier"), the APPR obligate carriers to provide hotel accommodations, food and drink in reasonable quantities, and access to a means of communication.

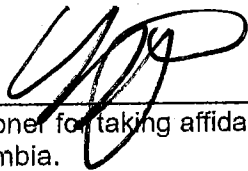
4. The Canadian Transportation Agency (the "Agency") is the principal regulator in Canada that oversees the airline industry in Canada. It acts as an independent regulator and quasi-judicial tribunal that adjudicates passenger complaints and a wide range of other matters governing commercial aviation in Canada. The Agency is also responsible for drafting regulations that govern commercial aviation, and it is the Agency that drafted the APPR.
5. Since the coming into effect of the APPR, the Agency has amended it a number of times. Also since the APPR came into effect, WestJet has been in near constant contact with and has been directly working with the Canadian Transportation Agency to ensure compliance with the APPR. The Agency has been very active in ensuring compliance and has conducted a number of inquiries and investigations, including into potential violations of the APPR and into airline website regulatory compliance. The Agency has also issued administrative monetary penalties to carriers for violations of the *Canada Transportation Act* and the APPR.
6. The *Canada Transportation Act* creates a comprehensive complaints resolution process for passengers to file complaints in writing with the Canadian Transportation Agency if they allege that a carrier failed to apply a condition of carriage applicable to the air service offered that is set out in a tariff. Passengers may seek compensation for expenses incurred as a result of the alleged failure.
7. The Canadian Transportation Agency describes this process as a simplified complaint process that it states is "easy to access, more efficient and uses new systems and technology to deliver faster outcomes to air passengers who submit complaints". Attached hereto and marked as **Exhibit "A"** is a copy of the Canadian Transportation Agency webpage titled "Air Travel complaints resolution process" as of October 29, 2024.
8. WestJet's website contains a webpage regarding the Air Passenger Protection Regulations at <https://www.westjet.com/en-ca/interruptions/canadian-passenger-rights>. The webpage includes a link to WestJet's Tariffs and also to the Canadian Transportation Agency website. Attached hereto and marked as **Exhibit "B"** is a copy of the webpage as of October 29, 2024.

9. In the vast majority of cases where guests experience a delay or cancellation within WestJet's control, WestJet provides guests with food and drink vouchers during the delay and arranges for hotel rooms in the event that guests are delayed overnight.
10. In some cases, even when guests are offered hotel accommodations or food vouchers, guests choose to book their own hotel accommodations, or do not avail themselves of food vouchers that are offered.
11. In my general review of available data, I estimate that in over 95% of cases involving a delay or cancellation within WestJet's control, WestJet is able to arrange hotel accommodations for guests without guests having to incur the cost of a hotel.
12. From August 3, 2022 until August 15, 2024, the webpage on WestJet's website with the hyperlink <https://www.westjet.com/en-ca/interruptions/submit-expenses> contained the same or similar content (the "Claims Reimbursement Page").
13. It is my understanding that designated enforcement officers from the Canadian Transportation Agency periodically review airline websites for potential regulatory non-compliance.
14. To my knowledge, the Canadian Transportation Agency has never informed WestJet that the content of the Claims Reimbursement Page is non-compliant with any regulations enforced by the Canadian Transportation Agency.
15. As of August 16, 2024, the Claims Reimbursement Page indicates that in the event that a guest incurs reasonable out-of-pocket expenses, they may submit a request to WestJet for reimbursement. WestJet will review requests for reasonable qualifying expenses. Guests should keep and provide WestJet with the associated itemized receipts. Approved reimbursements will be communicated via the guest email address provided.
16. As set out on the Claims Reimbursement Page, prior to the submission of the reimbursement request, guests are asked to review the statement that "my right to claim damages, if any, under the applicable convention or under the law, is not limited by this process".

17. Attached hereto and marked as **Exhibit "C"** is a copy of the webpage on WestJet's website as of October 29, 2024.
18. As of November 1, 2024, guests who experience a cancellation within the control of WestJet and for whom WestJet is unable to secure a hotel room will receive the attached email, informing guests that WestJet will reimburse their reasonable accommodation expenses. Attached hereto and marked as **Exhibit "D"** is a copy of the email template.
19. WestJet has established an online claims reimbursement process whereby passengers who experience a delay or cancellation on their scheduled itinerary can submit a claim for compensation through the Claims Reimbursement Page.
20. Once submitted, requests for reimbursement are sent to a specialized team of Guest Support agents who are all based in Alberta and who review all such requests. In reviewing the requests, the Guest Support agents consider whether or not the flight delay or cancellation was within WestJet's control or outside of WestJet's control as set out in the APPR and whether or not the amounts claimed should be reimbursed.
21. There are a number of reasons why claims submitted by guests through WestJet's claims reimbursement process may be ineligible for reimbursement. Examples include:
  - (a) where a delay or cancellation is outside of WestJet's control;
  - (b) where guests fail to provide supporting documentation for the claims made;
  - (c) where guests submit claims for expenses that are unreasonable in the circumstances of the delay/cancellation; and
  - (d) where guest submit claims that are not recoverable under the APPR or under the Montreal Convention.
22. Requests for reimbursement for hotel accommodations and meal expenses in the case of a delay or cancellation within WestJet's control are reviewed for reasonability. WestJet considers whether the expenses claimed are reasonable in the circumstances.

23. In some cases, WestJet has provided payments for hotel and meal expenses incurred as a result of delays or cancellations outside of WestJet's control gratuitously on a case-by-case basis in the past. For example, for guests in Mexico affected by delays or cancellations in Mexico outside of WestJet's control, WestJet provides these guests with hotel accommodations and meal vouchers, even though the provision of hotel accommodations and meal expenses is not required under the APPR.
24. If a guest is not satisfied with the reimbursement provided, the guest can file a complaint with the Canadian Transportation Agency.
25. WestJet continues to search for and compile documents and information to assist in its response to the Plaintiff's injunction application and requires more time to ensure that this material is before the Court at the hearing of the application on November 5-6, 2024.
26. I acknowledge the solemnity of making an affirmed statement and acknowledge the consequences of making an untrue statement.
27. I was not physically present before the person before whom this affidavit was affirmed but was in that person's presence using videoconference.

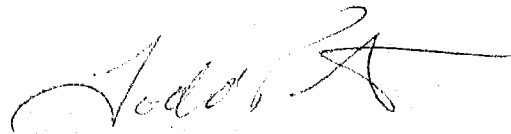
AFFIRMED BEFORE ME at Vancouver, )  
British Columbia on October 30, 2024. )



A commissioner for taking affidavits for  
British Columbia. )

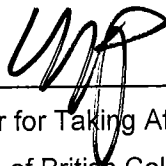
**NICOLAS V. PIMENTEL**  
*Barrister + Solicitor* )

**ALEXANDER HOLBURN BEAUDIN + LANG LLP**  
2700 - 700 WEST GEORGIA ST. )  
VANCOUVER, BC CANADA V7Y 1B8 )



**Todd Peterson**

This is **Exhibit " A "** referred to in the Affidavit of Todd Peterson affirmed before me at the city of Vancouver, BC this 30 day of October, 2024



---

A Commissioner for Taking Affidavits in the  
Province of British Columbia

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[Home](#) → [Air](#)

## Air travel complaints resolution process

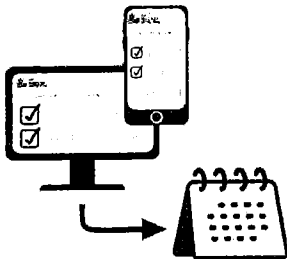
The CTA's simplified complaint process will be easy to access, more efficient and use new systems and technology to deliver faster outcomes to air passengers who submit complaints to the CTA. The process applies to **all** air travel complaints, including active complaints that have already been submitted.

[Make a complaint](#)

If you have already submitted a complaint:

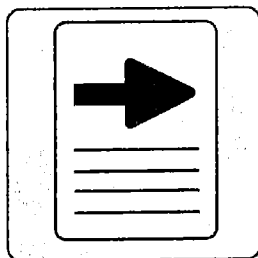
- you do not have to submit a new complaint
- the new process does not impact the compensation or other entitlements that you may be owed.

### How the process works



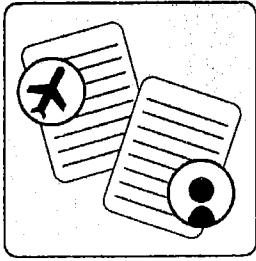
#### Step 1:

**Passenger form submitted and goes into the queue**

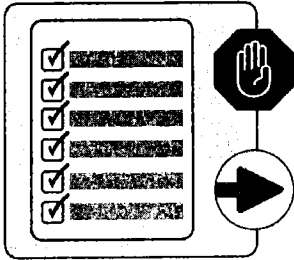


#### Step 2:

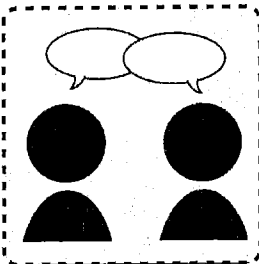
**Complaint resolution Start Notice issued (day 0)**



**Step 3:**  
**Airline answer and passenger reply**



**Step 4:**  
**Eligibility review**



**Step 5 optional:**  
**Informal resolution (mediation)**



**Step 6:**  
**Final decision**  
**(completed by**  
**day 90)**



## Step 1: Passenger complaint form submitted

You submit your complaint using the [online complaint form](#). The form collects the information and documents you will need to support your case.

**Note:** Due to a high volume of complaints, there will be a delay between when a complaint is submitted and waits in the queue and when the complaint process will start.

## Step 2: Complaint resolution process starts

The CTA issues a "Start Notice" to you and the airline that starts the resolution process.

## Step 3: Airline answer and passenger reply

The airline will be given a maximum of 14 calendar days to review your complaint and provide information and/or documents to support its answer to your complaint. They can also indicate if they want to try mediation.

Once the airline provides its answer, you will be notified. You can review the information submitted. You have the option of submitting a reply within 4 calendar days of the airline's reply. You can also indicate if you want to try mediation.

Important: The airline has the option to try to settle the complaint directly with you at any point during the process, without involving the CTA.

## Step 4: Eligibility review

A CTA Complaints Resolution Officer will determine if your complaint meets the following criteria:

1. Your complaint has to involve a flight incident that the CTA can address, such as a flight delay. Please visit our website for a list of things that the CTA cannot address such as airport security screening or airline customer service.
2. You, or the people you are submitting the complaint for, actually experienced the flight incident raised in your complaint. For example, you cannot submit a complaint about something that you heard about on the news.
3. You are looking for [compensation](#), a refund, or reimbursement for expenses from the airline related to the flight incident raised in your complaint. The CTA cannot award compensation for pain and suffering, or loss of income.
4. You have already sent your complaint to the airline in writing before submitting the complaint to the CTA, waited 30 days for the airline's answer, and your complaint remains unresolved.
5. Your complaint cannot be vexatious or made in bad faith.

If your complaint does not meet all of these criteria, it may be found ineligible and you will be notified.

You should note, if it is clear from the information provided in your complaint, that the airline has fulfilled its obligations under the tariff (the legal document that contains the terms, conditions and other rules that apply to your airline ticket), the complaint may be ineligible. For example, if the airline has already provided you with the compensation you were owed, your complaint would not move forward.

## Step 5: Informal resolution (mediation) Optional

If your complaint has moved forward, the next step in the process is mediation, where you and the airline have the opportunity to try to resolve your complaint informally. Mediation must start within 30 days of receiving the Start Notice.

### If you and/or the airline do not agree to mediation:

Your complaint will move forward to step 6 for a final decision.

### If you and the airline agree to mediation:

The Complaints Resolution Officer prepares a package for you and the airline. It will include information and documents provided by you and the airline, as well as the applicable regulations and terms and conditions of your airline ticket.


If the informal resolution IS successful, and you and the airline come to an agreement, you would withdraw your complaint and the complaint process would end. If the informal resolution IS NOT successful, and you and the airline do not come to an agreement, then the Complaints Resolution Officer will move forward for a final decision.

## Step 6: Final decision

The Complaints Resolution Officer will analyze and evaluate the positions and evidence provided by you and the airline. Within 90 days of the Start Notice, they will issue a confidential and binding decision that will determine whether the airline met its obligations and if a remedy (compensation, refund, or reimbursement) should be ordered. This ends the complaint process.

## Resources

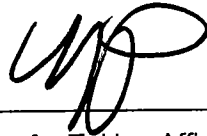
- [Guideline on the Canadian Transportation Agency's Complaint Resolution Office air travel complaints process.](#)
- [Air travel complaint help and FAQs](#)
- [Air travel complaint decisions and orders](#)

 Share this page

**Date modified:**

2023-09-30

This is **Exhibit " B "** referred to in the Affidavit of Todd Peterson affirmed before me at the city of Vancouver, BC this 30 day of October, 2024



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A Commissioner for Taking Affidavits in the  
Province of British Columbia

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VANCOUVER, BC CANADA V7Y 1B8



← [Back to Flight interruptions and passenger rights \(/en-ca/interruptions\)](#)

# Canadian passenger rights

## Air Passenger Protection Regulations (APPR)

The APPR provide requirements for carriers regarding standards of treatment, communication obligations, and compensation in certain instances when a flight to, from, or within Canada is delayed, cancelled, delayed on the tarmac, or if you are denied boarding. The APPR also outline compensation requirements for lost baggage and guidelines for travelling with musical instruments and seating of guests under the age of 14.

In some circumstances, you may be entitled to certain standards of care and compensation under the APPR. For more information about your passenger rights, see our updated [tariffs and conditions of carriage \(/content/westjet/ca/en/legal/tariffs.html\)](#), read the full [tariff \(/content/westjet/ca/en/legal/tariffs/domestic.html\)](#), or visit [Canadian Transportation Agency](#).

### Flights

What you can expect before, during and after your flight according to the APPR.

[Flight delays and cancellations \(/en-ca/interruptions/delays-cancellations-changes\)](#)

[Schedule changes \(/en-ca/interruptions/delays-cancellations-changes#schedule-changes\)](#)

[Tarmac Delays \(/en-ca/interruptions/delays-cancellations-changes#tarmac-delays\)](#)

[Sending you notifications \(/en-ca/interruptions/delays-cancellations-changes#notifications\)](#)

[Denied boarding \(/en-ca/interruptions/denied-boarding\)](#)

[Guidelines for expenses \(/en-ca/interruptions/delays-cancellations-changes#expenses\)](#)

[Seating for guests 14 years and under \(/en-ca/children/family-seating\)](#)

[Reasons for delays and cancellations \(/en-ca/interruptions/delays-cancellations-changes#reasons\)](#)

FEEDBACK

### Baggage

Learn more about delayed or damaged baggage and what you may be entitled to under the APPR.

[Lost, delayed or damaged baggage \(/en-ca/baggage/lost-delayed-damaged\)](#)

[Travelling with musical instruments \(/en-ca/baggage/musical-instruments\)](#)

## Contact WestJet

Please review the relevant link(s) provided on this page to understand what you can expect before, during and after your flight before completing any of the following:

If your flight was delayed or cancelled:

**Make an APPR claim**(/en-ca/interruptions/compensation-claims)

**Submit out of pocket expenses**(/en-ca/interruptions/submit-expenses)

If you have a question or concern about your Canadian passenger rights:

**Submit a question or concern**(/en-ca/interruptions/canadian-passenger-rights/appr-contact-form)

If your baggage was lost, delayed or damaged:

**Create or manage baggage report**(/en-ca/baggage/lost-delayed-damaged)

**Submit expenses for lost, delayed or damaged baggage**(/en-ca/baggage/lost-delayed-damaged/submit-expenses)



## Other links related to passenger rights


**Flight interruptions and passenger rights**(/en-ca/interruptions)


**International tariffs**(/en-ca/legal/tariffs/international)

**Delay and cancellation claims**(/en-ca/interruptions/compensation-claims)

 (<https://twitter.com/westjet>)  (<http://instagram.com/westjet>)  (<https://www.facebook.com/westjet/>)

 (<https://www.linkedin.com/company/westjet>)  (<http://youtube.com/westjet>)

 (<https://www.tiktok.com/@MS4wLjABAAAe40vZfb-6oN0KdsGwMKtVI7qyE7KVBiL0cWU0x6PXI83JgsuloTNosZNmkILovEj>)

English 

[Contact us \(/en-ca/contact\)](/en-ca/contact)

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### BOOKING OPTIONS

[Business travel \(/en-ca/flights/business\)](/en-ca/flights/business)

[Groups and conventions \(/en-ca/flights/groups\)](/en-ca/flights/groups)

[Direct flights \(/en-ca/book-trip/direct-flights/index\)](/en-ca/book-trip/direct-flights/index)

### BEFORE YOU GO

[Baggage allowance \(/en-ca/baggage\)](/en-ca/baggage)

[Seat selection \(/en-ca/manage/seats\)](/en-ca/manage/seats)

[Children and family \(/en-ca/children\)](/en-ca/children)

[Hold the fare \(/en-ca/flights/payment/hold-fare\)](/en-ca/flights/payment/hold-fare)  
[Book with a companion voucher \(/en-ca/help/how-to-book-companion-voucher\)](/en-ca/help/how-to-book-companion-voucher)  
[Book with WestJet dollars \(/en-ca/flights?iswestjetdollars=true\)](/en-ca/flights?iswestjetdollars=true)  
[Fares, taxes and fees \(/en-ca/flights/fares\)](/en-ca/flights/fares)  
[Car rental ↗](#)  
[Destinations \(/en-ca/destinations\)](/en-ca/destinations)

[Pets \(/en-ca/pets\)](/en-ca/pets)  
[Travelling with health concerns \(/en-ca/health\)](/en-ca/health)  
[Special needs \(/en-ca/special-needs\)](/en-ca/special-needs)  
[Travel documents \(/en-ca/prepare/id-requirements\)](/en-ca/prepare/id-requirements)  
[Travel insurance \(/en-ca/extras/travel-insurance\)](/en-ca/extras/travel-insurance)  
[Download/update the app \(/en-ca/manage/mobile-app\)](/en-ca/manage/mobile-app)  
[Get travel ready \(/en-ca/get-travel-ready\)](/en-ca/get-travel-ready)

**AT THE AIRPORT**

[Lounges \(/en-ca/airport/lounges\)](/en-ca/airport/lounges)  
[Priority services \(/en-ca/airport/priority-services\)](/en-ca/airport/priority-services)  
[Priority security \(/en-ca/airport/security-screening\)](/en-ca/airport/security-screening)  
[Parking \(/en-ca/airport/parking-deals\)](/en-ca/airport/parking-deals)

**IN THE AIR**

[Food and beverage \(/en-ca/inflight/food-and-beverages\)](/en-ca/inflight/food-and-beverages)  
[Entertainment \(/en-ca/inflight/entertainment\)](/en-ca/inflight/entertainment)  
[Our aircraft \(/en-ca/aircraft\)](/en-ca/aircraft)  
[Cabins \(/en-ca/inflight\)](/en-ca/inflight)

**AT YOUR DESTINATION**

[Lost and found ↗](#)  
[Lost luggage \(/en-ca/baggage/lost-delayed-damaged\)](/en-ca/baggage/lost-delayed-damaged)



[Get travel ready \(/en-ca/get-travel-ready\)](/en-ca/get-travel-ready)

#### ABOUT WESTJET

[About us \(/en-ca/who-we-are\)](/en-ca/who-we-are)

[History \(/en-ca/who-we-are/history\)](/en-ca/who-we-are/history)

[Sponsorship \(/en-ca/contact/requests/sponsorship\)](/en-ca/contact/requests/sponsorship)

[Community Investment \(/en-ca/who-we-are/cares\)](/en-ca/who-we-are/cares)

[Gift cards \(/en-ca/extras/gift-card\)](/en-ca/extras/gift-card)

[Great careers \(/en-ca/careers\)](/en-ca/careers)

[Our airline partners \(/en-ca/who-we-are/airline-partners\)](/en-ca/who-we-are/airline-partners)

[Westjet RBC® credit cards \(/en-ca/rewards/credit-cards\)](/en-ca/rewards/credit-cards)

[FAQs \(/en-ca/help\)](/en-ca/help)

[Media and news \(/en-ca/news\)](/en-ca/news)



## WestJet App (</en-ca/about-us/mobile-app/index>)

### WESTJET VACATIONS


- [Featured vacation packages \(/en-ca/vacations/featured\)](/en-ca/vacations/featured)
- [Family vacation packages \(/en-ca/vacations/family-vacation-packages\)](/en-ca/vacations/family-vacation-packages)
- [Why WestJet Vacations? \(/en-ca/contact-us/faqs/vacations\)](/en-ca/contact-us/faqs/vacations)
- [Travelling from Quebec? \(https://vacanceswestjetquebec.com/en?utm\\_source=referral&utm\\_medium=web&utm\\_campaign=westjetreferral&utm\\_content=footer\)](https://vacanceswestjetquebec.com/en?utm_source=referral&utm_medium=web&utm_campaign=westjetreferral&utm_content=footer)

### SERVICES

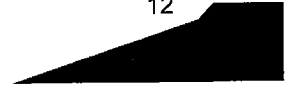
- [WestJet Biz \(https://westjetbiz.westjet.com/login.html\)](https://westjetbiz.westjet.com/login.html)
- [WestJet Cargo \(/en-ca/cargo\)](/en-ca/cargo)
- [Travel agents !\[\]\(0f48f43ebd21f231a458c96216dbf4d1\_img.jpg\)](#)
- [Accessibility \(/en-ca/special-needs\)](/en-ca/special-needs)

### LEGAL

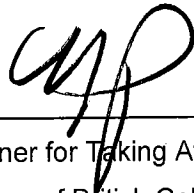
- [Tariffs and conditions of carriage \(/en-ca/legal/tariffs\)](/en-ca/legal/tariffs)
- [Privacy policy \(/en-ca/legal/privacy-policy\)](/en-ca/legal/privacy-policy)
- [Flight interruptions and passenger rights \(/en-ca/interruptions\)](/en-ca/interruptions)
- [US flight and service disruptions \(/en-ca/interruptions/us-service-plan\)](/en-ca/interruptions/us-service-plan)
- [Modern slavery statement \(/content/dam/westjet/documents/en/Westjet/modern-slavery-report-31052024.pdf\)](/content/dam/westjet/documents/en/Westjet/modern-slavery-report-31052024.pdf)
- [Legal \(/en-ca/legal\)](/en-ca/legal)

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This is **Exhibit " C "** referred to in the Affidavit of Todd Peterson affirmed before me at the city of Vancouver, BC this 30 day of October, 2024



---

A Commissioner for Taking Affidavits in the  
Province of British Columbia

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*Barrister + Solicitor*  
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Menu



Sign in

← [Back to Flight interruptions and passenger rights \(/en-ca/interruptions\)](/en-ca/interruptions)

# Submit a request for reimbursement

In the event of a flight delay or cancellation [that is within WestJet's control \(/content/westjet/ca/en/interruptions/delays-cancellations-changes.html#id-93C936122D53E28C09C0F2621DADC124-tab-1\)](/content/westjet/ca/en/interruptions/delays-cancellations-changes.html#id-93C936122D53E28C09C0F2621DADC124-tab-1), including for safety, for which:

- Guests receive less than 12 hours advance notice, and which delays the scheduled departure by more than 2 hours

Guests may be entitled to food and drink in reasonable quantities and access to means of communication.

When recovery from a flight cancellation involves an overnight stay, guests may be entitled to a hotel or comparable accommodation within a reasonable distance from the airport and transportation between the airport and the accommodations (depending upon the circumstances and applicable legislation).

These services are provided by WestJet as long as they do not cause further delays to your travel.

In the event a guest incurs reasonable out-of-pocket expenses for such items, they may submit a request to WestJet for reimbursement. WestJet will review requests for reasonable qualifying expenses. Guests should keep and provide WestJet with the associated itemized receipts. Approved reimbursements will be communicated via the guest email address provided.

If this form is completed by the travel agent or travel arranger on behalf of the travelling guest, all information provided must contain the guest details in full. Refunds will only be addressed to the travelling guest.

For out-of-pocket expenses related to a **delayed or damaged baggage incident** within our control, please visit [submit expenses for lost, delayed, or damaged baggage \(/content/westjet/ca/en/baggage/lost-delayed-damaged/submit-expenses.html\)](/content/westjet/ca/en/baggage/lost-delayed-damaged/submit-expenses.html).

ⓘ Once the form below has been submitted, a copy of your submission cannot be retrieved again later. We encourage you to take a screenshot or photo on your mobile device before clicking submit.

## Contact information

FEEDBACK

First name

---

Last name

---

WestJet Rewards ID

---

Optional

Phone number

---

Email address

---

Use the email address belonging to guest travelling, for accurate payment claim and processing

Confirm email address

---

Address line 1

---

Address line 2

---

Optional

---

City

---

Zip / postal code

---

State / province

---

Optional

---

Country

## Flight information

Reservation code

---

A 6-digit alpha-numeric code

Departure airport

---

Departure date



---

Flight number

---

Optional

---

Final destination

## Flight information

Estimated expenses reimbursement amount total



---

Example: \$75.00

Compensation type




---

WestJet specialists will determine currency based on mailing address. Guests residing outside of Canada and the United States may be eligible for a cheque or an international money order.

Attach all receipts

Adding more than one file? Please use CTRL+Click (Windows) or CMD+Click (Mac) to select all files to be uploaded

Maximum upload file size: 2MB (JPG, GIF, PNG, PDF, XLS)

 B R O W S E

Please choose a file to upload

Comments



---


Please itemize your receipts and give a detail description of the receipt you are claiming. If your receipt is not attached, your request will be denied.


ⓘ Please review the following before submitting your reimbursement request:



- I am eligible for compensation;
- If I do not have a valid WestJet ID, WestJet will enroll me in the WestJet Rewards program on my behalf;
- All mandatory fields have been filled out;
- Incorrect fields will result in a delay or denial of reimbursement;
- My right to claim damages, if any, under the applicable convention or under the law, is not limited by this process.

S U B M I T

 (<https://twitter.com/westjet>)  (<http://instagram.com/westjet>)  (<https://www.facebook.com/westjet/>)

 (<https://www.linkedin.com/company/westjet>)  (<http://youtube.com/westjet>)

 (<https://www.tiktok.com/@MS4wLjABAAAAe40vZfb-6oN0KdsGwMKtVl7qyE7KVBIL0cWU0x6PXI83JgsuloTNosZNMklLovEj>)

English  

[Contact us \(/en-ca/contact\)](/en-ca/contact)

## BOOKING OPTIONS

[Business travel \(/en-ca/flights/business\)](/en-ca/flights/business)  
[Groups and conventions \(/en-ca/flights/groups\)](/en-ca/flights/groups)  
[Direct flights \(/en-ca/book-trip/direct-flights/index\)](/en-ca/book-trip/direct-flights/index)  
[Hold the fare \(/en-ca/flights/payment/hold-fare\)](/en-ca/flights/payment/hold-fare)  
[Book with a companion voucher \(/en-ca/help/how-to-book-companion-voucher\)](/en-ca/help/how-to-book-companion-voucher)  
[Book with WestJet dollars \(/en-ca/flights?iswestjetdollars=true\)](/en-ca/flights?iswestjetdollars=true)  
[Fares, taxes and fees \(/en-ca/flights/fares\)](/en-ca/flights/fares)  
[Car rental !\[\]\(10f8862fc183b400327470ea85afe9ae\_img.jpg\)](#)  
[Destinations \(/en-ca/destinations\)](/en-ca/destinations)

## AT THE AIRPORT

[Lounges \(/en-ca/airport/lounges\)](/en-ca/airport/lounges)  
[Priority services \(/en-ca/airport/priority-services\)](/en-ca/airport/priority-services)  
[Priority security \(/en-ca/airport/security-screening\)](/en-ca/airport/security-screening)  
[Parking \(/en-ca/airport/parking-deals\)](/en-ca/airport/parking-deals)

## BEFORE YOU GO

[Baggage allowance \(/en-ca/baggage\)](/en-ca/baggage)  
[Seat selection \(/en-ca/manage/seats\)](/en-ca/manage/seats)  
[Children and family \(/en-ca/children\)](/en-ca/children)  
[Pets \(/en-ca/pets\)](/en-ca/pets)  
[Travelling with health concerns \(/en-ca/health\)](/en-ca/health)  
[Special needs \(/en-ca/special-needs\)](/en-ca/special-needs)  
[Travel documents \(/en-ca/prepare/id-requirements\)](/en-ca/prepare/id-requirements)  
[Travel insurance \(/en-ca/extras/travel-insurance\)](/en-ca/extras/travel-insurance)  
[Download/update the app \(/en-ca/manage/mobile-app\)](/en-ca/manage/mobile-app)  
[Get travel ready \(/en-ca/get-travel-ready\)](/en-ca/get-travel-ready)

## IN THE AIR

[Food and beverage \(/en-ca/inflight/food-and-beverages\)](/en-ca/inflight/food-and-beverages)  
[Entertainment \(/en-ca/inflight/entertainment\)](/en-ca/inflight/entertainment)  
[Our aircraft \(/en-ca/aircraft\)](/en-ca/aircraft)  
[Cabins \(/en-ca/inflight\)](/en-ca/inflight)

## AT YOUR DESTINATION

[Lost and found !\[\]\(b538fe54c1f3a7343e37e85cc2d00497\_img.jpg\)](#)  
[Lost luggage \(/en-ca/baggage/lost-delayed-damaged\)](/en-ca/baggage/lost-delayed-damaged)



[Get travel ready \(/en-ca/get-travel-ready\)](/en-ca/get-travel-ready)

#### ABOUT WESTJET

[About us \(/en-ca/who-we-are\)](/en-ca/who-we-are)

[History \(/en-ca/who-we-are/history\)](/en-ca/who-we-are/history)

[Sponsorship \(/en-ca/contact/requests/sponsorship\)](/en-ca/contact/requests/sponsorship)

[Community Investment \(/en-ca/who-we-are/cares\)](/en-ca/who-we-are/cares)

[Gift cards \(/en-ca/extras/gift-card\)](/en-ca/extras/gift-card)

[Great careers \(/en-ca/careers\)](/en-ca/careers)

[Our airline partners \(/en-ca/who-we-are/airline-partners\)](/en-ca/who-we-are/airline-partners)

[WestJet RBC® credit cards \(/en-ca/rewards/credit-cards\)](/en-ca/rewards/credit-cards)

[FAQs \(/en-ca/help\)](/en-ca/help)

[Media and news \(/en-ca/news\)](/en-ca/news)



## WestJet App (</en-ca/about-us/mobile-app/index>)

### WESTJET VACATIONS

[Featured vacation packages \(/en-ca/vacations/featured\)](/en-ca/vacations/featured)

[Family vacation packages \(/en-ca/vacations/family-vacation-packages\)](/en-ca/vacations/family-vacation-packages)


[Why WestJet Vacations? \(/en-ca/contact-us/faqs/vacations\)](/en-ca/contact-us/faqs/vacations)

[Travelling from Quebec? \(https://vacanceswestjetquebec.com/en?utm\\_source=referral&utm\\_medium=web&utm\\_campaign=westjetreferral&utm\\_content=footer\)](https://vacanceswestjetquebec.com/en?utm_source=referral&utm_medium=web&utm_campaign=westjetreferral&utm_content=footer)

### SERVICES

[WestJet Biz \(https://westjetbiz.westjet.com/login.html\)](https://westjetbiz.westjet.com/login.html)

[WestJet Cargo \(/en-ca/cargo\)](/en-ca/cargo)

[Travel agents](#) 

[Accessibility \(/en-ca/special-needs\)](/en-ca/special-needs)

### LEGAL

[Tariffs and conditions of carriage \(/en-ca/legal/tariffs\)](/en-ca/legal/tariffs)


[Privacy policy \(/en-ca/legal/privacy-policy\)](/en-ca/legal/privacy-policy)

[Flight interruptions and passenger rights \(/en-ca/interruptions\)](/en-ca/interruptions)

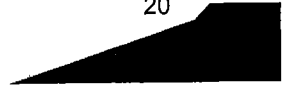
[US flight and service disruptions \(/en-ca/interruptions/us-service-plan\)](/en-ca/interruptions/us-service-plan)

[Modern slavery statement \(/content/dam/westjet/documents/en/Westjet-modern-slavery-report-31052024.pdf\)](/content/dam/westjet/documents/en/Westjet-modern-slavery-report-31052024.pdf)

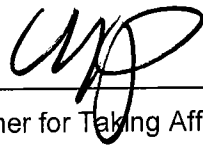
[Legal \(/en-ca/legal\)](/en-ca/legal)

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This is **Exhibit "D"** referred to in the Affidavit of Todd Peterson affirmed before me at the city of Vancouver, BC this 30 day of October, 2024



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A Commissioner for Taking Affidavits in the  
Province of British Columbia

**NICOLAS V. PIMENTEL**  
*Barrister + Solicitor*  
ALEXANDER HOLBURN BEAUDIN + LANG LLP  
2700 - 700 WEST GEORGIA ST.  
VANCOUVER, BC CANADA V7Y 1B8



### **Flight Disruption - Hotel availability**

We apologize for this flight cancellation and the disruption of your travel plans.

WestJet will provide overnight accommodations if you need them. We are currently unable to secure the required number of rooms, and you may therefore choose to book your own overnight accommodations.

WestJet will reimburse your reasonable accommodation expenses due to this disruption. Please keep your detailed receipts and at your convenience submit your request for reimbursement to [westjet.com/submitexpenses](http://westjet.com/submitexpenses). Please allow up to 30 days for your reimbursement request to be processed.

We apologize for any inconvenience.

Sincerely,  
WestJet Airlines

### **Perturbation de vol - offre en hôtel**

Nous nous excusons de tout inconfort que cette annulation de vol pourrait vous causer.

WestJet tente de réserver des hébergements pour nos invités qui en ont besoin, mais en raison d'une disponibilité restreinte, nous ne sommes pas en mesure de réserver le nombre nécessaire de chambres.

Si vous avez besoin d'hébergement, vous pouvez réserver votre propre chambre d'hôtel. WestJet vous remboursera vos frais raisonnables.

Veillez conserver vos reçus détaillés et nous soumettre une demande de remboursement à l'adresse [westjet.com/soumission-depenses](http://westjet.com/soumission-depenses). Merci de nous accorder jusqu'à 30 jours pour le traitement de cette demande de remboursement.

Nous nous excusons de tout inconfort.

Cordialement,  
WestJet Airlines