



**This is the 1st Affidavit
of Brittany Dieno in this proceeding
and was made on December 5, 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 #1 of Brittany Dieno

I, Brittany Dieno, paralegal, of 101-5553 16th Avenue, in the City of Delta, in the Province of British Columbia, SOLEMNLY AFFIRM THAT:

1. I am Brittany Dieno, contract paralegal to Simon Lin, (counsel for the petitioner) and as such I have personal knowledge of the matters hereinafter deposed to, except where stated to be on information and belief and, where so stated, I verily believe those matters to be true.
2. Attached and marked as **Exhibit "A"** is a copy of letter from Simon Lin to Mr. Michael Dery dated October 31, 2024.
3. Attached and marked as **Exhibit "B"** is a copy of an email chain between Simon Lin, Michael Dery, Nicolas Pimentel, and Elisa Aguiar, regarding the Defendant's list of documents.
4. Attached and marked as **Exhibit "C"** is a copy of a letter from Mr. Nicolas Pimentel to Simon Lin enclosing their client's List of Documents, dated November 22, 2024.

5. Attached and marked as **Exhibit “D”** is a copy of the defendant, WestJet Airlines Ltd.’s, List of Documents dated November 22, 2024.
6. Attached and marked as **Exhibit “E”** is a copy an email from Simon Lin to Elisa Aguiar, Michael Dery and Nicolas Pimentel, regarding the implied undertaking of the Court and requesting copies of the listed documents as soon as possible, sent on November 25, 2024.
7. Attached and marked as **Exhibit “F”** is a copy of an email from Michael Dery to Simon Lin, Elisa Aguiar, and Nicolas Pimentel, regarding compliance with the implied undertaking, sent on November 26, 2024.
8. Attached and marked as **Exhibit “G”** is a copy of an email from Simon Lin to Michael Dery, Elisa Aguiar, and Nicolas Pimentel, following up on the link for documents, sent on November 26, 2024.
9. Attached and marked as **Exhibit “H”** is a copy of the documents listed on the defendant, WestJet Airlines Ltd.’s, List of Documents dated November 22, 2024, combined in a single document with the document numbers marked in the footer.
10. Attached and marked as **Exhibit “I”** is a copy of a letter from Simon Lin to Mr. Michael Dery regarding the defendant’s List of Documents, dated November 29, 2024.
11. Attached and marked as **Exhibit “J”** is a copy of an email from Nicolas Pimentel to Simon Lin, Michael Dery, and Elisa Aguiar, regarding their response to Simon Lins’s letter dated November 29, 2024, sent on December 5, 2024.

Remote Commissioning of this Affidavit

12. I acknowledge the solemnity of making a solemn declaration and acknowledge the consequences of making an untrue statement.

13. I was not physically present before the person before whom this affidavit was affirmed but was in that person's presence using video conferencing.

AFFIRMED remotely by Brittany Dieno
at Vancouver, British Columbia before me
at Hong Kong SAR, China on December 5, 2024
(Vancouver time zone) in accordance with O. Reg.
431/20, *Administering Oath or Declaration Remotely*



A Commissioner for Taking Affidavits for Ontario

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Brittany Dieno

Simon Lin, Barrister & Solicitor
Evolink Law Group
4388 Still Creek Drive, Suite 237
Burnaby BC V5C 6C6

This is **Exhibit "A"** to the Affidavit of Brittany Dieno
affirmed before me on December 5, 2024



Simon Lin

October 31, 2024

VIA EMAIL

Alexander Holburn Beaudin + Lang LLP

ATTN: Mr. Michael Dery2700-700 West Georgia
Vancouver BC, V7Y 1B8

Dear Mr. Dery,

RE: Air Passenger Rights v. WestJet Airlines Ltd., NEW-S-S-254494

Enclosed for service are the Plaintiff's List of Documents and PDF copies of the documents.

We trust that the Defendant will serve its List of Documents and provide use with copies of the documents by no later than the timeline under the *Supreme Court Civil Rules*.

The Notice of Civil Claim was served on WestJet on August 7, 2024, and the timeline for serving Response to Civil Claim was August 28, 2024. By consent, we granted an extension to September 18, 2024, and a further extension by consent on September 20, 2024.

Rule 7-1(1) provides that the List of Documents must be served within 35 days after the end of the pleading period. The pleading period ended on September 27, 2024 (i.e., date of the Response to Civil Claim plus 7 days for the Plaintiff's Reply). Accordingly, WestJet's List of Documents must be served by no later than **November 1, 2024**.

On cursory review of WestJet's response materials from yesterday for the Plaintiff's injunction application, WestJet failed to even include the "guidelines" that are at the heart of this matter. We trust that it would be simple to obtain a copy of the "guidelines" that WestJet agent had been repeatedly applying, and which was referred to WestJet's website.

By way of this letter, we request that WestJet **forthwith** provide the "guidelines" referred to in paragraph 6 of Part 1 of its Response to Civil Claim. For ease of reference, we also include a copy of WestJet's webpage where said "guideline" was previously referenced.

Yours truly,

EVOLINK LAW GROUPSIMON LIN
Barrister & Solicitor

This is **Exhibit "B"** to the Affidavit of Brittany Dieno
affirmed before me on December 5, 2024



Simon Lin

RE: Air Passenger Rights v. WestJet Airlines Ltd. Registry File No. 254494 - Service of List of Documents [IMAN2-IMANAGE.FID886835]

Simon Lin <simonlin@evolinklaw.com>

Fri, Nov 8, 2024 at 11:26 AM

To: "DERY, Michael" <mdery@ahbl.ca>

Cc: "AGUIAR, Elisa" <eaguiar@ahbl.ca>, "simonlin@airpassengerrights.ca" <simonlin@airpassengerrights.ca>, "PIMENTEL, Nicolas" <npimentel@ahbl.ca>

Hello Mike,

We look forward to receiving your client's list of documents and copies of the documents by November 22, 2024.

Thank you.

Kind Regards,

Simon Lin
Barrister & Solicitor**Evolink Law Group**

237-4388 Still Creek Drive, Burnaby, B.C. V5C 6C6

T: 604-620-2666

F: 778-805-9830 (*our fax number has changed as of May 12, 2023*)www.evolinklaw.com

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On Fri, Nov 1, 2024 at 2:28 PM DERY, Michael <mdery@ahbl.ca> wrote:

Simon,

We write with regard to your attached letter. We are not yet in a position to provide you with our client's List of Documents and require further time to do so. We will endeavour to provide you with a List by November 22, 2024.

We will not address your critique of our client's application response materials. An applicant cannot dictate the content of a respondent's materials in an interlocutory application.

Yours truly,

Michael.

MICHAEL DERY* ALEXANDER HOLBURN BEAUDIN + LANG LLP

Partner

Asst: Elisa Aguiar

Direct: 604 643 2117

he/him/his

Email: eaguiar@ahbl.ca

Tel: 604 484 1742

2700 - 700 West Georgia Street, Vancouver, BC, V7Y 1B8
Barristers + Solicitors | Vancouver | Kelowna | Toronto

Fax: 604 484 9742

*Professional Law Corporation

From: Simon Lin <simonlin@evolinklaw.com>

Sent: Thursday, October 31, 2024 8:00 AM

To: AGUIAR, Elisa <eaguiar@ahbl.ca>

Cc: simonlin@airpassengerrights.ca; DERY, Michael <mdery@AHBL.CA>; PIMENTEL, Nicolas <npimentel@AHBL.CA>

Subject: Air Passenger Rights v. WestJet Airlines Ltd. Registry File No. 254494 - Service of List of Documents

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

Please see enclosed. Thank you.

Kind Regards,

Simon Lin
Barrister & Solicitor

Evolink Law Group

237-4388 Still Creek Drive, Burnaby, B.C. V5C 6C6

T: 604-620-2666

F: 778-805-9830 (our fax number has changed as of May 12, 2023)

www.evolinklaw.com

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notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the sender immediately by replying to this e-mail and then destroying all copies. Thank you.

On Wed, Oct 30, 2024 at 4:08 PM AGUIAR, Elisa <eaguiar@ahbl.ca> wrote:

Hello,

Please find attached letter of today's date from Mr. Dery.

Please see the link below to download the attachments:

<https://filedrop.ahbl.ca/app?operation=pubopp&id=1730329248138X16778516510000vKEqU>

Password: AHBL2024

Kind regards,

ELISA AGUIAR



Legal Administrative Assistant

To Michael Dery and Nicolas Pimentel

she/hers/her

Tel: 604 643 2117

Fax: 604 484 9700

Email: eaguiar@ahbl.ca

ALEXANDER HOLBURN BEAUDIN + LANG LLP
2700 - 700 West Georgia Street, Vancouver, BC, V7Y 1B8

Social:  

Tel: 604 484 1700 | Fax: | Toll Free: 877 688 1351
Barristers + Solicitors | Vancouver | Kelowna | Toronto

ALEXANDER HOLBURN CONFIDENTIALITY NOTICE

This e-mail and any attachment(s) related to it contains confidential information that may be privileged. Any distribution, copying or disclosure is strictly prohibited. If you are not the intended recipient, we ask that you, please notify the sender immediately by return email and delete the message without making any copies. Thank you.

This is **Exhibit "C"** to the Affidavit of Brittany Dieno

affirmed before me on December 5, 2024



Simon Lin

November 22, 2024

VIA E-MAIL

simonlin@evolinklaw.com

Reply to: Nicolas Pimentel
 Direct Line: 604.484.1745
 Direct Fax: 604.484.9745
 E-mail: npimentel@ahbl.ca
 Matter No.: 1162472

Simon Lin, Barrister & Solicitor
 237 – 4388 Still Creek Drive
 Burnaby, BC V5C 6C6

Attention: Simon Lin

Dear Sirs/Mesdames:

**Re: *Air Passenger Rights v. WestJet Airlines Ltd.*
 SCBC, New Westminster Registry File No. 254494**

Please find enclosed for service upon you a copy of the List of Documents on behalf of the Defendant, WestJet Airlines Ltd.

Kindly note that the attached List and any documents disclosed thereto are forwarded to all counsel representing the Plaintiff pursuant to the implied undertaking covering documents disclosed in litigation. As you are aware, the implied undertaking binds the parties to not use discovered documents or evidence for any purpose other than the civil proceeding in which the documents are being disclosed.

As you are also likely aware, the implied undertaking continues to bind the parties and their counsel even after settlement of a lawsuit into perpetuity. Prior to receipt of any requested documents in the attached List, we ask that you kindly forward to us an acknowledgement in writing confirming your agreement to the above.

If you have any questions or would like to discuss further, please do not hesitate to contact us.

Yours truly,

ALEXANDER HOLBURN BEAUDIN + LANG LLP

Per:



Nicolas Pimentel
 Associate
 NVP
 Encl.

This is **Exhibit “D”** to the Affidavit of Brittany Dieno

affirmed before me on December 5, 2024



Simon Lin

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

LIST OF DOCUMENTS

Prepared by: WestJet Airlines Ltd. (the “listing party”)

1. DOCUMENTS THAT ARE OR HAVE BEEN IN THE LISTING PARTY’S POSSESSION OR CONTROL AND THAT COULD BE USED BY ANY PARTY AT TRIAL TO PROVE OR DISPROVE A MATERIAL FACT

No.	Date of Document [dd/mmm/yyyy]	Description of Document	Indicate by a check mark if the document is no longer in the listing parties' possession or control	Indicate, for each document listed in this Part by way of an amendment to this List of Documents under Rule 7-1(9), (12) or (14), the date on which the document was listed
1.1	10/Aug/2024	WestJet webpage – “Submit a claim for reimbursement”	<input type="checkbox"/>	
1.2	16/Aug/2024	WestJet webpage – “Submit a claim for reimbursement”	<input type="checkbox"/>	
1.3	Undated	Email template “sufficient time to make connecting flight” (redacted for privilege)	<input type="checkbox"/>	
1.4	Undated	Email template “no-show” (redacted for privilege)	<input type="checkbox"/>	
1.5	Undated	Email template “not the operating carrier” (redacted for privilege)	<input type="checkbox"/>	
1.6	Undated	Email template “claim already submitted by another guest” (redacted for privilege)	<input type="checkbox"/>	

No.	Date of Document [dd/mmm/yyyy]	Description of Document	Indicate by a check mark if the document is no longer in the listing parties' possession or control	Indicate, for each document listed in this Part by way of an amendment to this List of Documents under Rule 7-1(9), (12) or (14), the date on which the document was listed
1.7	Undated	Email template "expenses outside the airlines control" (redacted for privilege)	<input type="checkbox"/>	
1.8	Undated	Email template "approved amount" (redacted for privilege)	<input type="checkbox"/>	
1.9	Undated	Email template "approved amount insert table" (redacted for privilege)	<input type="checkbox"/>	
1.10	Undated	Email template "reimbursed according to guidelines" (redacted for privilege)	<input type="checkbox"/>	
1.11	Undated	Email template "incorrect channel for claim" (redacted for privilege)	<input type="checkbox"/>	
1.12	Undated	Email template "incorrect channel for claim" (redacted for privilege)	<input type="checkbox"/>	
1.13	Undated	Email template "schedule change not eligible for compensation" (redacted for privilege)	<input type="checkbox"/>	
1.14	Undated	Email template "approved top-up payment" (redacted for privilege)	<input type="checkbox"/>	
1.15	Undated	Email template "hotel voucher issued declined request for hotel reimbursement" (redacted for privilege)	<input type="checkbox"/>	
1.16	Undated	Email template "outside of control" (redacted for privilege)	<input type="checkbox"/>	
1.17	Undated	Email template "guidelines for hotels, meals, lost wages, cellular roaming, events" (redacted for privilege)	<input type="checkbox"/>	
1.18	Undated	Email template "guidelines for hotels, meals, lost wages, cellular roaming, events" (redacted for privilege)" (redacted for privilege)	<input type="checkbox"/>	
1.19	Undated	Email template "payment information" (redacted for privilege)	<input type="checkbox"/>	

No.	Date of Document [dd/mmm/yyyy]	Description of Document	Indicate by a check mark if the document is no longer in the listing parties' possession or control	Indicate, for each document listed in this Part by way of an amendment to this List of Documents under Rule 7-1(9), (12) or (14), the date on which the document was listed
1.20	Undated	Email template "lost wages, cellular roaming charges, pre-booked accommodation" (redacted for privilege)	<input type="checkbox"/>	
1.21	Undated	Email template "declined re-accommodation" (redacted for privilege)	<input type="checkbox"/>	
1.22	Undated	Email template "declined transportation expense" (redacted for privilege)	<input type="checkbox"/>	
1.23	Undated	Email template "declined re-accommodation" (redacted for privilege)	<input type="checkbox"/>	
1.24	Undated	Email template "insufficient identification or documentation" (redacted for privilege)	<input type="checkbox"/>	
1.25	Undated	Email template "request for hotel invoice" (redacted for privilege)	<input type="checkbox"/>	
1.26	Undated	Email template "insufficient receipts" (redacted for privilege)	<input type="checkbox"/>	
1.27	Undated	Email template "no receipts" (redacted for privilege)	<input type="checkbox"/>	
1.28	Undated	Email template "declined pre-booked accommodation, lost wages" (redacted for privilege)	<input type="checkbox"/>	
1.29	Undated	Email template "hotel reimbursement for non-Canadian destinations"	<input type="checkbox"/>	
1.30	Undated	Email template "hotel reimbursement per person"	<input type="checkbox"/>	
1.31	Undated	Email template "hotel reimbursement per reservation"	<input type="checkbox"/>	
1.32	Undated	Email template "hotel reimbursement reasonable expenses"	<input type="checkbox"/>	

No.	Date of Document [dd/mmm/yyyy]	Description of Document	Indicate by a check mark if the document is no longer in the listing parties' possession or control	Indicate, for each document listed in this Part by way of an amendment to this List of Documents under Rule 7-1(9), (12) or (14), the date on which the document was listed
1.33	Undated	SOP: Expense Reimbursement Requests (redacted for relevance)	<input type="checkbox"/>	
1.34	Undated	SOP: Expense Reimbursement Requests(redacted for relevance)	<input type="checkbox"/>	
1.35	Undated	Policy: Irregular Operations(redacted for relevance)	<input type="checkbox"/>	
1.36	Undated	Policy: Irregular Operations(redacted for relevance)	<input type="checkbox"/>	

2. OTHER DOCUMENTS TO WHICH THE LISTING PARTY INTENDS TO REFER AT TRIAL

N/A

3. DOCUMENTS THAT RELATE TO A MATTER IN QUESTION IN THE ACTION

N/A

4. DOCUMENTS FOR WHICH PRIVILEGE FROM PRODUCTION IS CLAIMED

No.	Date of Document [dd/mmm/yyyy]	Description of Document	Grounds on which privilege is claimed	Indicate, for each document listed in this Part by way of an amendment to this List of Documents under Rule 7-1(9), (12) or (14), the date on which the document was listed
4.1	Miscellaneous	Internal notes, memorandums and communications created for the dominant purpose of litigation	A, B	
4.2	Miscellaneous	Internal notes, memorandums and communications created for the purpose of obtaining or giving legal advice.	A, J	

The ground(s) for which privilege is claimed for the foregoing documents is:

- A. Communications Pertaining to Legal Advice (Solicitor - Client) – General
Communications made directly between the listing parties and the listing parties' solicitors for the purpose of obtaining or giving legal advice.
- B. Correspondence Relating to Action - General
Correspondence, including letters, notes, documents, memoranda, and drafts, between the listing parties and the listing parties' solicitors or other professional advisors, and their servants and agents, for the dominant purpose of litigation that was in existence or in reasonable prospect at the time the correspondence was sent and received.
- C. Correspondence Relating to Action - Insurer Defended
Correspondence, including letters, notes, documents, memoranda, and drafts, between the listing parties or the listing parties' insurer and the listing parties' solicitors for the purpose of obtaining or giving legal advice, or between the listing parties or the listing parties' solicitors or insurers and third parties for the dominant purpose of litigation that was in existence or in reasonable prospect at the time the correspondence was sent and received.
- D. Communications Pertaining to Legal Advice - Insurer Defended
Communications made between the listing parties or the listing parties' insurer and the listing parties' solicitors for the purpose of obtaining or giving legal advice.
- E. Third Party Communications - General
Expert reports prepared for the listing party at the request of the listing parties' solicitors specifically for the purpose of this action which was in existence or in reasonable prospect at the time the requests for the said reports were made.
- F. Specific Expert Reports - Insurer Defended
Expert reports prepared for the listing parties at the request of the listing parties' solicitors or the listing parties' insurers specifically for the purpose of this action which was in existence or in reasonable prospect at the time the requests for the said reports were made.
- G. Specific Documents Prepared for the Purpose of Action - General
Plans, maps, photographs, statements, memoranda, as the case may be prepared for the listing party at the request of the listing parties or the listing parties' solicitors specifically for the purpose of this action which was in existence or in reasonable prospect at the time the requests for preparation of the said plans, maps, photographs, statements, memoranda, as the case may be were made.

H. Specific Documents Prepared for the Purpose of Action - Insurer Defended

Plans, maps, photographs, statements, memoranda, as the case may be prepared for the listing parties at the request of the listing parties' solicitors or the listing parties' insurers specifically for the purpose of this action which was in existence or in reasonable prospect at the time the requests for preparation of the said plans, maps, photographs, statements, memoranda, as the case may be were made.

I. Documents Prepared or Obtained by Independent Adjuster/Investigator Employed by the Listing Party During Litigation Stage of Investigation

Documents prepared or obtained by or at the request of an independent adjuster/investigator employed by the listing parties or the listing parties' solicitors/listing parties' insurers during the "litigation stage" of the investigation, that is to say, so that their contents would be used for the dominant purpose of litigation that was in reasonable prospect at the time the said documents were prepared/obtained.

J. Solicitor's Brief Privilege (Hodgkinson v. Simms)

Copies of original documents (not in themselves privileged) selected and arranged by counsel solely for use in this action, and memoranda, minutes of evidence, notes, and drafts, to assist counsel in the conduct of litigation.

K. Without Prejudice Communications

Communications passing between the listing parties and opposing parties, or their legal advisors, or servants or agents, including adjusters and independent adjusters, in the course of negotiations for the purpose of settlement or compromise of this/another action, whether or not headed "Without Prejudice".

L. Confidential Documents

Documents or notes of communications that originated in confidence that they would not be disclosed, such confidence being essential to the relationship between sender and recipient.

TAKE NOTICE that the documents listed in Part 1, 2 or 3 of this List of Documents that are not shown as no longer being in the listing party's possession or control may be inspected and copied, during normal business hours, at:

2700-700 West Georgia St.
Vancouver, BC V7Y 1B8

Date: November 22, 2024

Implied undertaking to the court

Documents produced are not to be used by the other party(ies) except for the purposes of this litigation unless and until the scope of the undertaking is varied by a court order or other judicial order, consent or statutory override of a situation of immediate and serious danger emerges. The implied undertaking continues despite settlement or completion of the litigation.



Signature of Michael Dery

listing party lawyer for listing party

This is **Exhibit “E”** to the Affidavit of Brittany Dieno
affirmed before me on December 5, 2024



Simon Lin

Air Passenger Rights v. WestJet Airlines Ltd. [IMAN2-IMANAGE.FID886835]

Simon Lin <simonlin@evolinklaw.com>

Mon, Nov 25, 2024 at 8:43 AM

To: "AGUIAR, Elisa" <eaguiar@ahbl.ca>

Cc: "DERY, Michael" <mdery@ahbl.ca>, "PIMENTEL, Nicolas" <npimentel@ahbl.ca>

Hello Nicolas,

Thank you for your note. Counsel and the plaintiff are fully aware of the implied undertaking to the Court which WestJet has reproduced (in bold) at the last page of the List of Documents form. For greater certainty, we are not acknowledging or agreeing to anything that goes beyond the existence of the implied undertaking to the Court.

The assertion in your letter that "*implied undertaking continues to bind the parties and their counsel even after settlement of a lawsuit into perpetuity*" is not quite accurate or complete on the state of the law on implied undertakings. For example, the implied undertaking is significantly diminished when it has been used at trial.

Please provide copies of the documents as soon as possible. Thank you.

Kind Regards,

Simon Lin
Barrister & Solicitor

**Evolink Law Group**

237-4388 Still Creek Drive, Burnaby, B.C. V5C 6C6

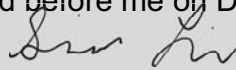
T: 604-620-2666

F: 778-805-9830 (*our fax number has changed as of May 12, 2023*)www.evolinklaw.com

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[Quoted text hidden]

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affirmed before me on December 5, 2024



Simon Lin

Air Passenger Rights v. WestJet Airlines Ltd. [IMAN2-IMANAGE.FID886835]

DERY, Michael <mdery@ahbl.ca>

Tue, Nov 26, 2024 at 7:00 AM

To: Simon Lin <simonlin@evolinklaw.com>, "AGUIAR, Elisa" <eaguiar@ahbl.ca>

Cc: "PIMENTEL, Nicolas" <npimentel@ahbl.ca>

Hi Simon,

Thank you for the below message. We confirm that you and your client are on notice that WestJet expects full compliance with the implied undertaking. Your acknowledgment that you are fully aware of the implied undertaking and your acknowledgment that the implied undertaking exists imply that you and your client will comply with it.

If you intend on not complying with the implied undertaking, please let us know immediately.

We will forward a link to you today so that you can download the documents.

Yours truly,

Michael.

MICHAEL DERY*	ALEXANDER HOLBURN BEAUDIN + LANG LLP
<i>Partner</i>	Asst: Elisa Aguiar
he/him/his	Direct: 604 643 2117
	Email: eaguiar@ahbl.ca
	2700 - 700 West Georgia Street, Vancouver, BC, V7Y 1B8
Tel: 604 484 1742	Barristers + Solicitors Vancouver Kelowna Toronto
Fax: 604 484 9742	*Professional Law Corporation

From: Simon Lin <simonlin@evolinklaw.com>**Sent:** Monday, November 25, 2024 8:44 AM**To:** AGUIAR, Elisa <eaguiar@ahbl.ca>**Cc:** DERY, Michael <mdery@AHBL.CA>; PIMENTEL, Nicolas <npimentel@AHBL.CA>**Subject:** Re: Air Passenger Rights v. WestJet Airlines Ltd. [IMAN2-IMANAGE.FID886835]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Nicolas,

Thank you for your note. Counsel and the plaintiff are fully aware of the implied undertaking to the Court which WestJet has reproduced (in bold) at the last page of the List of Documents form. For greater certainty, we are not acknowledging or agreeing to anything that goes beyond the existence of the implied undertaking to the Court.

The assertion in your letter that "*implied undertaking continues to bind the parties and their counsel even after settlement of a lawsuit into perpetuity*" is not quite accurate or complete on the state of the law on implied undertakings. For example, the implied undertaking is significantly diminished when it has been used at trial.

Please provide copies of the documents as soon as possible. Thank you.

Kind Regards,

Simon Lin
Barrister & Solicitor

[Redacted signature]

[Quoted text hidden]

[Quoted text hidden]

This is **Exhibit "G"** to the Affidavit of Brittany Dieno
affirmed before me on December 5, 2024



Simon Lin

Air Passenger Rights v. WestJet Airlines Ltd. [IMAN2-IMANAGE.FID886835]

Simon Lin <simonlin@evolinklaw.com>

Tue, Nov 26, 2024 at 5:54 PM

To: "DERY, Michael" <mdery@ahbl.ca>

Cc: "AGUIAR, Elisa" <eaguiar@ahbl.ca>, "PIMENTEL, Nicolas" <npimentel@ahbl.ca>

Hello Mike,

I am writing to follow up on the link below. Please provide today.

Thank you.

Kind Regards,

Simon Lin
Barrister & Solicitor

**Evolink Law Group**

237-4388 Still Creek Drive, Burnaby, B.C. V5C 6C6

T: 604-620-2666

F: 778-805-9830 (*our fax number has changed as of May 12, 2023*)www.evolinklaw.com

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[Quoted text hidden]

This is **Exhibit “H”** to the Affidavit of Brittany Dieno
affirmed before me on December 5, 2024



Simon Lin

Menu



([/web/20240810124955/https://www.westjet.com/en-ca](https://web/20240810124955/https://www.westjet.com/en-ca))

[← Back to Flight interruptions and passenger rights \(/web/20240810124955/https://www.westjet.com/en-ca/interruptions\)](#)

Submit a request for reimbursement

Should you incur out-of-pocket expenses for a flight delay or cancellation within our control, you may submit a request to WestJet for reimbursement. WestJet will review requests for reasonable expenses that qualify within our guidelines and supporting itemized receipts will be required. If approved, a reimbursement will be sent to the email address provided, with options for how you can receive payment electronically. You can also choose to receive WestJet dollars deposited into your WestJet Rewards account instead. Our general guidelines are¹:

- **Hotel costs:** in situations where WestJet was unable to secure a hotel room, or you did not accept the hotel re-accommodation option WestJet has offered (and you book your own hotel), WestJet will reimburse you up to \$150.00 CAD (\$200.00 CAD for non-Canadian destinations) per night/per reservation. In-room movie costs, tips/gratuities and long distance telephone charges will be excluded
- **Meals:** In the unlikely event meal vouchers are not available during a controllable delay, we will reimburse meal expenses to a maximum of \$45 CAD per day/per guest. Alcoholic beverages and tips/gratuities will be excluded.
- **Transportation:** if transportation was not available by WestJet, we will reimburse the cost incurred for transportation between the airport and the hotel
- WestJet does not reimburse expenses for cellular roaming charges, missed entertainment /sporting/excursion events, lost wages or missed connections to non-partner airlines or cruises

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

For further detailed information please see section [Rule 90 of our domestic tariff \(/web/20240810124955/https://www.westjet.com/en-ca/about-us/legal/tariffs/domestic#c1535383644403-7\)](#): Services provided during controllable delays or cancellations.

For out-of-pocket expenses related to a **delayed or damaged baggage incident** within our control, you may submit a [request to WestJet for reimbursement \(/web/20240810124955/https://www.westjet.com/en-ca/baggage/lost-delayed-damaged/submit-expenses\)](#).

Please note, once the below form has been submitted a copy of your submission cannot be retrieved again at a later date. In the event you need a copy for your records we encourage you to take a screenshot or a photo on your mobile device before clicking Submit.

Contact information

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.


S U B M I T


Legal, restrictions and terms and conditions


 (<https://web.archive.org/web/20240810124955/https://twitter.com/westjet>)

 (<https://web.archive.org/web/20240810124955/http://instagram.com/westjet>)

 (<https://web.archive.org/web/20240810124955/https://www.facebook.com/westjet/>)

 (<https://web.archive.org/web/20240810124955/https://www.linkedin.com/company/westjet/>)

 (<https://web.archive.org/web/20240810124955/http://youtube.com/westjet>)

 (<https://web.archive.org/web/20240810124955/https://www.tiktok.com/@MS4wLjABAAAAe40vZfb-6oN0KdsGwMKtV17qyE7KVBiL0cWU0x6PXI83JgsuloTNosZNmkLlovEj>)

English

Contact us (</web/20240810124955/https://www.westjet.com/en-ca/contact>)

BOOKING OPTIONS

Business travel
(</web/20240810124955/https://www.westjet.com/en-ca/flights/business>)

Groups and conventions
(</web/20240810124955/https://www.westjet.com/en-ca/flights/groups>)

Direct flights (</web/20240810124955/https://www.westjet.com/en-ca/book-trip/direct-flights/index>)

Hold the fare (</web/20240810124955/https://www.westjet.com/en-ca/flights/payment/hold-fare>)

Book with a companion voucher
(</web/20240810124955/https://www.westjet.com/en-ca/help/how-to-book-companion-voucher>)

Book with WestJet dollars
(</web/20240810124955/https://www.westjet.com/en-ca/flights?iswestjetdollars=true>)

BEFORE YOU GO

Baggage allowance
(</web/20240810124955/https://www.westjet.com/en-ca/baggage>)

Seat selection
(</web/20240810124955/https://www.westjet.com/en-ca/manage/seats>)

Children and family
(</web/20240810124955/https://www.westjet.com/en-ca/children>)

Pets (</web/20240810124955/https://www.westjet.com/en-ca/pets>)

Travelling with health concerns
(</web/20240810124955/https://www.westjet.com/en-ca/health>)

Special needs
(</web/20240810124955/https://www.westjet.com/en-ca/special-needs>)

Travel documents
(</web/20240810124955/https://www.westjet.com/en-ca/prepare/id-requirements>)

Fares, taxes and fees
 (/web/20240810124955/https://www.westjet.com/en-ca/flights/fares)

Car rental [↗](#)

Destinations (/web/20240810124955/https://www.westjet.com/en-ca/destinations)

Travel insurance
 (/web/20240810124955/https://www.westjet.com/en-ca/extras/travel-insurance)

Download/update the app
 (/web/20240810124955/https://www.westjet.com/en-ca/manage/mobile-app)

Get travel ready
 (/web/20240810124955/https://www.westjet.com/en-ca/get-travel-ready)

AT THE AIRPORT

Lounges (/web/20240810124955/https://www.westjet.com/en-ca/airport/lounges)

Priority services
 (/web/20240810124955/https://www.westjet.com/en-ca/airport/priority-services)

Security screening
 (/web/20240810124955/https://www.westjet.com/en-ca/airport/security-screening)

Parking (/web/20240810124955/https://www.westjet.com/en-ca/airport/parking-deals)

IN THE AIR

Food and beverage
 (/web/20240810124955/https://www.westjet.com/en-ca/inflight/food-and-beverages)

Entertainment
 (/web/20240810124955/https://www.westjet.com/en-ca/inflight/entertainment)

Our aircraft (/web/20240810124955/https://www.westjet.com/en-ca/aircraft)

Cabins (/web/20240810124955/https://www.westjet.com/en-ca/inflight)

AT YOUR DESTINATION

Lost and found [↗](#)

Lost luggage (/web/20240810124955/https://www.westjet.com/en-ca/baggage/lost-delayed-damaged)



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History ([/web/20240810124955/https://www.westjet.com/en-ca/history](https://www.westjet.com/en-ca/history))

Sponsorship ([/web/20240810124955/https://www.westjet.com/en-ca/contact/requests/sponsorship](https://www.westjet.com/en-ca/contact/requests/sponsorship))

Community Investment ([/web/20240810124955/https://www.westjet.com/en-ca/are/cares](https://www.westjet.com/en-ca/are/cares))

Gift cards ([/web/20240810124955/https://www.westjet.com/en-ca/gift-cards](https://www.westjet.com/en-ca/gift-cards))

Great careers ([/web/20240810124955/https://www.westjet.com/en-ca/great-careers](https://www.westjet.com/en-ca/great-careers))

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FAQs ([/web/20240810124955/https://www.westjet.com/en-ca/faq](https://www.westjet.com/en-ca/faq))

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WESTJET VACATIONS

Featured vacation packages (/web/20240810124955/https://www.westjet.com/en-ca/vacations/featured)

Family vacation packages (/web/20240810124955/https://www.westjet.com/en-ca/vacations/family-vacation-packages)

Why WestJet Vacations? (/web/20240810124955/https://www.westjet.com/en-ca/contact-us/faqs/vacations)

Travelling from Quebec?
(https://web.archive.org/web/20240810124955/https://vacanceswestjetquebec.com/en?utm_source=referral&utm_medium=web&utm_campaign=westjetreferral&utm_content=footer)

SERVICES

WestJet Biz
(https://web.archive.org/web/20240810124955/https://westjetbiz.westjet.com/login.html)

WestJet Cargo (/web/20240810124955/https://www.westjet.com/en-ca/cargo)

Travel agents [🔗](#)

Accessibility (/web/20240810124955/https://www.westjet.com/en-ca/special-needs)

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Privacy policy (/web/20240810124955/https://www.westjet.com/legal/privacy-policy)

Flight interruptions and passenger rights (/web/20240810124955/https://www.westjet.com/legal/interruptions)

US flight and service disruptions (/web/20240810124955/https://www.westjet.com/legal/interruptions/us-service-plan)

Modern slavery statement
(/web/20240810124955/https://www.westjet.com/content/dam/westjet/2024/modern-slavery-report-31052024.pdf)

Legal (/web/20240810124955/https://www.westjet.com/legal)



Menu



([/web/20240816003808/https://www.westjet.com/en-ca](https://web/20240816003808/https://www.westjet.com/en-ca))

[← Back to Flight interruptions and passenger rights \(/web/20240816003808/https://www.westjet.com/en-ca/interruptions\)](#)

Submit a request for reimbursement

In the event of a flight delay or cancellation [that is within WestJet's control \(/web/20240816003808/https://www.westjet.com/en-ca/interruptions/delays-cancellations-changes#id-93C936122D53E28C09C0F2621DADC124-tab-1\)](#), 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 \(/web/20240816003808/https://www.westjet.com/en-ca/baggage/lost-delayed-damaged/submit-expenses\)](#).

ⓘ 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

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)

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.

SUBMIT

(<https://web.archive.org/web/20240816003808/https://twitter.com/westjet>)
 (<https://web.archive.org/web/20240816003808/http://instagram.com/westjet>)
 (<https://web.archive.org/web/20240816003808/https://www.facebook.com/westjet/>)
 (<https://web.archive.org/web/20240816003808/https://www.linkedin.com/company/westjet>)
 (<https://web.archive.org/web/20240816003808/http://youtube.com/westjet>)
 (<https://web.archive.org/web/20240816003808/https://www.tiktok.com/@MS4wLjABAAAe40vZfb-6oN0KdsGwMktVl7qyE7KVBiL0cWU0x6PXI83JgsuloTNosZNmkLLovEj>)

English 

[Contact us \(/web/20240816003808/https://www.westjet.com/en-ca/contact\)](/web/20240816003808/https://www.westjet.com/en-ca/contact)

BOOKING OPTIONS

Business travel
 (/web/20240816003808/https://www.westjet.com/en-ca/flights/business)
 Groups and conventions
 (/web/20240816003808/https://www.westjet.com/en-ca/flights/groups)
 Direct flights (/web/20240816003808/https://www.westjet.com/en-ca/book-trip/direct-flights/index)
 Hold the fare (/web/20240816003808/https://www.westjet.com/en-ca/flights/payment/hold-fare)
 Book with a companion voucher
 (/web/20240816003808/https://www.westjet.com/en-ca/help/how-

BEFORE YOU GO

Baggage allowance
 (/web/20240816003808/https://www.westjet.com/en-ca/baggage)
 Seat selection
 (/web/20240816003808/https://www.westjet.com/en-ca/manage/seats)
 Children and family
 (/web/20240816003808/https://www.westjet.com/en-ca/children)
 Pets (/web/20240816003808/https://www.westjet.com/en-ca/pets)
 Travelling with health concerns
 (/web/20240816003808/https://www.westjet.com/en-ca/health)

to-book-companion-voucher)

Book with WestJet dollars
(/web/20240816003808/https://www.westjet.com/en-ca/flights?iswestjetdollars=true)

Fares, taxes and fees
(/web/20240816003808/https://www.westjet.com/en-ca/flights/fares)

Car rental [↗](#)

Destinations (/web/20240816003808/https://www.westjet.com/en-ca/destinations)

Special needs

(/web/20240816003808/https://www.westjet.com/en-ca/special-needs)

Travel documents

(/web/20240816003808/https://www.westjet.com/en-ca/prepare/id-requirements)

Travel insurance

(/web/20240816003808/https://www.westjet.com/en-ca/extras/travel-insurance)

Download/update the app

(/web/20240816003808/https://www.westjet.com/en-ca/manage/mobile-app)

Get travel ready

(/web/20240816003808/https://www.westjet.com/en-ca/get-travel-ready)

AT THE AIRPORT

Lounges (/web/20240816003808/https://www.westjet.com/en-ca/airport/lounges)

Priority services
(/web/20240816003808/https://www.westjet.com/en-ca/airport/priority-services)

Security screening
(/web/20240816003808/https://www.westjet.com/en-ca/airport/security-screening)

Parking (/web/20240816003808/https://www.westjet.com/en-ca/airport/parking-deals)

IN THE AIR

Food and beverage
(/web/20240816003808/https://www.westjet.com/en-ca/inflight/food-and-beverages)

Entertainment
(/web/20240816003808/https://www.westjet.com/en-ca/inflight/entertainment)

Our aircraft (/web/20240816003808/https://www.westjet.com/en-ca/aircraft)

Cabins (/web/20240816003808/https://www.westjet.com/en-ca/inflight)

AT YOUR DESTINATION

Lost and found [↗](#)

Lost luggage (/web/20240816003808/https://www.westjet.com/en-ca/baggage/lost-delayed-damaged)



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History ([/web/20240816003808/https://www.westjet.com/en-ca/history](https://www.westjet.com/en-ca/history))

Sponsorship ([/web/20240816003808/https://www.westjet.com/en-ca/contact/requests/sponsorship](https://www.westjet.com/en-ca/contact/requests/sponsorship))

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Gift cards ([/web/20240816003808/https://www.westjet.com/en-ca/gift-cards](https://www.westjet.com/en-ca/gift-cards))

Great careers ([/web/20240816003808/https://www.westjet.com/en-ca/great-careers](https://www.westjet.com/en-ca/great-careers))

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Media and news ([/web/20240816003808/https://www.westjet.com/en-ca/media](https://www.westjet.com/en-ca/media))



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WESTJET VACATIONS

Featured vacation packages (/web/20240816003808/https://www.westjet.com/en-ca/vacations/featured)

Family vacation packages (/web/20240816003808/https://www.westjet.com/en-ca/vacations/family-vacation-packages)

Why WestJet Vacations? (/web/20240816003808/https://www.westjet.com/en-ca/contact-us/faqs/vacations)

Travelling from Quebec?
(https://web.archive.org/web/20240816003808/https://vacanceswestjetquebec.com/en?utm_source=referral&utm_medium=web&utm_campaign=westjetreferral&utm_content=footer)

SERVICES

WestJet Biz
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WestJet Cargo (/web/20240816003808/https://www.westjet.com/en-ca/cargo)

Travel agents [🔗](#)

Accessibility (/web/20240816003808/https://www.westjet.com/en-ca/special-needs)

LEGAL

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US flight and service disruptions (/web/20240816003808/https://www.westjet.com/ca/interruptions/us-service-plan)

Modern slavery statement
(/web/20240816003808/https://www.westjet.com/content/modern-slavery-report-31052024.pdf)

Legal (/web/20240816003808/https://www.westjet.com/legal)

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*Thank you for contacting WestJet.
To ensure you receive emails from WestJet, please add us to your contacts.
Merci de contacter WestJet.
Afin de vous assurer de recevoir les courriels de WestJet, veuillez nous ajouter à vos contacts.*



Hello <Guest>

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

We are very sorry for the delay of <first flight - WSXXXX> with service from <City> to <City> on <date>. We hope that you can appreciate it is never our intention to interrupt service on any of our flights, however, there are times with air travel that unforeseen circumstances can arise and are completely unavoidable. As the safety of our guests and our crew is of the utmost importance to us, we will always make it our top priority, even if it requires some level of inconvenience.

Upon review of your reservation, our records indicate that <first flight - WSXXXX> did incur a delay of <minutes>, with a gate arrival time of <00:00 a.m./p.m.>. This confirms that there was

still sufficient time to make your connecting flight scheduled to depart at <00:00 a.m./p.m>. Therefore, we would respectfully decline your request for reimbursement for any expenses you incurred.

We can suggest engaging your travel insurance or credit card provider for potential assistance. If you require a letter from the airline to confirm the interruption, please visit the link below.

[INSURANCE LETTER REQUEST](#)

Thank you for your patience while we resolve your concerns.

Regards,

<Agent> | Guest Support



[Privacy policy / Politique de confidentialité](#)

You received this email because you submitted a question or comment on westjet.com. This email may be privileged and/or confidential and must not be disclosed, copied, forwarded or distributed without authorization. If you received this message in error, please notify the sender immediately and delete the original message.

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WestJet, 22 Aerial Place NE, Calgary, AB T2E 3J1, Canada*

Thank you for contacting WestJet.

To ensure you receive emails from WestJet, please add us to your contacts.

Merci de contacter WestJet.

Afin de vous assurer de recevoir les courriels de WestJet, veuillez nous ajouter à vos contacts.



Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet.

Upon review of your reservation, we can confirm that your flight was not impacted by a major flight interruption and departed as scheduled. However, as you were marked as a "no-show" for this flight, this results in ineligibility for any compensation or reimbursement of out-of-pocket expenses.

We hope you can appreciate that we must rely on the guests to advise us if they decide to no longer travel. This would allow us to cancel their flight and put the funds into credit for future use or refund to your original form of payment based on fare guidelines. As you did not notify us that you would not be taking the alternate flight, we are unable to offer any reimbursement of your expenses.

If you require a letter from the airline to confirm the interruption, please visit the link below.

[Travel Insurance Flights | WestJet official site](#)

Thank you for making WestJet part of your travel plans.



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Vous avez reçu ce courriel parce que vous avez soumis une question ou un commentaire sur westjet.com. Ce courriel peut être protégé ou confidentiel. Il est interdit de le divulguer, de le copier, de le transférer ou de le distribuer sans autorisation. Si vous avez reçu ce message par erreur, veuillez en aviser l'expéditeur immédiatement et supprimer le message d'origine.

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To ensure you receive emails from WestJet, please add us to your contacts.
Merci de contacter WestJet.
Afin de vous assurer de recevoir les courriels de WestJet, veuillez nous ajouter à vos contacts.*



Hello <GUEST>,

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

Upon review of your reservation, we find WestJet was not the operating carrier of your flight which caused your expense(s). Therefore, we would respectfully decline your request.

We suggest you contact the operating carrier and/or travel insurance regarding your expenses. We will consider this matter and your request closed.

Thank you for your patience while we resolve your concerns.

Regards,

<AGENT> | Guest Support



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Hello <Guest>,

RE: <PNR>

Thank you for your reply and for providing the information required to validate access to the reservation under <Guest name issued on hotel invoice>.

We can confirm that a claim has already been submitted by <Guest name issued on hotel invoice>. As the invoice was issued to this guest and they submitted a request for reimbursement, the claim would be adjudicated with them directly. Therefore, we will consider this matter and your request closed.

Regards,

<agent> | Guest Support



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Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

Out-of-pocket expenses are only considered by WestJet when a delay or cancellation is within the control of the airline. Upon review of your reservation, we can confirm that WS<XXXX> with service from <OB> to <IB> on <date> was <delayed/canceled, diverted> due to a delay after the doors were closed, which could be due to < a number of possible uncontrollable factors such as ramp congestion, air traffic control, airport facilities issues, headwinds or weather issues that could include de-icing or change to other NAS reason listed in WIN>.

These expenses are considered outside the airlines control. We suggest engaging your travel insurance or credit card provider for potential assistance with the expenses you incurred. If you require a letter from the airline to confirm the interruption, please visit the

link below:

[Insurance Letter Request](#)

Thank you for your patience while we resolve your concerns.

Regards,

<agent> | Guest Support



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Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet expenses.

We are very sorry for the <cancellation/delay/diversion> of WS <##> with service from <OB> to <IB> on <date> due to <insert reason>. Please know that it is never our intention to interrupt service on our flights, however, there are times with air travel that unforeseen circumstances can arise and are entirely unavoidable. As the safety of our guests and crew is of the utmost importance to us, we will always prioritize it, even if it requires some inconvenience.

Based on the details you provided, we have approved the amount of \$<XX.XX CAD/USD/GBP/EURO>. We have deposited <##> WestJet Dollars* into the account <#####> as per your preference indicated on your claim. If applicable, any alcohol

would have been deducted from any totals.

If you have any other out-of-pocket expenses, it is recommended that you claim them through your travel insurance. If you did not purchase travel insurance, you can contact the number on the back of your credit card, as travel protection is often included in credit card plans.

Insurance Letter:

[Travel Insurance Flights | WestJet official site](#)

[Travel Insurance WestJet Vacations | WestJet official site](#)

Thank you for choosing WestJet; we look forward to welcoming you on board again soon.

Kind regards,

<agent> | Guest Support

**WestJet dollars issued for compensation will expire 12 months from the issue date. You can redeem your WestJet dollars towards the base fare (taxes and fees excluded) of WestJet flights and vacation packages. WestJet dollar is equivalent to CAD 1. WestJet dollars are transferable for a cost of \$50. You may travel after the WestJet dollars' expiration date if you have applied the WestJet dollars to a new reservation before the expiration. It is valid for WestJet flights booked on westjet.com or via our call center for regular or seat sale fares without blackout dates. WestJet dollars cannot be applied to service fees, inflight purchases, third-party reservations such as reward program bookings or code-share flights, in combination with a promo code, or for ancillary expenses such as seat selection or baggage fees.*

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Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

We are very sorry for the <cancellation/delay/diversion> of WS <##> with service from <OB> to <IB> on <date> due to <insert reason>. Please know that it is never our intention to interrupt service on our flights, however, there are times with air travel that unforeseen circumstances can arise and are entirely unavoidable. As the safety of our guests and crew is of the utmost importance to us, we will always prioritize it, even if it requires some inconvenience.

We have received and reviewed the receipt(s) and have approved the amount of \$ <XX.XX> <CAD/USD/GBP/EURO>.

<As we have reimbursed your ticket with <OA>, the WestJet ticket will be forfeited, and no further refund will be provided.>

Within the next 3 to 7 business days, you will receive two emails from @pay.westjet.com. The first email will contain instructions on claiming your reimbursement, while the second email will provide a link to track your payment. Once you select 'CLAIM PAYMENT,' you will receive payment delivery options based on your country of residence. The claim email will also include links to terms of service and payment support. Please make sure on the verification screen that you are entering the phone number as provided on the expense form that was submitted to us, without any dashes or punctuation.

Payments must be claimed before the expiry date noted in the email.

If your payment consists of more than one currency. It will be converted to one currency. For example, if you submitted 3 receipts in US Funds and 4 in Canadian, WestJet would pay the claim in Canadian dollars.

If you require assistance accepting your claim, please review the Support FAQ in the link below. If you require further assistance, please use the "Telephone" or "Email" tabs in the link below to contact Hyperwallet support directly.

[Westjet Pay Portal - Customer Support](#)

If you have any other out-of-pocket expenses, it is recommended that you claim them through your travel insurance. If you did not

purchase travel insurance, you can contact the number on the back of your credit card, as travel protection is often included in credit card plans.

Insurance letter:

[Travel Insurance Flights | WestJet official site](#)

[Travel Insurance WestJetVacations | WestJet official site](#)

Thank you for choosing WestJet; we look forward to welcoming you on board again soon.

Kind regards,

<agent> | Guest Support



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Hello <Guest>,

Thank you for your reply.

We are sorry you are disappointed with our response. We can assure you that the information provided in our previous responses is correct.

As we have <reimbursed you / reviewed your request> according to our guidelines, we are unable to further assist with out-of-pocket expenses. Since we have provided you with all information regarding this flight interruption and no different resolution, there will be no further escalations within WestJet.

For more information about your passenger rights, see our updated [tariffs and conditions of carriage](#), read the full [tariff](#), or visit [Canadian Transportation Agency](#).

Regards,



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Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet.

Please know this is a dedicated channel for out-of-pocket expenses incurred by a flight interruption within WestJet's control. We apologize for the confusion. From what you have shared, you are requesting reimbursement for out-of-pocket expense relating to your WestJet Vacations Transfer.

For WestJet Vacations support, please call 1-877-737-7001. They are available daily, from 6 a.m. to 10 p.m. MST (or 6 a.m. to 5 p.m. MST for service in French). You may also share your concerns at [share feedback](#) by selecting WestJet Vacations as the category on the online form.

We are sorry we could not be of further assistance.

Regards,

<agent > | Guest Support



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Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet.

We apologize for any confusion as you have submitted your request through the wrong channel. This specialized channel is dedicated to the review of out-of-pocket expenses due to a flight interruption within the carrier's control. We are unable to assist with or forward other inquires.

In review of the information you have provided, we understand you are seeking compensation for an interruption to your travel plans. Please accept our sincerest apologies for the inconvenience caused. If you would like to make a claim for compensation related to a flight delay, please complete the claim form linked below. One form is required per guest travelling, with a unique email address for each.

[Air Passenger Protection CLAIMS](#)

A specialized team will review your claim and advise if you have been approved for compensation based on the Canadian Air Passenger Protection Regulations.

Thank you for making WestJet part of your travel plans.

Regards,

<agent > | Guest Support



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Hello <Guest>

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

Essential out-of-pocket expenses are only considered by WestJet when a delay or cancellation is within the airline's control. For situations outside the airline's control such as but not limited to, weather or air traffic control; we would direct you to claim through your travel insurance provider.

Upon review of your claim, your arrival or departure time was changed due to a schedule change and is not eligible for compensation. Our tariffs, in line with tariffs of all major air carriers, do permit us to change or cancel any of our planned schedules, routes or aircraft with notice.

You can find more information about the [terms and conditions of carriage](#) or information within our [tariff](#) online.

Thank you for making WestJet part of your travel plans.

Regards,

<agent> | Guest Support



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Hello <Guest>,

RE: <PNR>

**** In Sprinklr, please macro to awaiting payment for the amount the top up payment only, and remember the TE must have a letter ex. 2188131230A****

We apologize for any confusion regarding your out-of-pocket expense(s).

Under further review of the receipt(s) we have approved the additional amount of \$ <XX.XX> <CAD/USD/GBP/EURO>, alcohol would have been deducted from any totals.

Since you've been approved for a top-up payment, you'll receive **two** emails for both the originally approved funds and the additional funds granted in this email.

If you have any questions on collecting your funds, please refer to the guide in the original approval email.

We apologize once again for the miscommunication on the approved exception amount.

Kind regards,

<agent> | Guest Support



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Hello <Guest>

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

In the review of your reservation, we can confirm that your flight WS<0000> with service from <xxx> to <xxx> was cancelled on <date> due to <reason> and is considered <outside/within> the airline's control.

Our records indicate that we issued a hotel voucher for you. As such, we respectfully decline your request for reimbursement for the hotel you booked directly with.

We can suggest engaging your travel insurance or credit card provider for potential assistance. If you require a letter from the airline to confirm the interruption, please visit the link below.

[INSURANCE LETTER REQUEST](#)

Thank you for your patience while we resolve your concerns.

Regards,

<agent> | Guest Support



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Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

Upon review of your reservation, we can confirm that WS<XXXX> with service from <OB> to <IB> on <date> was <delayed/cancelled> due to weather and is considered outside the airline's control. Essential out-of-pocket expenses are only considered by WestJet when a delay or cancellation is within the control of the airline.

We can suggest engaging your travel insurance or credit card provider for potential assistance with the expenses you incurred. If you require a letter from the airline to confirm the interruption, please visit the link below:

[INSURANCE LETTER REQUEST](#)

<If applicable> It appears you are eligible for a refund for the unused portion of your ticket. We kindly ask that you please call our Service and Sales Centre (open 24|7) at 1-888-937-8538 and

reference reservation code <Dummy PNR- if applicable>. Anyone of our representatives will be happy to assist you. If you are calling outside Canada or the United States, [Click here](#) > ⁷²

(3rd party) It appears you are eligible for a refund on the unused portion of your ticket. Due to contractual obligations with your third-party provider, we are unable to refund your ticket. We ask that you contact your original booking source for this refund. >

Thank you for your patience while we resolve your concerns.

Regards,

<agent> | Guest Support



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Hello <Guest>

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

Essential out-of-pocket expenses are only considered by WestJet when a delay or cancellation is within the airline's control. For situations outside the airline's control such as but not limited to, weather or air traffic control; we would direct you to claim through your travel insurance provider.

WestJet has guidelines for these expenses and there are daily maximums for hotels, meals, and transportation. Please review the following:

HOTEL:

The daily maximum for a hotel in a destination city is (\$150/\$200 CAD)/night per reservation. This amount is only considered if vouchers were not available at the airport. In-room movie costs, tips/gratuities, and long-distance telephone charges are not considered. This amount is not based on per person. Reimbursement will be made to the person whose name is on the hotel reservation.

MEAL:

The daily maximum for meals is \$45.00/day; however, the amount is broken down into \$15.00/meal per person and based on the length of the delay. Please note the airline does not cover gratuity or alcohol. This amount is only considered if vouchers were not available at the airport.

TRANSPORTATION:

Commercial land transport (taxi), per direction, to and from the ticketed airport(s) only; with a receipt will be considered for reimbursement. Please note the airline does not cover gratuity. This amount is only considered if vouchers were not available at the airport.

VEHICLE RENTAL (EXCEPTION ONLY please see the note above): this is a pre-approved expense or exception. The airline will assist with the daily rate only to a maximum of 50.00/day CAD for a maximum of two days. Additional charges such as but not limited to; insurance, drop-off fees, upgrades or fuel would not be considered by the airline. Fuel would be considered if a separate receipt is submitted for review. NOTE: the 50.00 is the base depending on the currency

The airline is not responsible for expenses outside of the above-noted items such as, but not limited to: lost wages, cellular roaming charges, events, pre-booked accommodation in destination, and transportation onward from the destination listed on the ticket such as missed connections to non-partner airlines or cruises. These expenses should be processed through travel insurance. If you did not purchase travel insurance, we recommend contacting the number on the back of your credit card as travel protection is often included in credit card plans.

We would require itemized receipts from a vendor, detailing the items purchased with a dollar value, date, and showing payment. Please note the daily maximum is offered to assist with the unexpected expenses caused by the interruption to your travel plans. Debit or credit receipts or bank/credit card statements are not accepted as receipts.

Any amount over and above what the airline will assist with should be claimed through your travel insurance. If you did not purchase travel insurance, we recommend contacting the number on the back of your credit card as travel protection is often included in credit card plans.

In accordance with our policy above, we respectfully decline your request for reimbursement of your hotel expense as the hotel was in your home/origin city. If you require a letter from the airline to confirm the interruption for your travel insurance claim, please visit the link below.

INSURANCE LETTER REQUEST

Thank you for your patience while we resolve your concerns.

Regards,

<agent> | Guest Support

Hello

RE:

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

Essential out-of-pocket expenses are only considered by WestJet when a delay or cancellation is within the airline's control. For situations outside the airline's control such as but not limited to, weather or air traffic control; we would direct you to claim through your travel insurance provider.

In the event of a flight interruption, WestJet's promise is to move our affected guests to the next available flight. While we can appreciate that our options are not always convenient, should a guest not travel, take alternate travel methods to their final destination, or travel to/from alternate city, any additional expense would be their own.

WestJet has guidelines for these expenses and there are daily maximums for hotels, meals, and transportation between airport and hotel only. The airline is not responsible for expenses outside of the above-noted items such as, but not limited to: lost wages, cellular roaming charges, events, parking, pre-travel expenses, pre-booked accommodation, accommodation and/or transportation in destination, and transportation onward from the destination listed on the ticket such as missed connections to non-partner airlines or cruises.

We would respectfully decline your request for reimbursement of <your Air Canada ticket expense>. These expenses should be processed through travel insurance. If you did not purchase travel insurance, we can suggest contacting the number on the back of your credit card as travel protection is often included.

If you require a letter from the airline to confirm the interruption, please visit the link below.

INSURANCE LETTER REQUEST

Thank you for your patience while we resolve your concerns.

Regards,

<Agent> | Guest Support

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Hello <Guest>,

RE: <PNR>

Thank you for your reply.

<Please only use this asset if you have determined the guest is eligible for reimbursement>

For us to complete your request, we require additional information required to send you a virtual payment through our WestJet Pay Portal, which allows for electronic payment delivery.

Upon review, we can see that the email address <xxxxx@xxxx.com> submitted with your claim is already in use under a different name. If you would like to use this same email address to process your reimbursement, please provide the following information:

- **Account Holders first and last name:**
- **Address listed on the account** (include city, province/state, postal/zip code): **<remove this if not applicable/use only if address is different as guest may have moved since last claim>**

Alternatively, you may provide a different email address in direct response to this communication and we would be happy to proceed with your claim. If you are providing a new email, please fill out the boxes below.

Please note a unique email address is required for each guest and must belong to the individual named in the application/reservation (unless they are a minor). The email address cannot be changed once payment has been issued. Also please take note of the phone number exactly as stated as you will need to verify your identity.

Name	<Guests Name>
Email	

Once we receive your information, a payment will be issued and a link to your payment will be sent by email through WestJet Pay Portal, which allows for electronic payment delivery. You will receive two emails from @pay.westjet.com; one to claim your reimbursement and a second email with a link to track your payment. Once you select 'CLAIM PAYMENT', you will be presented with the payment delivery options, based on your country of residence. Links to terms of service and payment support will also be included with the claim email. Please make sure on the verification screen that you are entering the phone number, exactly as you wrote it, on your original claim. Payments must be claimed before the expiry date noted in the email. Pay Portal with a link to select your preferred payment method and claim your payment.

We look forward to hearing from you.

Regards,

<Agent> | Guest Support

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Merci de contacter WestJet.
Afin de vous assurer de recevoir les courriels de WestJet, veuillez nous ajouter à vos contacts.*



Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

We are very sorry for the <cancellation/delay/diversion> of WS <##> with service from <OB> to <IB> on <date> due to <insert reason>. Please know that it is never our intention to interrupt service on our flights. However, there are times with air travel when unforeseen circumstances can arise and are entirely unavoidable. As the safety of our guests and crew is of the utmost importance to us, we will always prioritize it, even if it requires some inconvenience.

The airline is not responsible for expenses such (but not limited to) lost wages, cellular roaming charges, events, pre-booked accommodation at destination, transportation onward from the destination, missed connections of a non-partner airlines or cruise. Therefore, we would respectfully decline your request for

reimbursement of <pre-booked accommodation, lost wages>

These expenses should be processed through travel insurance. If you did not purchase travel insurance, we can suggest contacting the number on the back of your credit card or travel protection.

If you require a letter from the airline to confirm the interruption, please visit the link below.

[INSURANCE LETTER REQUEST](#)

<If applicable> You may be eligible for a refund for the unused portion of your ticket. We kindly ask that you please call our Service and Sales Centre (open 24|7) at 1-888-937-8538 and reference reservation code <Dummy PNR- if applicable>. Any one of our representatives will be happy to assist you. If you are calling outside Canada or the United States, [Click here](#)

(Third party) You may be eligible for a refund on the unused portion of your ticket. However, due to contractual obligations with your third-party provider, we are unable to process your refund directly. We kindly ask that you contact your original booking source to discuss your options.

Thank you for your patience while we resolve your concerns.

Regards,

<agent> | Guest Support



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Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expenses.

In the event of a flight interruption, WestJet will re-accommodate our affected guests to the next available flight option. Upon review of your reservation, we can confirm you declined the same-day, next available flight option for re-accommodation. As you opted to choose a flight on a different day, we would respectfully decline your request for reimbursement of your expense(s).

We would suggest engaging your travel insurance or credit card provider for potential assistance. If you require a letter from the airline to confirm the interruption, please visit the link below.

[INSURANCE LETTER REQUEST](#)

Thank you again for your patience while we resolve your concerns.

<Agent> | Guest Support



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Hello <Guest>

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expenses.

WestJet only considers out-of-pocket expenses when a delay or cancellation is within the airline's control. For situations outside the airline's control, such as weather or air traffic control, we would direct you to claim these expenses through your travel insurance provider.

In the review of the flight details, <WSXXXX> with service from <city> to <city> on <January 30, 2020,> was delayed due to <unscheduled maintenance for safety concerns>. In the event of a flight interruption, WestJet promises to move our affected guests to the next available flight. If a guest chooses to decline our re-accommodation option and takes alternate travel methods to their final destination, this would be at their own expense. Therefore, we respectfully decline your request to reimburse your <ticket with Air Canada>.

We suggest engaging your travel insurance or credit card provider

for assistance. Please visit the link below if you require a letter from WestJet to confirm our flight interruption and guidelines.

[INSURANCE LETTER REQUEST](#)

<If applicable>

<DUMMY PNR - if applicable>. Any one of our representatives will be more than happy to assist you. If you are calling outside Canada or the United States, [click here](#) for a list of our local and toll-free numbers.

(Third party) You may be eligible for a refund on the unused portion of your ticket. Due to contractual obligations with your third-party provider, we cannot refund your ticket. We ask that you contact your original booking source for this refund. >

Thank you again for your patience while we resolve your concerns.

Regards,

<agent> | Guest Support



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Hello <Guest>

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

We are very sorry for the <cancellation/delay> of WS <##> with service from <OB> to <IB> on <date> due to <insert reason>. We hope that you can appreciate it is never our intention to interrupt service on any of our flights, however, there are times with air travel that unforeseen circumstances can arise and are completely unavoidable. As the safety of our guests and our crew is of the utmost importance to us, we will always make it our top priority, even if it requires some level of inconvenience.

In the event of a flight interruption, WestJet's promise is to move our affected guests to the next available flight. While we can appreciate that our options are not always convenient, should a guest not travel, take alternate travel methods to their final destination, or travel to/from alternate city, any additional expense would be their own.

The airline is not responsible for expenses outside of the above-noted items such as, but not limited to: lost wages, cellular roaming charges, events, parking, pre-travel expenses pre-booked accommodation, accommodation and/or transportation in destination, and transportation onward from the destination listed on the ticket such as missed connections to non-partner airlines or cruises.

Therefore, we would respectfully decline your request for reimbursement of your <transportation> expense. We can suggest engaging your travel insurance or credit card provider for potential assistance. If you require a letter from the airline detailing the interruption to your travel, please visit the link below:

[INSURANCE LETTER REQUEST](#)

Thank you again for your patience while we resolve your concerns.

Regards,

<agent> | Guest Support



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l'expéditeur immédiatement et supprimer le message d'origine.

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Merci de contacter WestJet.
Afin de vous assurer de recevoir les courriels de WestJet, veuillez nous ajouter à vos contacts.*



Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

Essential out-of-pocket expenses are only considered by WestJet when a delay or cancellation is within the airline's control. For situations outside the airline's control such as but not limited to, weather or air traffic control; we would direct you to claim through your travel insurance provider.

We are sorry to hear that you were unable to travel with us as planned due to insufficient identification or documentation. We can certainly appreciate how disappointing and frustrating this experience was for you. Identification or documentation requirements are set by Transport Canada or the local governing bodies of the arrival country. We acknowledge that the Ministry of Transportation in Ontario has issued a temporary validity extension for expired Ontario driver's licenses.

This general extension is not accepted by Transport Canada and the expired ID is not considered valid identification for travel. All guests 18 years or older are required to present one piece of accepted valid photo identification. Expired ID is not accepted;

however, if the government-issued identification is expired but accompanied by a supplementary, government-issued paper temporary extension that has been issued specifically to the guest who is travelling, it is considered valid and accepted for travel.

These expenses should be processed through travel insurance. If you did not purchase travel insurance, we can suggest contacting the number on the back of your credit card as travel protection is often included.

If you require a letter from the airline to confirm the interruption, please visit the link below.

[INSURANCE LETTER REQUEST](#)

Thank you for your patience while we resolve your concerns.

Regards,

<agent> | Guest Support



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 Afin de vous assurer de recevoir les courriels de WestJet, veuillez nous ajouter à vos contacts.*



Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

Essential out-of-pocket expenses are only considered by WestJet when a delay or cancellation is within the airline's control. For situations outside the airline's control such as but not limited to, weather or air traffic; we would direct you to claim through your travel insurance provider.

We have reviewed your claim however we will require information of the person who is listed on the hotel invoice:

NAME OF GUEST	
FLIGHT RESERVATION CODE (6 letters) AND/OR TICKET NUMBER (13 digits)	
EMAIL	
PHONE NUMBER	

Please reply directly to this email with the contact information completed including an email address unique to the person listed on the hotel invoice so that we can proceed with our review.

We look forward to hearing from you.

Regards,

<Agent> | Guest Support



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Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

We hope that you can appreciate it is never our intention to interrupt service on any of our flights, however, there are times with air travel that unforeseen circumstances can arise and are completely unavoidable. As the safety of our guests and our crew is of the utmost importance to us, we will always make it our top priority, even if it requires some level of inconvenience.

Unfortunately, the receipt(s) you have submitted does not fall within WestJet's guidelines for reimbursement. For auditing purposes, we require an itemized business receipt from the vendor (showing payment details and date of transaction). We do not accept credit card or debit card receipts/statements as proof

of purchase.

< ENTER RECEIPT AND INFORMATION THAT IS MISSING IN
DETAIL >

Should you be able to obtain the itemized receipt(s) from the vendor, we will gladly look into your claim. Please be advised that we cannot determine the eligibility of your claim for reimbursement until we receive the appropriate receipts.

You can reply **directly** to this email with the attached required receipt(s) for our review.

We appreciate your patience while we resolve your concerns.

Regards,

<agent> | Guest Support



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Merci de contacter WestJet.
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Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

We have received your request; however, no receipts were attached to your claim.

WestJet does require itemized receipts from a vendor detailing the items purchased with a dollar value, date, and showing payment. Debit or credit receipts or bank/credit card statements are not accepted as receipts.

<<<You may also add hotel invoice name info where required

Please note: Should you have a hotel invoice that is not in your name, we will require information about the person who is listed on the hotel invoice:

NAME OF GUEST

FLIGHT RESERVATION CODE (6 letters)

And TICKET NUMBER (13 digits)

*EMAIL

PHONE NUMBER

MAILING ADDRESS

*Please include an email address unique to the person on the hotel invoice.

If you can obtain the itemized receipt(s) from the vendor, we will gladly look into your claim. You may reply **directly** to this email with all receipts. Please be advised that we cannot determine the eligibility of your claim for reimbursement until we receive the appropriate receipts.

We look forward to hearing back from you.

Regards,

<agent> | Guest Support



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Hello <Guest>,

RE: <PNR>

Thank you for contacting WestJet regarding your out-of-pocket expense(s).

We are very sorry for the <cancellation/delay/diversion> of WS <##> with service from <OB> to <IB> on <date> due to <insert reason>. Please know that it is never our intention to interrupt service on our flights. However, there are times with air travel when unforeseen circumstances can arise and are entirely unavoidable. As the safety of our guests and crew is of the utmost importance to us, we will always prioritize it, even if it requires some inconvenience.

The airline is not responsible for expenses such (but not limited to) lost wages, cellular roaming charges, events, pre-booked accommodation at destination, transportation onward from the destination, missed connections of a non-partner airlines or cruise. Therefore, we would respectfully decline your request for

reimbursement of <pre-booked accommodation, lost wages>

These expenses should be processed through travel insurance. If you did not purchase travel insurance, we can suggest contacting the number on the back of your credit card or travel protection.

If you require a letter from the airline to confirm the interruption, please visit the link below.

[INSURANCE LETTER REQUEST](#)

<If applicable> You may be eligible for a refund for the unused portion of your ticket. We kindly ask that you please call our Service and Sales Centre (open 24|7) at 1-888-937-8538 and reference reservation code <Dummy PNR- if applicable>. Any one of our representatives will be happy to assist you. If you are calling outside Canada or the United States, [Click here](#)

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Flight Disruption – Hotel availability

We are sorry your travel plans have been disrupted. WestJet is working to secure accommodations for our guests; however, due to market availability, we are currently experiencing issues securing the number of rooms needed.

If you can secure your own hotel room, WestJet will reimburse you up to **\$XXX.XX** USD for non-Canadian destinations per night/per reservation. In-room movie costs, tips/gratuities and long-distance telephone charges will be excluded.

WestJet will also reimburse you for any transportation related costs to and from your accommodation.

Please keep your receipts and submit your request for reimbursement to westjet.com/submitexpenses.

We apologize for any inconvenience.

Sincerely,
WestJet Airlines

Perturbation de vol – offre en hôtel

Nous sommes désolés que vos plans de voyage aient été perturbés. WestJet s'efforce de trouver un lieu d'hébergement pour ses invités; cependant, en raison de l'offre sur le marché, nous avons actuellement des difficultés à obtenir le nombre de chambres nécessaires.

Si vous pouvez réserver votre propre chambre d'hôtel, WestJet vous remboursera jusqu'à **XXX \$** USD par nuit et par réservation à des destinations non canadiennes. Les frais de films dans la chambre, les pourboires et les frais d'appels interurbains sont exclus.

WestJet vous remboursera également tous les frais de transport vers et depuis votre hôtel.

Veuillez conserver vos reçus et soumettre votre demande de remboursement à l'adresse westjet.com/soumission-depenses.

Nous nous excusons de tout inconvénient.

Cordialement,
WestJet Airlines



Flight Disruption – Hotel availability

We understand that this cancellation will impact your plans and apologize for any inconvenience this disruption may cause. WestJet is attempting to secure hotel accommodation, however, due to limited availability, we are unable to secure the number of rooms needed.

If you need accommodation, please book your own hotel, and WestJet will reimburse you up to **\$150.00** CAD for one night per adult listed on the reservation. In-room movie costs, tips/gratuities and long-distance telephone charges will be excluded.

Please keep your receipts and submit your request for reimbursement to westjet.com/submitexpenses. Please allow up to 30 days for your refund to be completed.

We apologize for any inconvenience.

Sincerely,
WestJet Airlines

Perturbation de vol – offre en hôtel

Nous sommes désolés que vos plans de voyage aient été perturbés. WestJet s'efforce de trouver un lieu d'hébergement pour ses invités; cependant, en raison de l'offre sur le marché, nous avons actuellement des difficultés à obtenir le nombre de chambres nécessaires.

Si vous avez besoin d'hébergement, veuillez réserver votre propre hôtel et WestJet vous remboursera jusqu'à 150,00 \$ CAD pour une nuit par adulte indiqué sur la réservation. Les frais de cinéma dans la chambre, les pourboires et les frais de téléphone longue distance seront exclus.

WestJet vous remboursera également tous les frais de transport vers et depuis votre hôtel.

Veuillez conserver vos reçus et soumettre votre demande de remboursement à l'adresse westjet.com/soumission-depenses.

Nous nous excusons de tout inconvénient.

Cordialement,
WestJet Airlines



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. 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 inconvénient que cette annulation de vol pourrait vous causer.

WestJet tente de réserver des hébergements pour nos invitées 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. Merci de nous accorder jusqu'à 30 jours pour le traitement de cette demande de remboursement.

Nous nous excusons de tout inconvénient.

Cordialement,
WestJet Airlines



10 Sep 2024 - DUB

Flight Disruption – Hotel availability

We are sorry your travel plans have been disrupted. WestJet is working to secure accommodations for our guests; however, due to market availability, we are currently experiencing issues securing the number of rooms needed.

If you can secure your own hotel room, WestJet will reimburse you up to **\$ 400 CAD** for per night/per reservation. In-room movie costs, tips/gratuities and long-distance telephone charges will be excluded.

WestJet will also reimburse you for any transportation related costs to and from your accommodation.

Please keep your receipts and submit your request for reimbursement to westjet.com/submitexpenses.

We apologize for any inconvenience.

Sincerely,
WestJet Airlines

Perturbation de vol – offre en hôtel

Nous sommes désolés que vos plans de voyage aient été perturbés. WestJet s'efforce de trouver un lieu d'hébergement pour ses invités; cependant, en raison de l'offre sur le marché, nous avons actuellement des difficultés à obtenir le nombre de chambres nécessaires.

Si vous pouvez réserver votre propre chambre d'hôtel, WestJet vous remboursera jusqu'à **400 \$ CAD** par nuit et par réservation. Les frais de films dans la chambre, les pourboires et les frais d'appels interurbains sont exclus.

WestJet vous remboursera également tous les frais de transport vers et depuis votre hôtel.

Veuillez conserver vos reçus et soumettre votre demande de remboursement à l'adresse westjet.com/soumission-depenses.

Nous nous excusons de tout inconvénient.

Cordialement,
WestJet Airlines

The Guest Support (GSUP) standard operating procedure (SOP) to reimburse a guest who provides receipts for expenses incurred during an irregular operation (IROP).

<h2>SOP: Expense Reimbursement Requests</h2>	
<h3>Eligible Tiers</h3> 	<h3>Eligible Cabins</h3> 
<p> Policy Standard Operating Procedures </p>	

Policy

	<h3>Expense Reimbursement Guidelines</h3> <h4>General Guidelines</h4> <p>Origin city is not a factor in approving claims. Expenses are paid until a ticket is refunded or the rebooked flight is flown. All expenses coming out of Europe are paid, following the matrix guidelines for receipt type.</p> <p>Itemized receipts are required for reimbursement for:</p> <ul style="list-style-type: none"> • Flight disruptions due to controllable reasons. • Flight disruptions due to safety reasons. • All flight disruptions for flights departing from an international destination. <p>Uncontrollable expenses in Canada or the U.S. in a connection city do not qualify for reimbursement.</p> <h4>Reimbursement Matrix</h4>
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Receipt Type	Eligible for Reimbursement	Not Eligible for Reimbursement
Hotel	<ul style="list-style-type: none"> \$150 CAD in Canada \$200 CAD outside Canada Verify any exceptions in the Guest Pay and Claim spreadsheet One room per adult on the PNR can be covered If the guest provides a letter or voucher from the airport to find their own accommodations, this will be honored regardless of IROP reason 	<ul style="list-style-type: none"> In-room costs (e.g. movie, long-distance calls) Tips/gratuities
Meals	<ul style="list-style-type: none"> \$15 per meal/per person/per day in the same currency of the receipt provided. \$30 per meal/per person/per day in the same currency of the receipt provided for Platinum and Gold Rewards Members 	<ul style="list-style-type: none"> Tips/gratuities Alcohol
OA Tickets	<ul style="list-style-type: none"> Temporary process: When a guest's claims include an OA reimbursement request, refer to: SOP: OA Reimbursement Requests Due to Industrial Action. When an exception has been confirmed by a Team Leader or GSUP SR only, any cabin, regardless of the cabin booked on the disrupted flight 	<ul style="list-style-type: none"> If a WestJet accommodation was available within 2 days and the guest declined. Upgrades Inflight services

		Note: When a guest is reimbursed for an OA ticket, the affected Westjet ticket is not refunded.	
Car Rental		<ul style="list-style-type: none"> \$50 CAD per day up to a maximum of 2 days/per PNR 	<ul style="list-style-type: none"> Drop-off charges Fuel pre-purchase Add-ons
Gas		<ul style="list-style-type: none"> \$25 per PNR 	<ul style="list-style-type: none"> Rental car fuel charges
Parking			<ul style="list-style-type: none"> Hotel parking charges Airport parking charges
Transportation		<ul style="list-style-type: none"> Between the airport and hotel (includes: bus, ride-share, ferry, taxi, when applicable) 	<ul style="list-style-type: none"> Tips/gratuities
Miscellaneous Receipts		<ul style="list-style-type: none"> IROP - other airline (OA) baggage fees incurred due to an IROP if the guests' disrupted fare bundle included baggage. Note: Agents must review the itinerary and the fare bundle to confirm bag fees paid to Westjet paid to the OA, fare bundle purchased, etc., before reimbursing for the OA carrier baggage fees. If it is unclear if baggage fees are eligible for reimbursement, send the receipts to the GSUP Senior team for approval. 	<ul style="list-style-type: none"> Schedule change - OA baggage fees Entertainment tickets (e.g. sporting events, concerts) Cell phone charges Missed events (e.g. cruise)

		<ul style="list-style-type: none"> Other receipt requests - must be approved by a GSUP Senior or TL. 	
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Standard Operating Procedures

1. [Log into Sprinklr.](#)
2. [Retrieve the Sprinklr Case.](#)
3. [Qualify the guest for access.](#)
4. [Search for duplicate cases.](#)
5. [Complete a search if the name on the invoice does not match the name\(s\) on the PNR.](#)
 - o Search to confirm invoice not submitted and approved for another guest.
6. If the reservation is not purged, in SabreSonic:
 - a. [Retrieve reservation by Record Locator \(PNR\).](#)
 - b. [Add an OTH Segment.](#)
7. If the reservation is purged, in Trip Archive:
 - a. [Export the PDF.](#)
 - b. [Attach the PDF to the Sprinklr notes.](#)
8. [Open the GSUP Worksheet to record the details of the impacted flight.](#)
 - o **Note:** This will be copied in plain text into the Sprinklr notes.

Retrieve Request

Investigate and Determine Reimbursement

1. [To determine the root cause, review the IROP delay and cancel codes.](#)
2. [To determine reimbursement eligibility, review Decision Tree IROP Standards.](#)
3. [Use the GSUP Senior chat in Teams for questions or clarification.](#)
4. [If the claimed expenses do not qualify for reimbursement:](#)
 - o [Reply to the guest with the applicable assets.](#)
 - o [Apply the closed Macro.](#)
5. [Convert to a single currency and calculate the reimbursement total.](#)

Process Reimbursement, if required

1. [To refund an ancillary, create a temporary PNR.](#)
 - o Provide the new reservation code to the guest to call the Contact Centre (1-888-937-8538) to process the refund.
2. For receipt reimbursement, refund the guest using the agreed-upon form of payment.
 - o [Add the WestJet dollars \(WSD\) to the guest's WestJet Rewards account.](#)
 - o Request a Hyperwallet refund.
 - i. [Download and save the receipts.](#)
 - ii. [In JDE, upload and save the guest's receipts.](#)

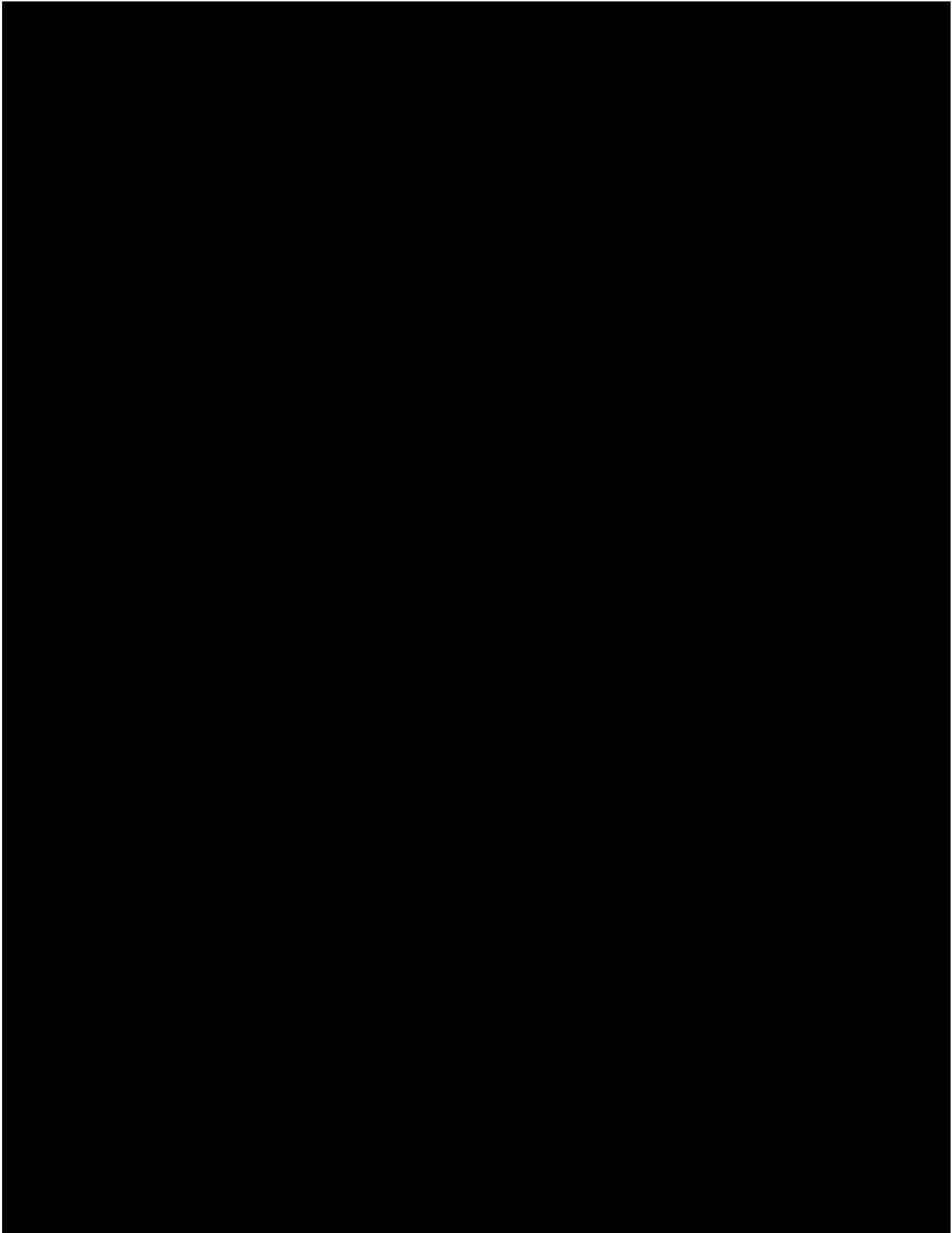
Reply to the Guest

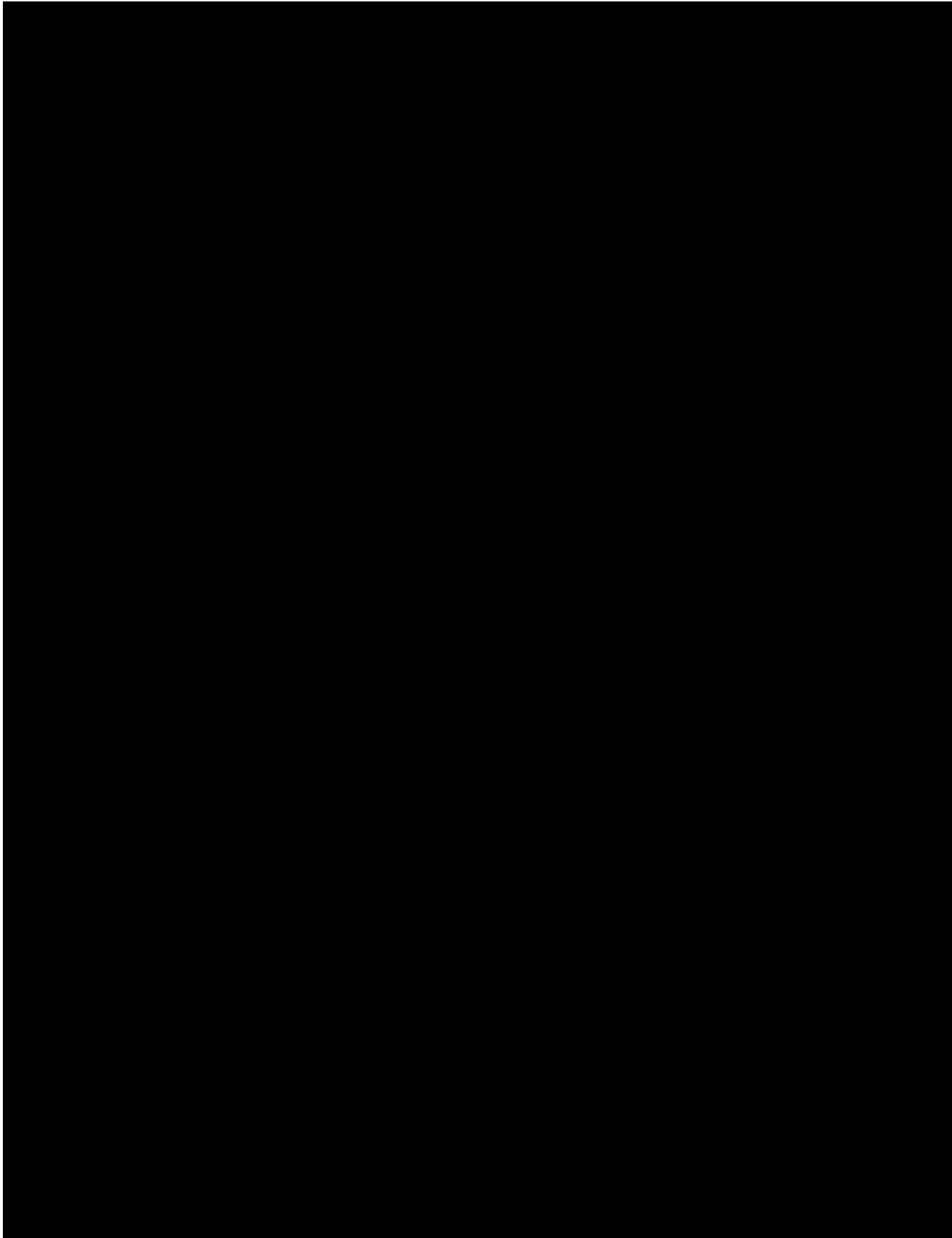
1. [Respond to the guest with the applicable Sprinklr template.](#)

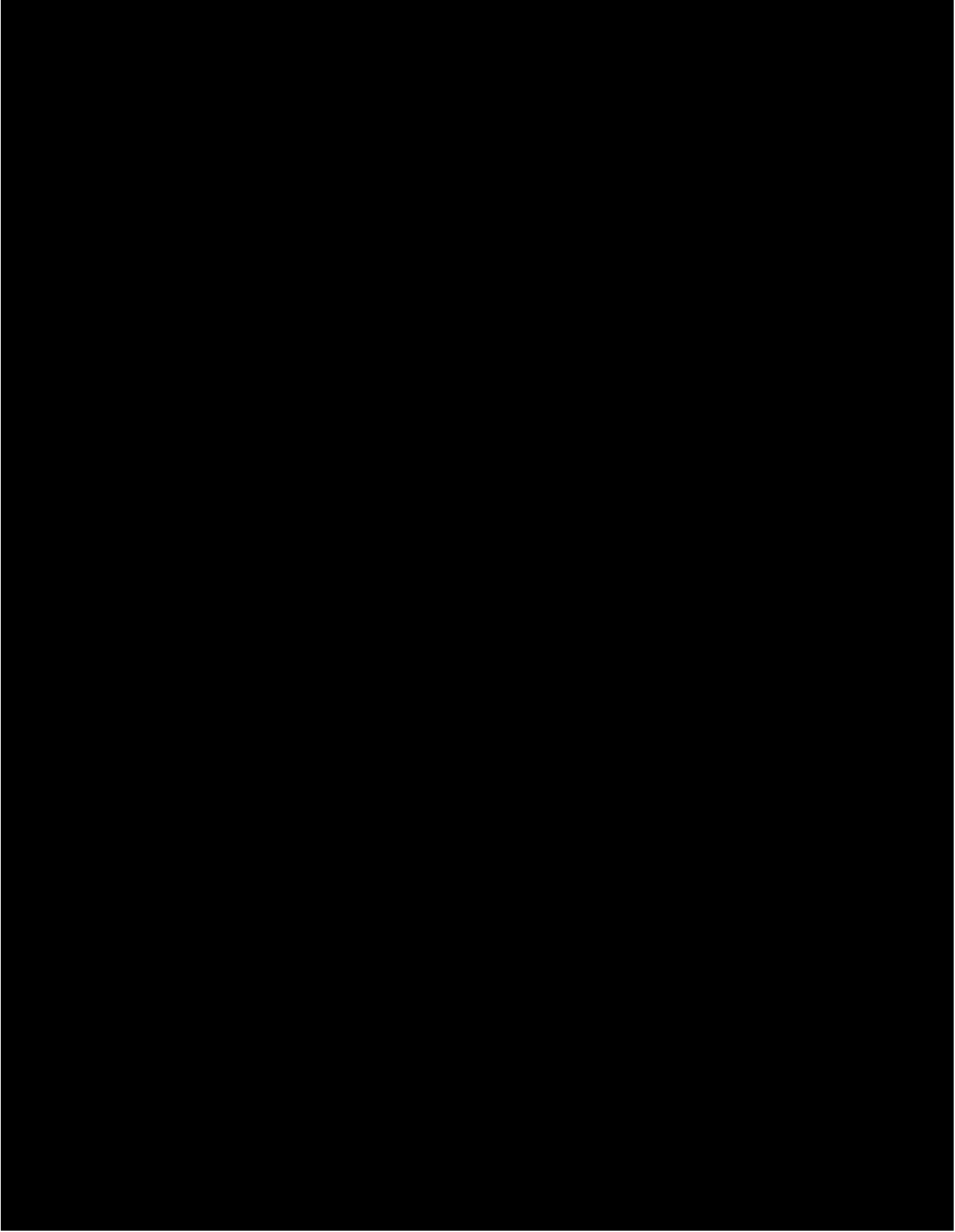
Complete the Case

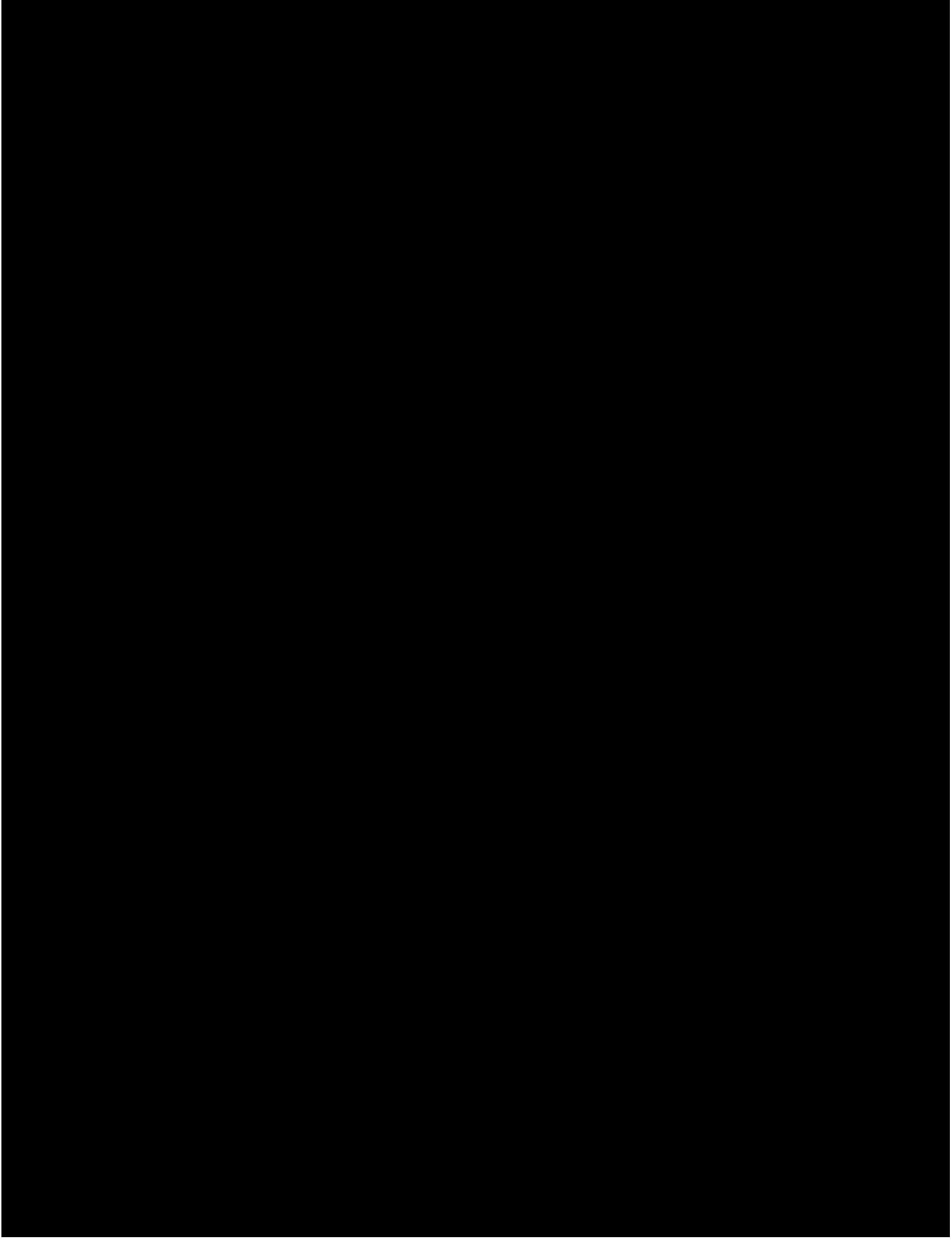
1. [Add notes to the case in Sprinklr.](#)
 - o Copy and paste the worksheet as plain text in the notes.
2. [Apply the macro in Sprinklr.](#)
3. [In SabreSonic, add historical remarks.](#)



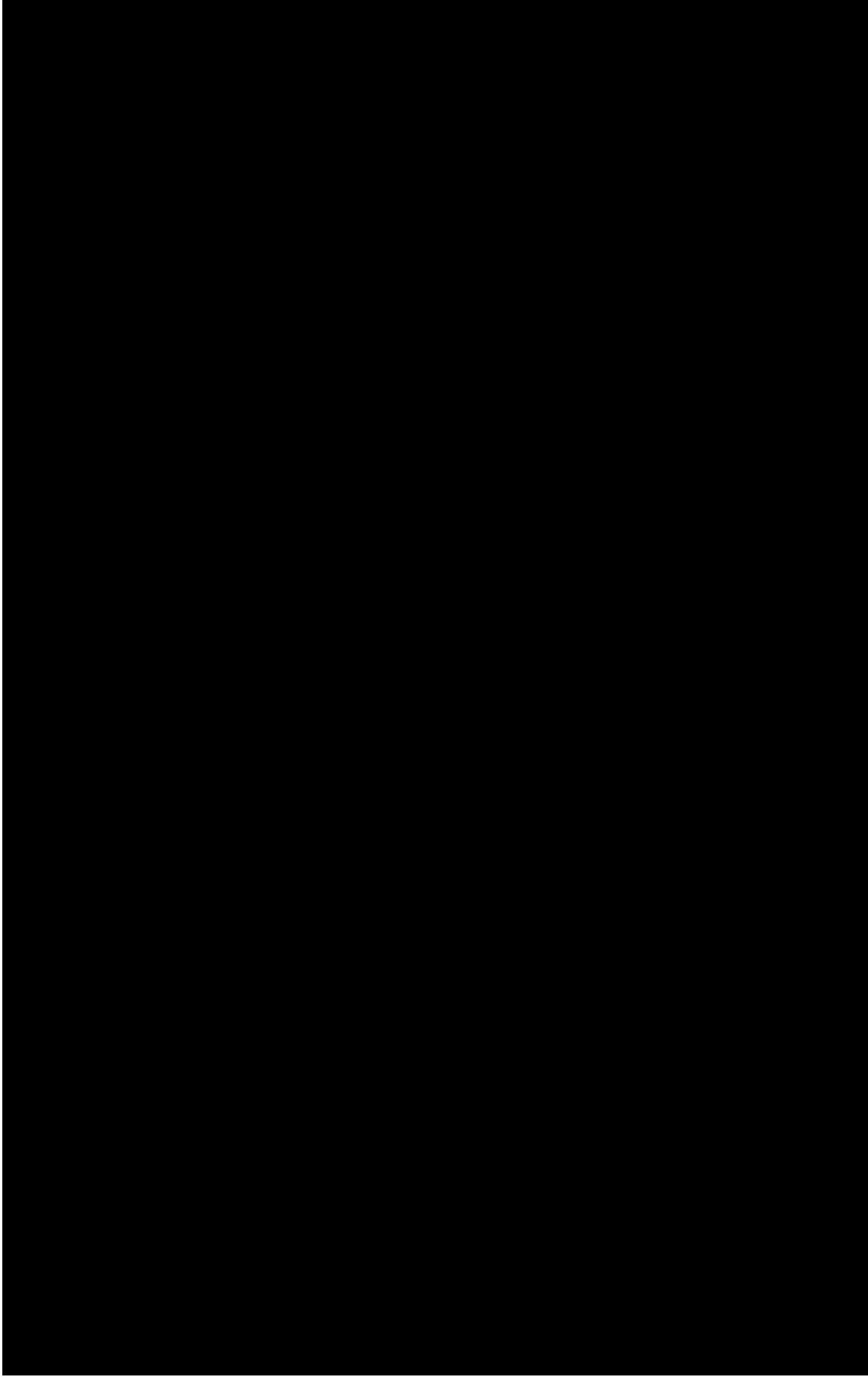


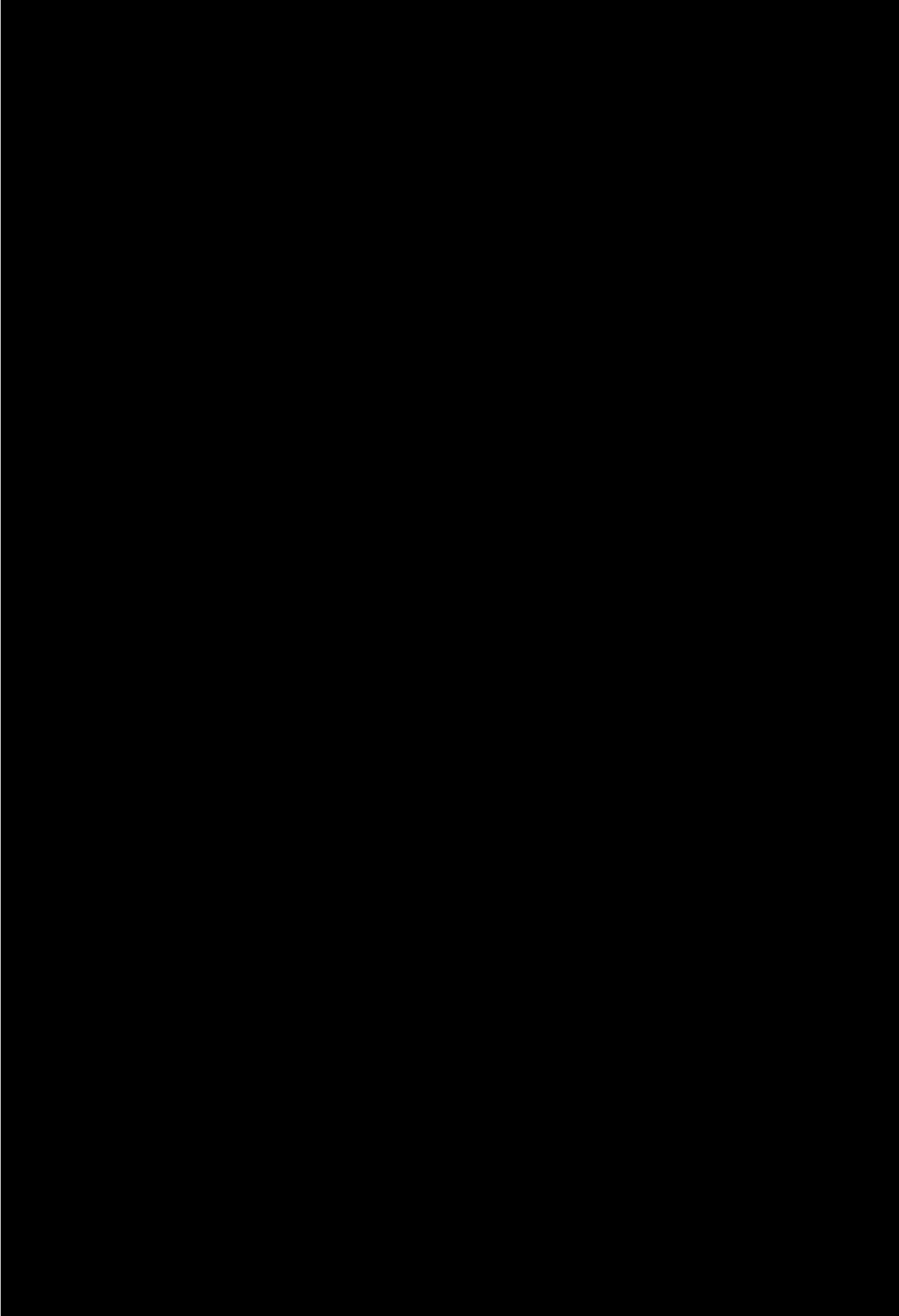


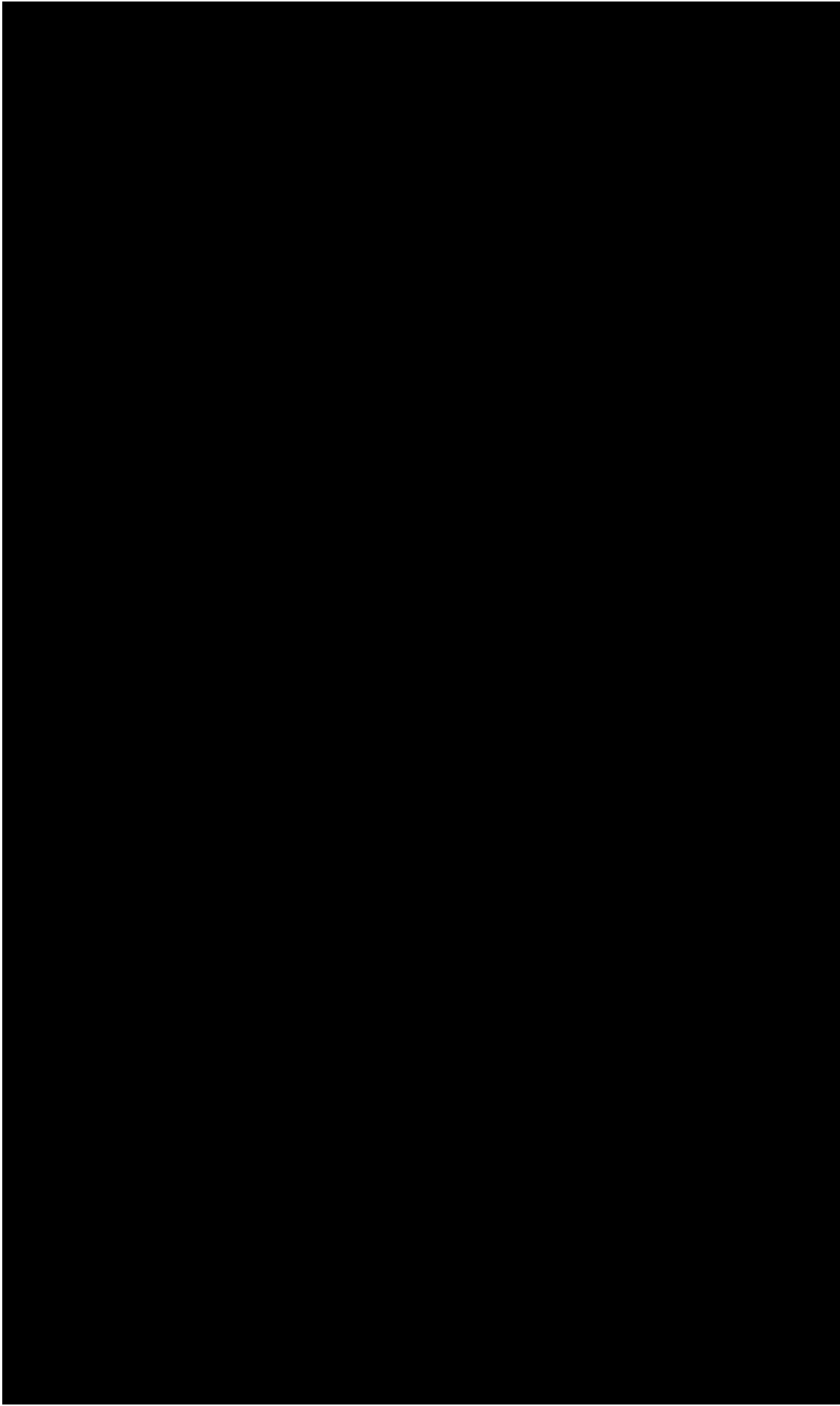




If the Claimed Expenses Do Not Qualify for Reimbursement, Decline Ineligible Claims







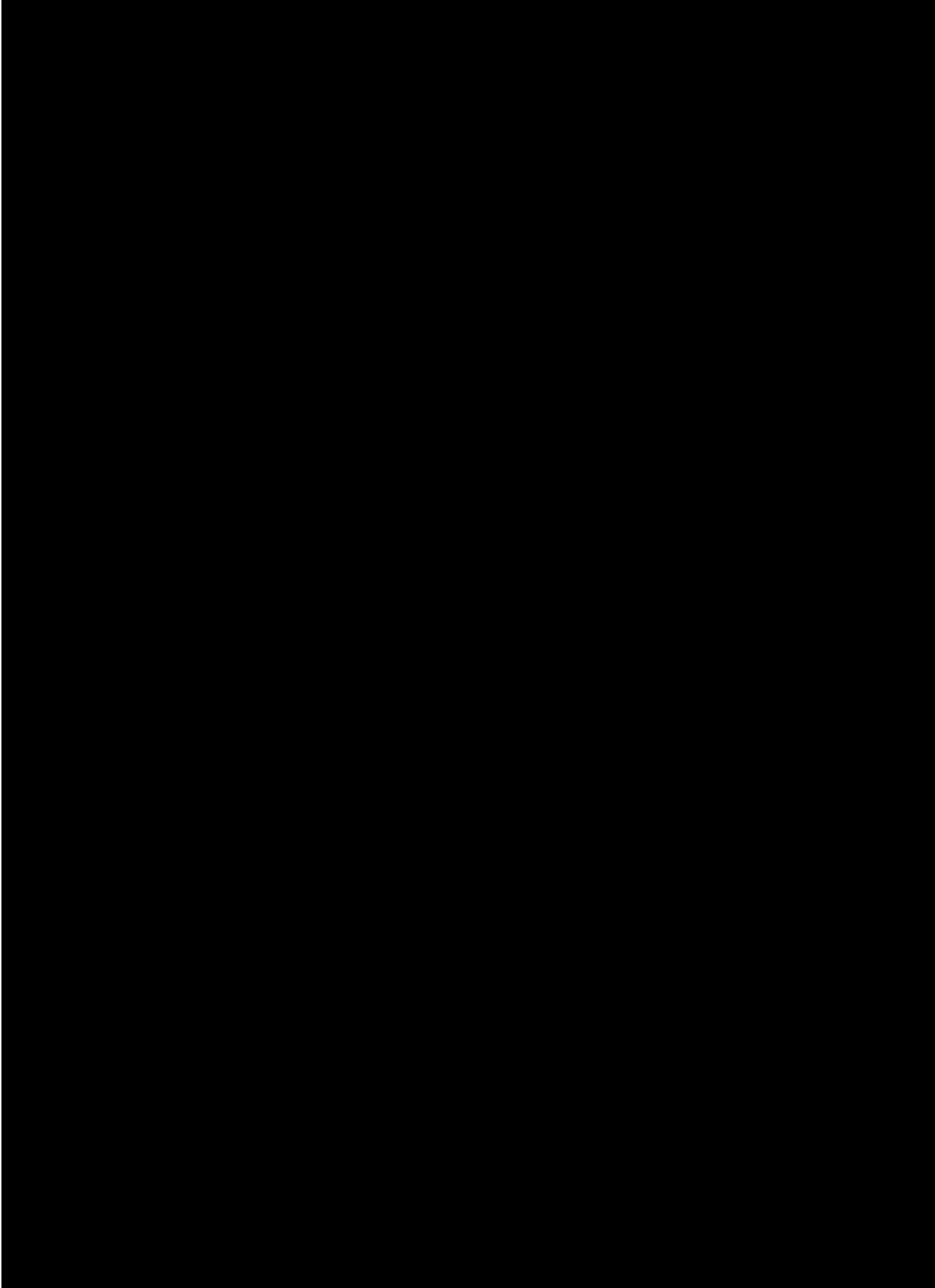
If the Guest Requested Westjet Dollars (WSD) As Reimbursement, Add WSD, if required

1. Select the **Loyalty Members** tab.

2. Select **Query**.
3. Search the guest's **First** and **Last Name** or **Member #**.
 - o Search fields are capital case-sensitive.
4. Select **Go**.
5. Select the **Member #** hyperlink.
 - o The guest's WestJet account populates.
6. Select the **Transaction** tab.
7. Select the **Adjustment** subtab.
8. Select **New**.
 - o **WSD Adjustment** pop-up appears.
9. Do not adjust fields that auto-populate.
10. Complete the following fields:
 - o **WestJet Dollars:** enter the required WSD amount.
 - o **Reason:** Enter the applicable reason from the list.
 - o Leave the **Product Name** blank: once a **Reason** type is selected the **Product Name** auto-populates.
 - o **PNR #:** enter the reservation code (optional).
 - o **Comments:** if applicable, enter Sprinklr case number in free-form text and describe why the WSD was added.
11. Select **Save**.
12. The **Status** appears as **Acceptable**.
13. Select **Process**.
 - o Available WSD is automatically adjusted.
14. Select **Sync** to allow the guest to see the new WestJet dollar balance.

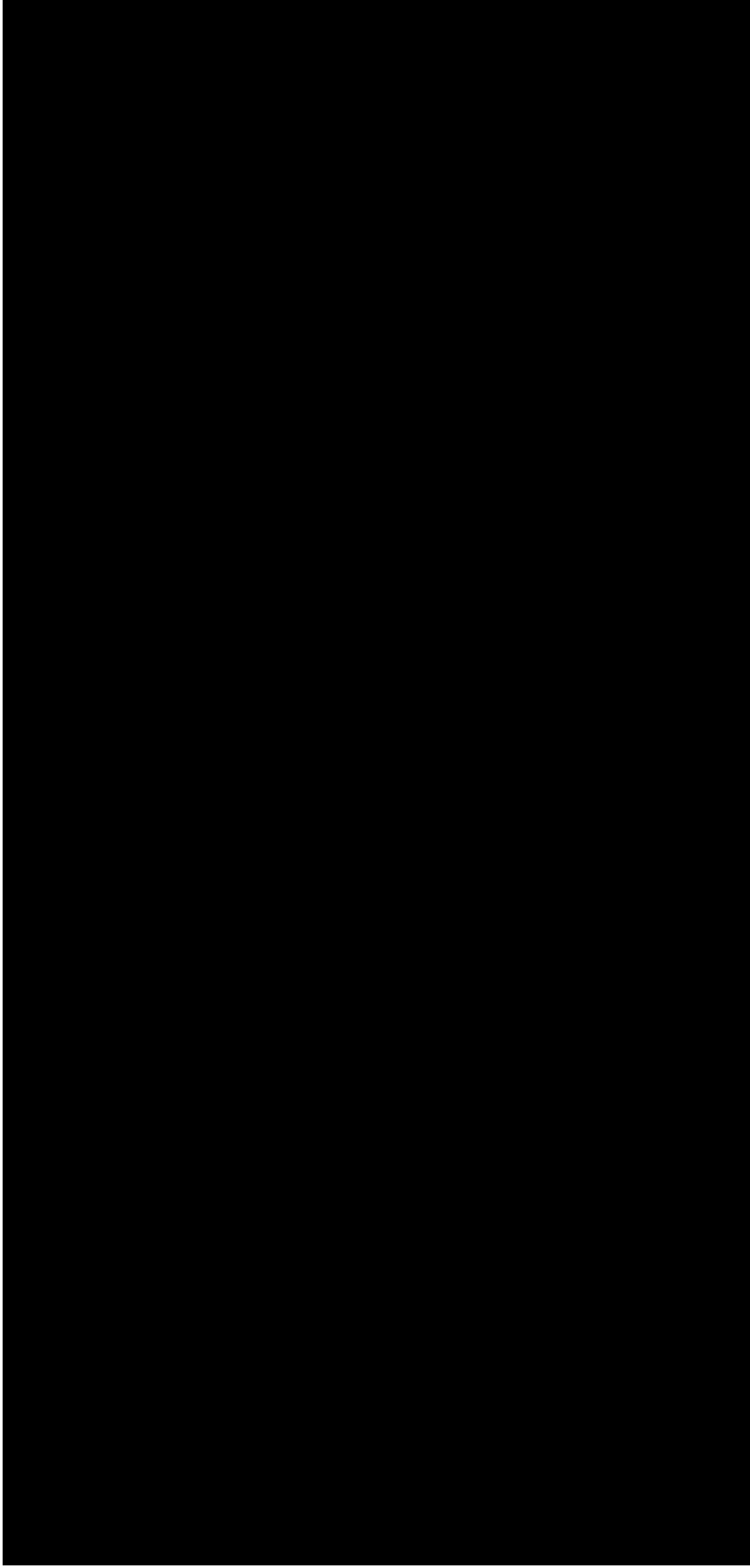
If the Guest Requested a Refund via Hyperwallet, Download the Receipts

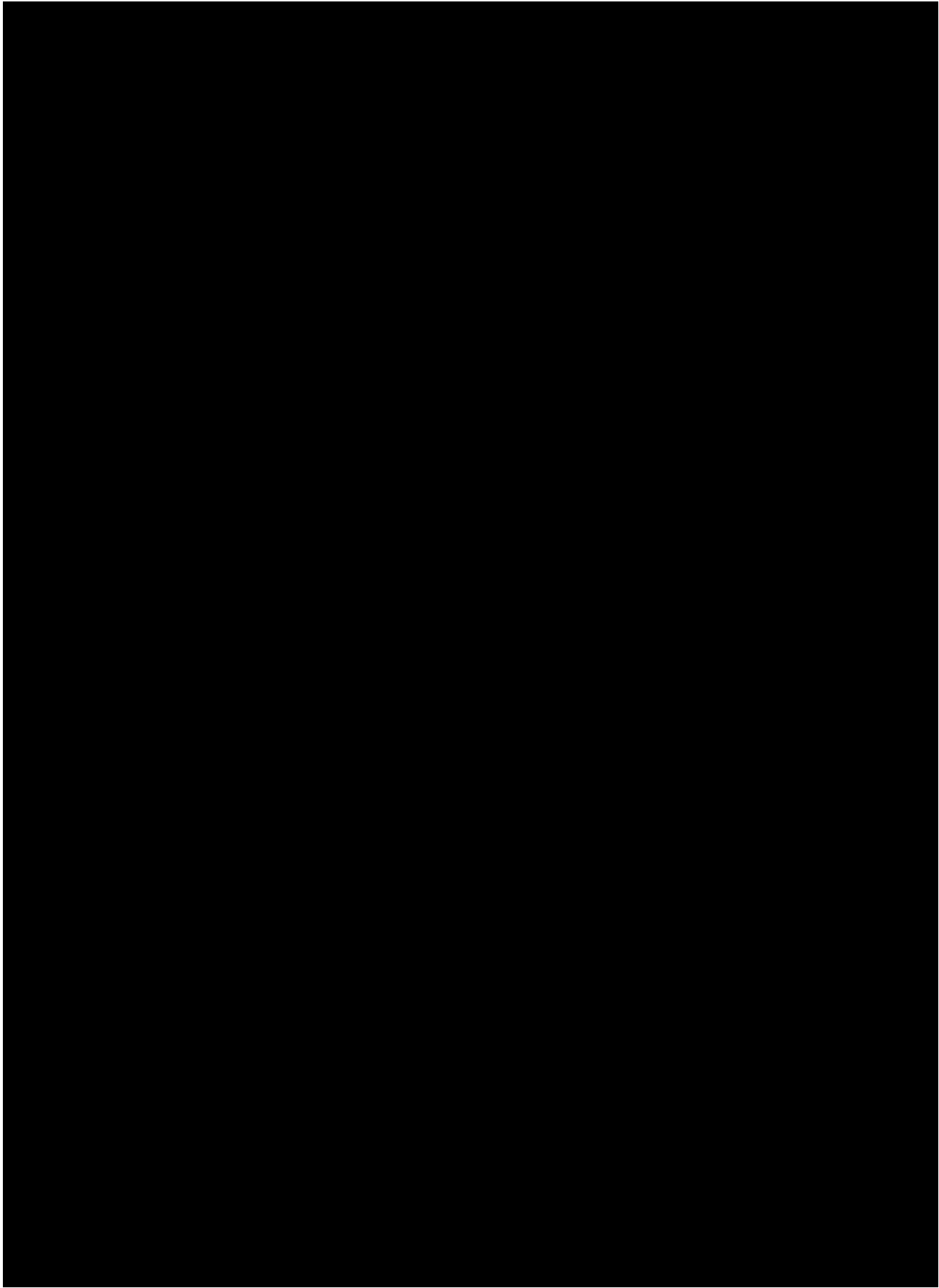
1. From the Sprinklr case, under **Attachments**, select **Download** (downward arrow icon).
 - o The files appear in the browser's **Downloads** section.
 - o Repeat the download steps for each receipt file.
 - o **Note:** When there are more than four receipts, open a new Word document and add the receipts to the word document.
2. Save the receipts or Word document to your desktop with the following naming convention:
 - o [PNR]-[Number] (e.g. JYRSF-1, JYRSF-2, JYRSF-3)
 - o **Note:** use sequential numbers per receipt file.





Respond to the Guest with the Applicable Sprinklr Template

1. Select **Use Text Templates** in the message field.
 - o The **Media Uploader** appears.
2. Search (**Magnifying Glass**) for the applicable template.
3. Select the template to attach to the reply.
 - o A blue checkmark appears.
 - o Multiple templates can be selected.
4. Click **Add**.
 - o The template appears in the reply field of the message.
 - o Edit template with personalized information (e.g. PNR, compensation value, etc.).













The Guest Support (GSUP) standard operating procedure (SOP) to reimburse a guest who provides receipts for expenses incurred during an irregular operation (IROP).








<h2>SOP: Expense Reimbursement Requests</h2>	
<h3>Eligible Tiers</h3> 	<h3>Eligible Cabins</h3> 
<p>Policy Standard Operating Procedures</p>	




Policy





	<h3>Expense Reimbursement Guidelines</h3> <h4>General Guidelines</h4> <p>Expenses are paid until a ticket is refunded or the rebooked flight is flown.</p> <p>All expenses related to a controllable or safety interruption or uncontrollable interruption on a flight from the EU, UK, or Mexico, are paid following the matrix guidelines for receipt type.</p> <p>Uncontrollable expenses in Canada or the U.S. in a connection city on the original itinerary do not qualify for reimbursement.</p> <p>Itemized receipts are required for any reimbursements.</p> <h4>Reimbursement Matrix</h4>
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Itinerary	Type of Disruption	Meals		Hotel (If an overnight stay is required and not provided by WS)	Transportation
		Departure Delay			
Business Decision for Guest Experience					
Wholly within Canada or the U.S. Canada to International	Uncontrollable	Less than two hours		Yes, if the guest is in a city not on the original itinerary (e.g., diversion). \$150.00 per person per meal if the guest is seated in the Business cabin or is a Platinum or Gold WestJet Reward member.	Yes, if the guest is in a city not on the original itinerary (e.g., diversion). Reasonable amount.
		Two hours or more			
APPR Requirements					
	Controllable Safety	Less than two hours		Reasonable amount per night.	 Reasonable amount.
		Two hours or more	 Reasonable amount		

			per person per meal.		
Business Decision for Guest Experience					
International (excluding Europe and Mexico) to Canada	Uncontrollable	Less than two hours		Yes, if the guest is in a city not on the original itinerary (e.g., diversion) or is in the city where the disruption occurs.	Yes, if the guest is in a city not on the original itinerary (e.g., diversion) or is in the city where the disruption occurs. Reasonable amount.
		Two hours or more		Yes, if the guest is in a city not on the original itinerary (e.g., diversion) or is in the city where the disruption occurs. \$15.00 per person per meal \$30.00 per person per meal if the guest is seated in the Business cabin or is a Platinum or Gold Westjet Reward member.	Yes, if the guest is in a city not on the original itinerary (e.g., diversion) or is in the city where the disruption occurs. \$200.00 per night.
APPR Requirements					
Controllable Safety	Less than two hours				 Reasonable amount per night.
			Two hours or more	Reasonable amount	Reasonable amount

			per person per meal.		
EU261 Requirements					
Europe to Canada	Uncontrollable	Less than two hours		 Reasonable amount per person per meal.	 Reasonable amount per night.
	Controllable Safety	Two hours or more			
Business Decision for Guest Experience					
Mexico to Canada	Uncontrollable	One hour or less		 Yes, if the guest is in a city not on the original itinerary (e.g., diversion) or is in the city where the disruption occurs. \$15.00 per person per meal \$30.00 per person per meal if the guest is seated in the Business cabin or is a Platinum or	 Yes, if the guest is in a city not on the original itinerary (e.g., diversion) or is in the city where the disruption occurs. Reasonable amount.
		More than one hour			

			Gold Westjet Reward member.		
Mexico Article 47 or APPR Requirements					
Controllable Safety	One hour or less				Reasonable amount per night.
	More than one hour		Reasonable amount per person per meal.		Reasonable amount per night.

Receipt Type	Eligible for Reimbursement	Reimbursement
Hotel & Accommodation	<ul style="list-style-type: none"> • Change hotel from the voucher provided 	
	<ul style="list-style-type: none"> • Missed nights at a hotel 	
	<ul style="list-style-type: none"> • Hotel services other than noted in this chart 	
Meals	<ul style="list-style-type: none"> • Meals 	Reasonable, detailed receipts required
	<ul style="list-style-type: none"> • Room Service 	Reasonable, detailed receipts required
	<ul style="list-style-type: none"> • Gratuities 	Maximum 20%, detailed receipts required
	<ul style="list-style-type: none"> • Alcohol 	

Transportation	<ul style="list-style-type: none"> • Transportation between airport and hotel (includes: bus, ride-share, ferry, taxi, when applicable) 	Reasonable, detailed receipts required		
	<ul style="list-style-type: none"> • Car rental in lieu of recovery flights or rental extension 	Reasonable, detailed receipts required		
	<ul style="list-style-type: none"> • Hotel or airport parking 	Reasonable, detailed receipts required		
	<ul style="list-style-type: none"> • Gas 	Reasonable, detailed receipts required		
Other	<ul style="list-style-type: none"> • Lost Wages 			
	<ul style="list-style-type: none"> • Prebooked or missed event ticket costs 			
	<ul style="list-style-type: none"> • Cell phone roaming plan or other charges, e.g., long distance 			
	<ul style="list-style-type: none"> • Travel medical insurance extension 			
	<ul style="list-style-type: none"> • Missed connections to itinerary not on the VCR 			
	<ul style="list-style-type: none"> • Other 	Subject to review by GSUP Senior or TL		
Other Airline (OA)	<ul style="list-style-type: none"> • OA tickets 	See OA Reimbursement Guidelines below		
	<ul style="list-style-type: none"> • OA baggage fees incurred due to an IROP 	Agents must review the itinerary and the fare bundle to confirm bag fees paid to Westjet paid to the OA, fare bundle purchased, etc., before reimbursing for the OA carrier		

		<ul style="list-style-type: none"> • Upgrades • Inflight services 	baggage fees. If it is unclear if baggage fees are eligible for reimbursement, send the receipts to the GSUP Senior team for approval.
<p>OA Reimbursement Guidelines</p> <p>OA reimbursement is provided to a guest whose flight was cancelled if:</p> <ul style="list-style-type: none"> • No reaccommodation option was provided that departed within 48 hours of the disrupted flight's scheduled departure and the guest purchased a flight departing within those 48 hours, or; • The reaccommodation option we provided is outside of 48 hours of disrupted flight's scheduled departure and the guest purchased a flight that departed earlier. <p>To be eligible:</p> <ul style="list-style-type: none"> • The guest's VCR must be in OK status or in USED status as a result of being no show. <ul style="list-style-type: none"> ◦ Any ticket that has been refunded is not eligible of OA reimbursement. • OA receipts must show matching origin/destination and date. <ul style="list-style-type: none"> ◦ Geographically close is permitted but any additional ground transportation to their final destination is not eligible. <ul style="list-style-type: none"> ▪ If a guest can not be rebooked to their final destination or geographically close, ground transportation reimbursement is permitted to get them to their final destination. <p>City pairs on the VCR and cancellation reason are not factors in approving claims.</p> <p>When a guest is reimbursed for an OA ticket, the affected Westjet ticket is not refunded.</p>			

Standard Operating Procedures

Retrieve Request

1. [Log into Sprinklr.](#)
2. [Retrieve the Sprinklr Case.](#)
3. [Qualify the guest for access.](#)
4. [Confirm guest has not requested refund and PNR queued, if guest is requesting OA reimbursement.](#)
 - o [Add notes to Sprinklr.](#)
 - o [Apply the GSUP Testing Macro, if applicable.](#)
5. [Search for duplicate cases.](#)
6. [Complete a search if the name on the invoice does not match the name\(s\) on the PNR.](#)
 - o Search to confirm invoice not submitted and approved for another guest.
7. If the reservation is not purged, in SabreSonic:
 - a. [Retrieve reservation by Record Locator \(PNR\).](#)
 - b. [Add an OTH Segment.](#)
8. If the reservation is purged, in Trip Archive:
 - a. [Export the PDF.](#)
 - b. [Attach the PDF to the Sprinklr notes.](#)
9. [Open the GSUP Worksheet to record the details of the impacted flight.](#)
 - o **Note:** This will be copied in plain text into the Sprinklr notes.

Investigate and Determine Reimbursement

1. [Determine if the guest is eligible for OA reimbursement, if applicable.](#)
 - o [Sent OA Invol Refund Request Template, if required.](#)
2. [To determine the root cause, review the IROP delay and cancel codes.](#)
3. [To determine reimbursement eligibility, review Decision Tree IROP Standards.](#)
4. [Use the GSUP Senior chat in Teams for questions or clarification.](#)
5. [If the claimed expenses do not qualify for reimbursement:](#)
 - o [Reply to the guest with the applicable assets.](#)
 - o [Apply the closed Macro.](#)
6. [Convert to a single currency and calculate the reimbursement total.](#)

Process Reimbursement, if required

1. To refund an ancillary, create a temporary PNR.
 - o Provide the new reservation code to the guest to call the Contact Centre (1-888-937-8538) to process the refund.
2. For receipt reimbursement, refund the guest using the agreed-upon form of payment.
 - o Add the WestJet dollars (WSD) to the guest's WestJet Rewards account.
 - o Request a Hyperwallet refund.
 - i. Download and save the receipts.
 - ii. In JDE, upload and save the guest's receipts.

Reply to the Guest

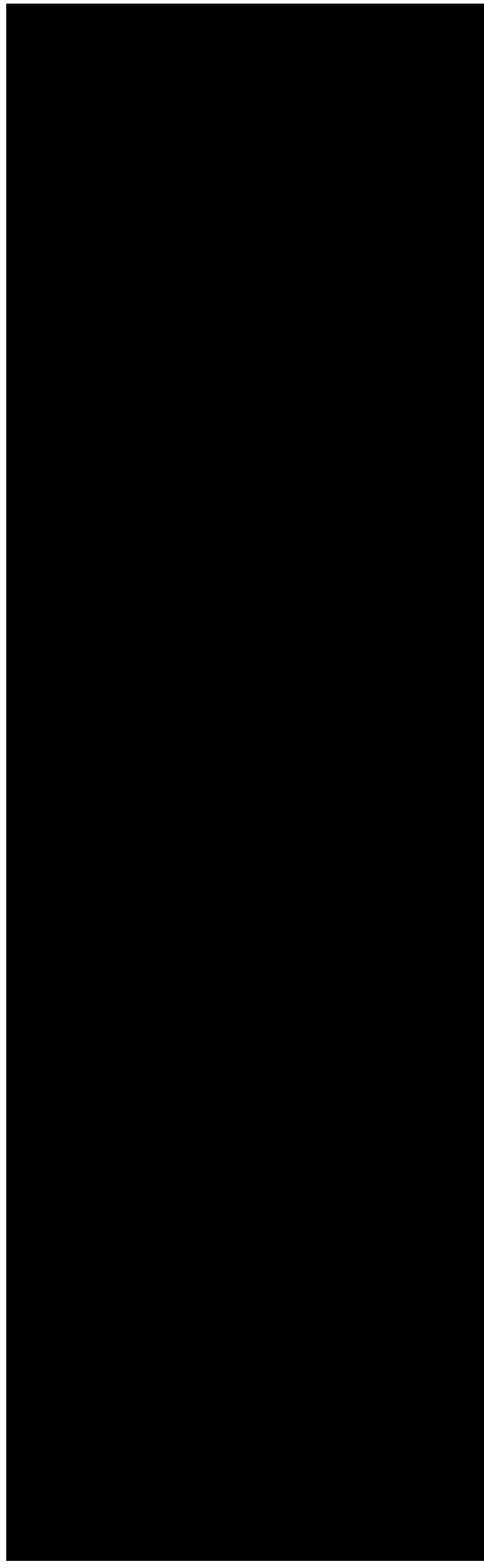
1. Respond to the guest with the applicable Sprinklr template.

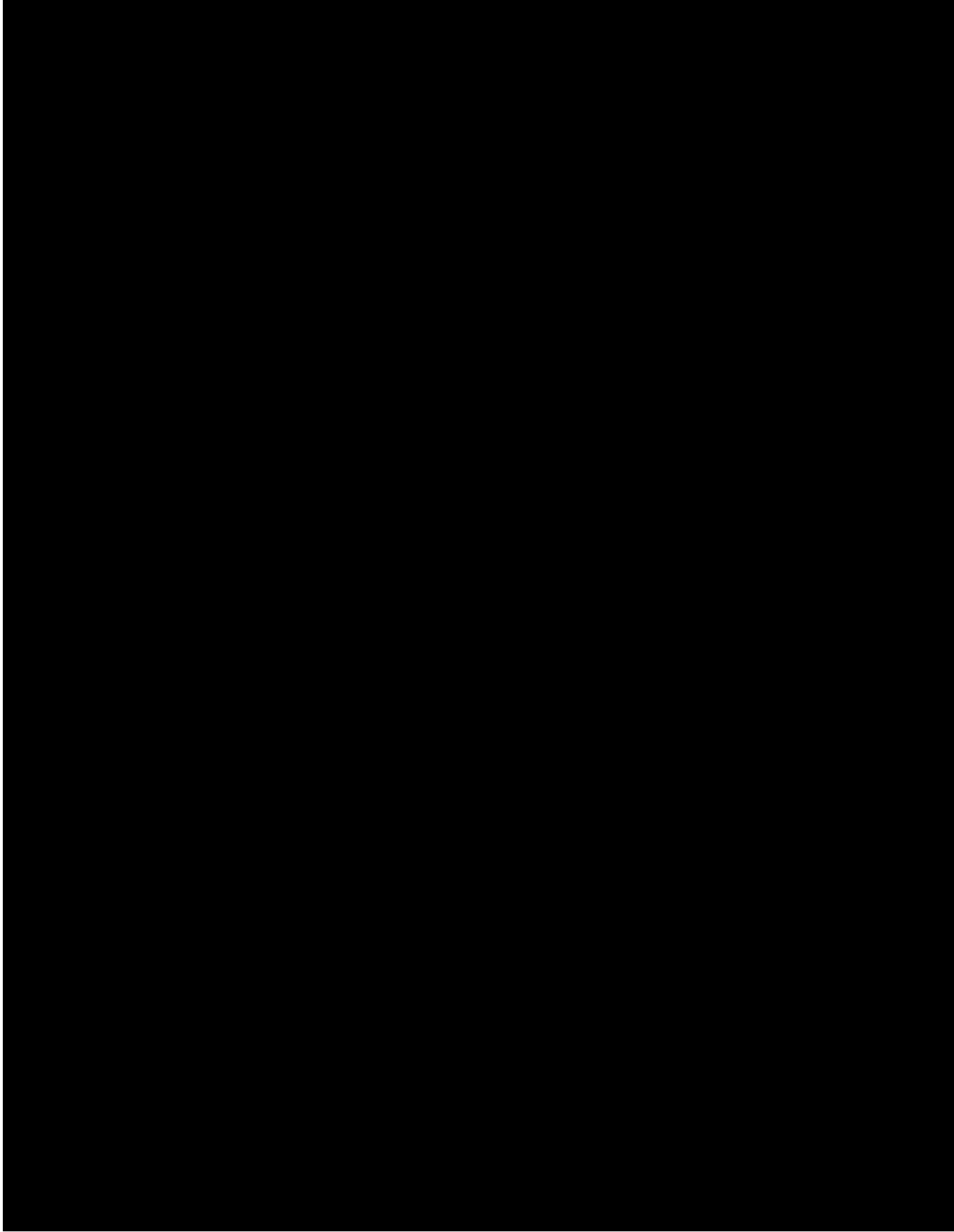
Complete the Case

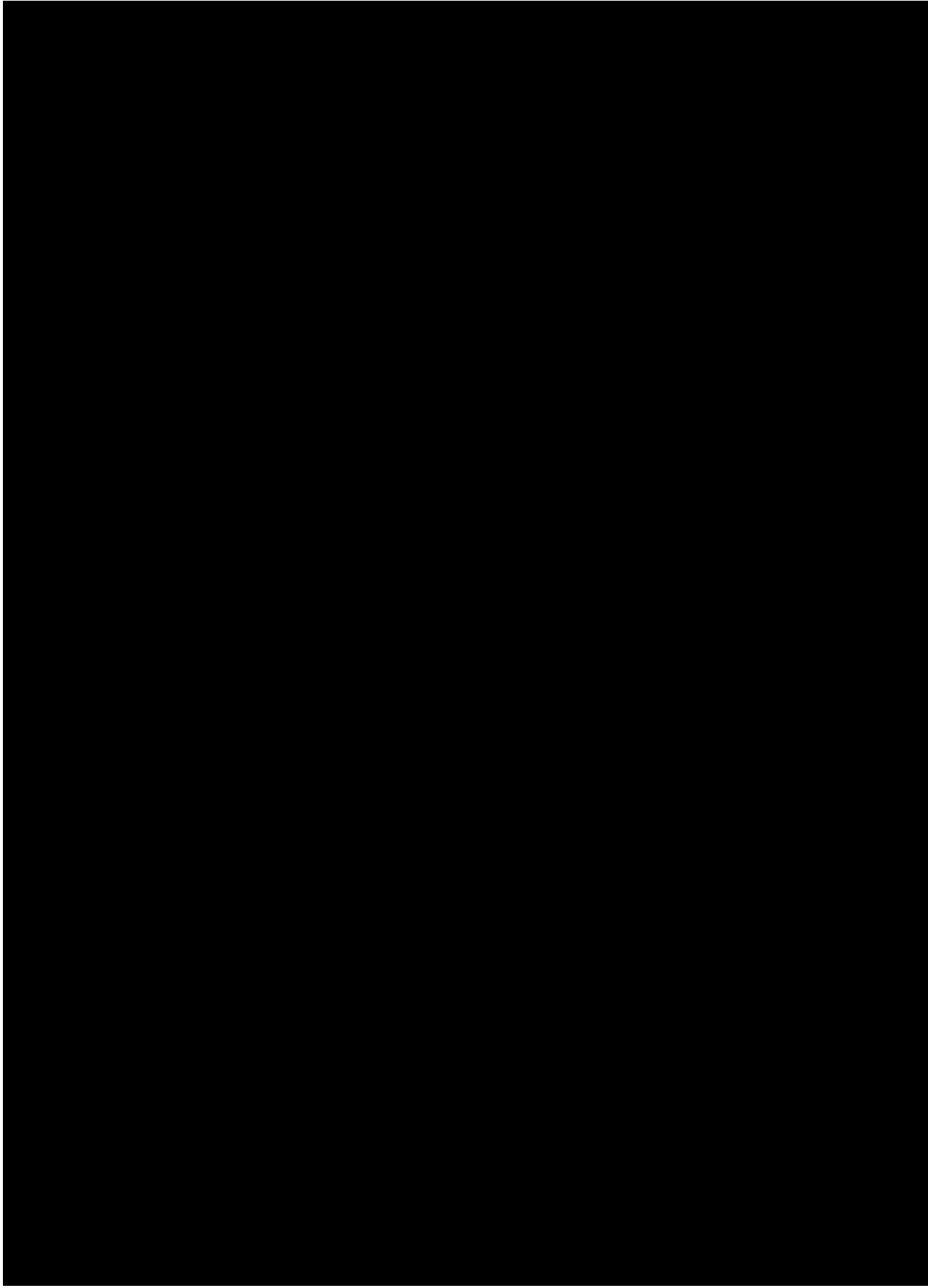
1. Add notes to the case in Sprinklr.
 - o Copy and paste the worksheet as plain text in the notes.
2. Apply the macro in Sprinklr.
3. In SabreSonic, add historical remarks.

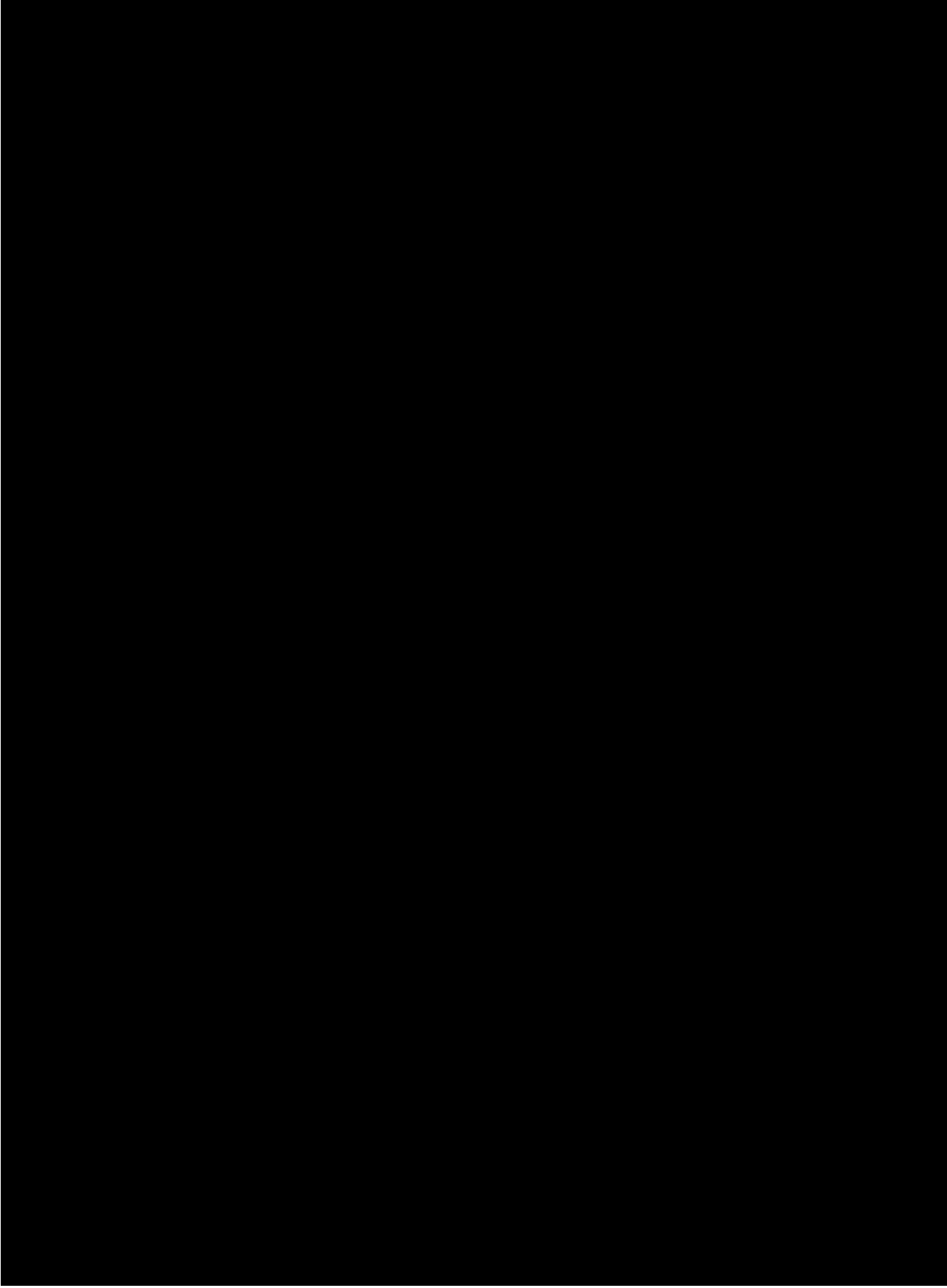
Remove Queues

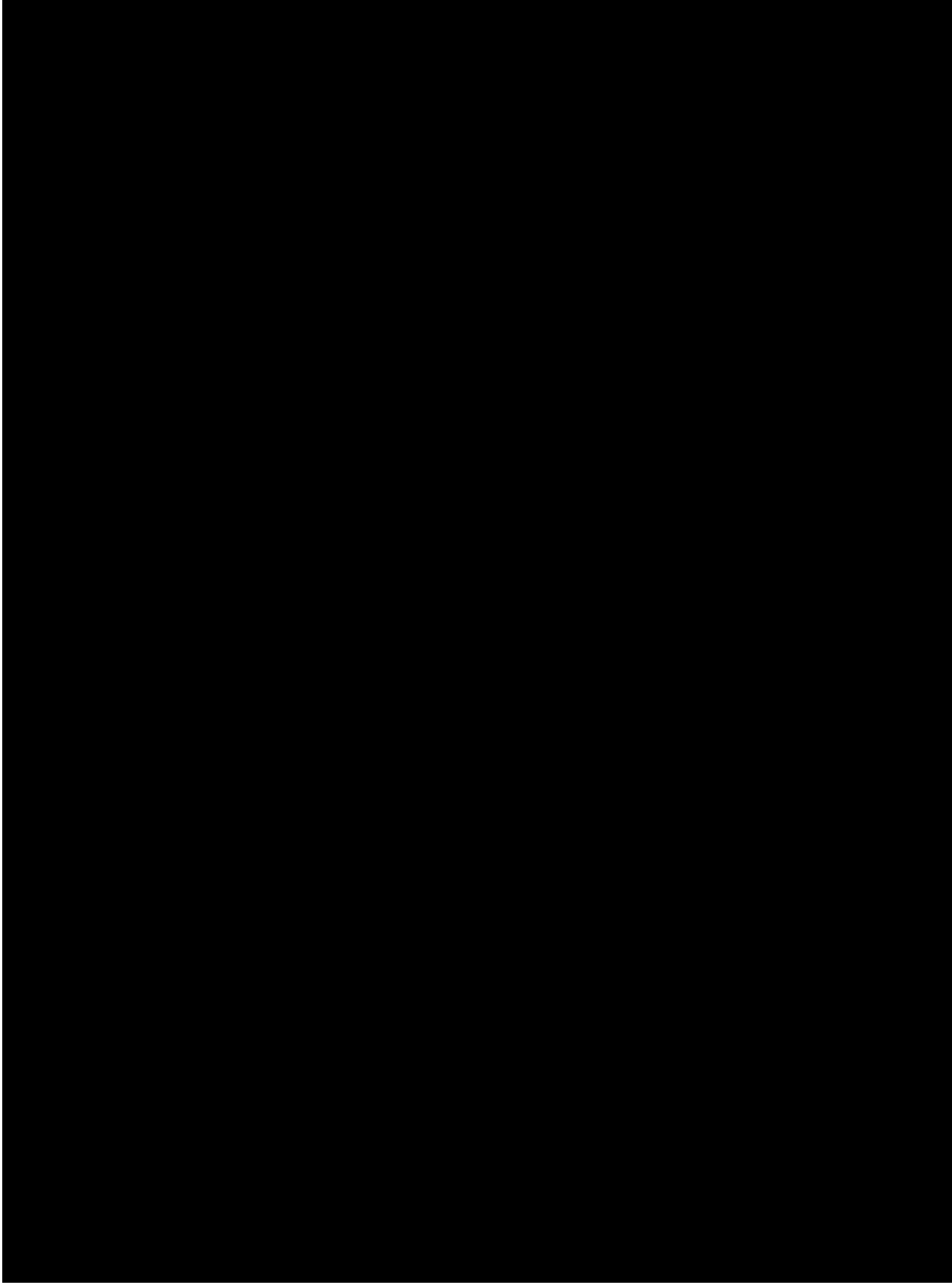
1. Remove the PNR from the queues, if applicable.

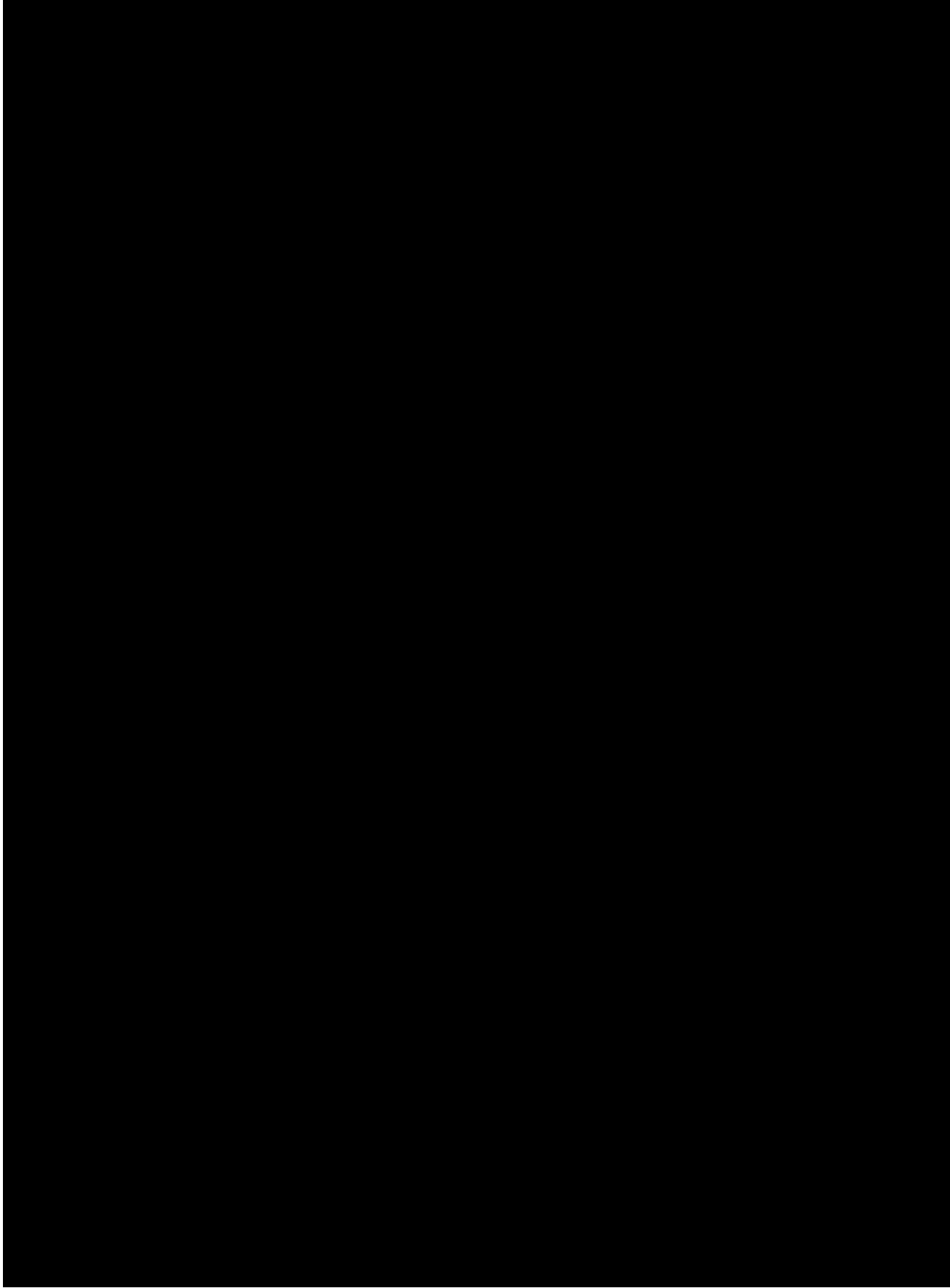


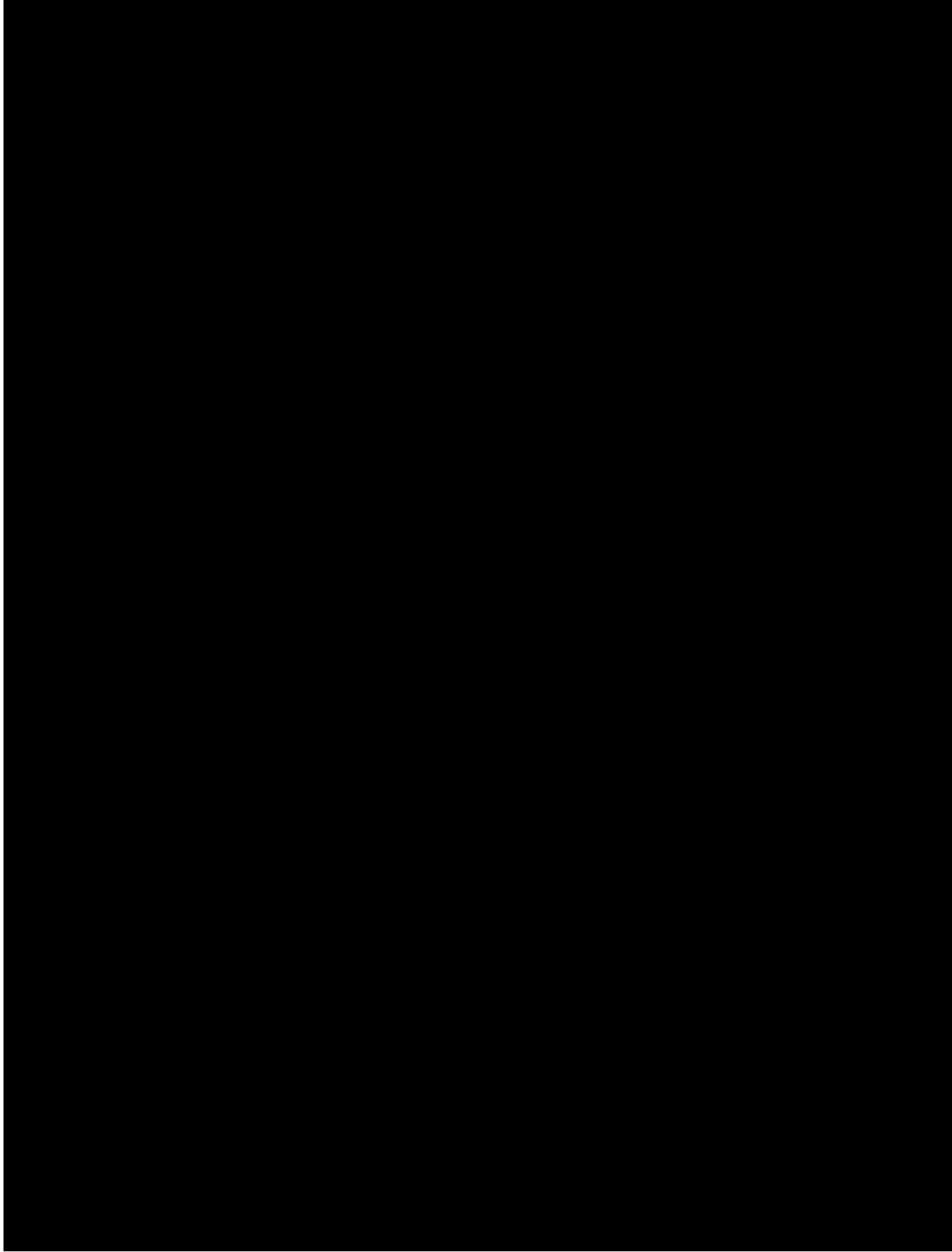


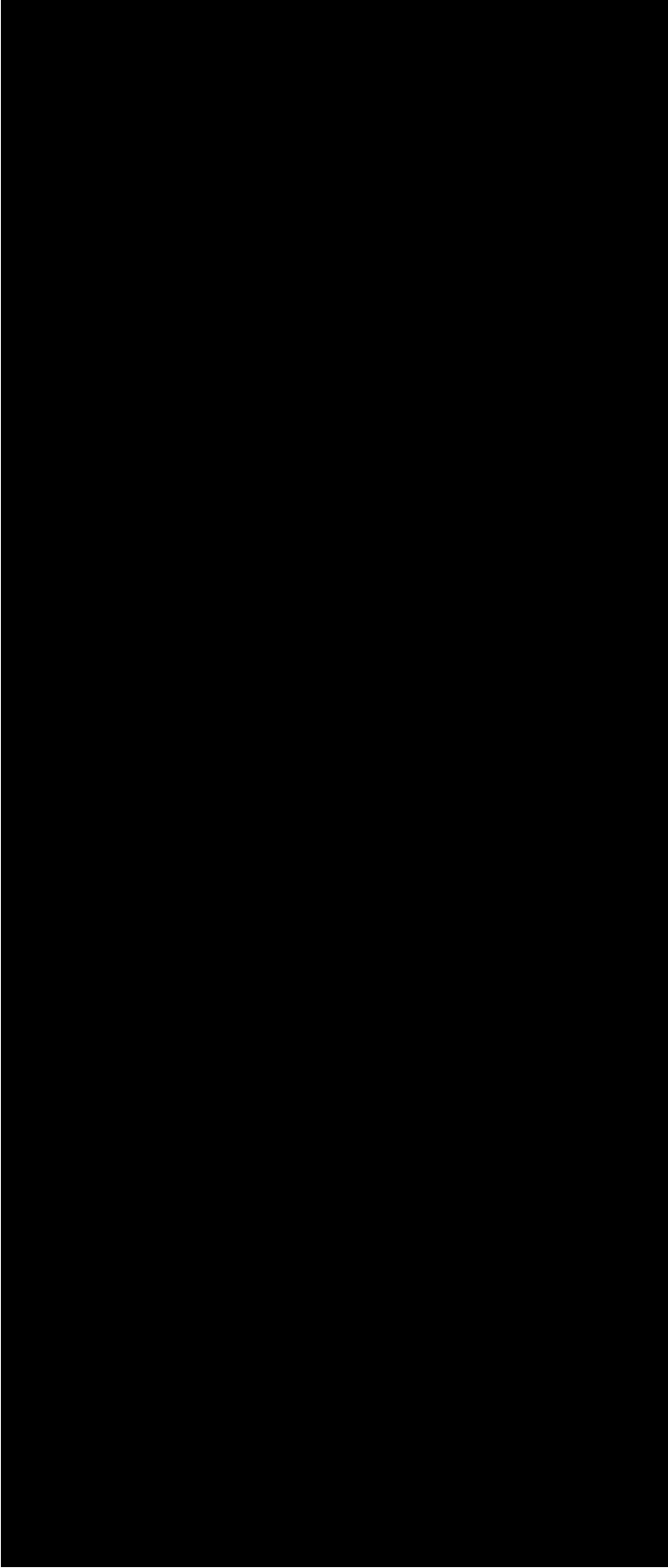










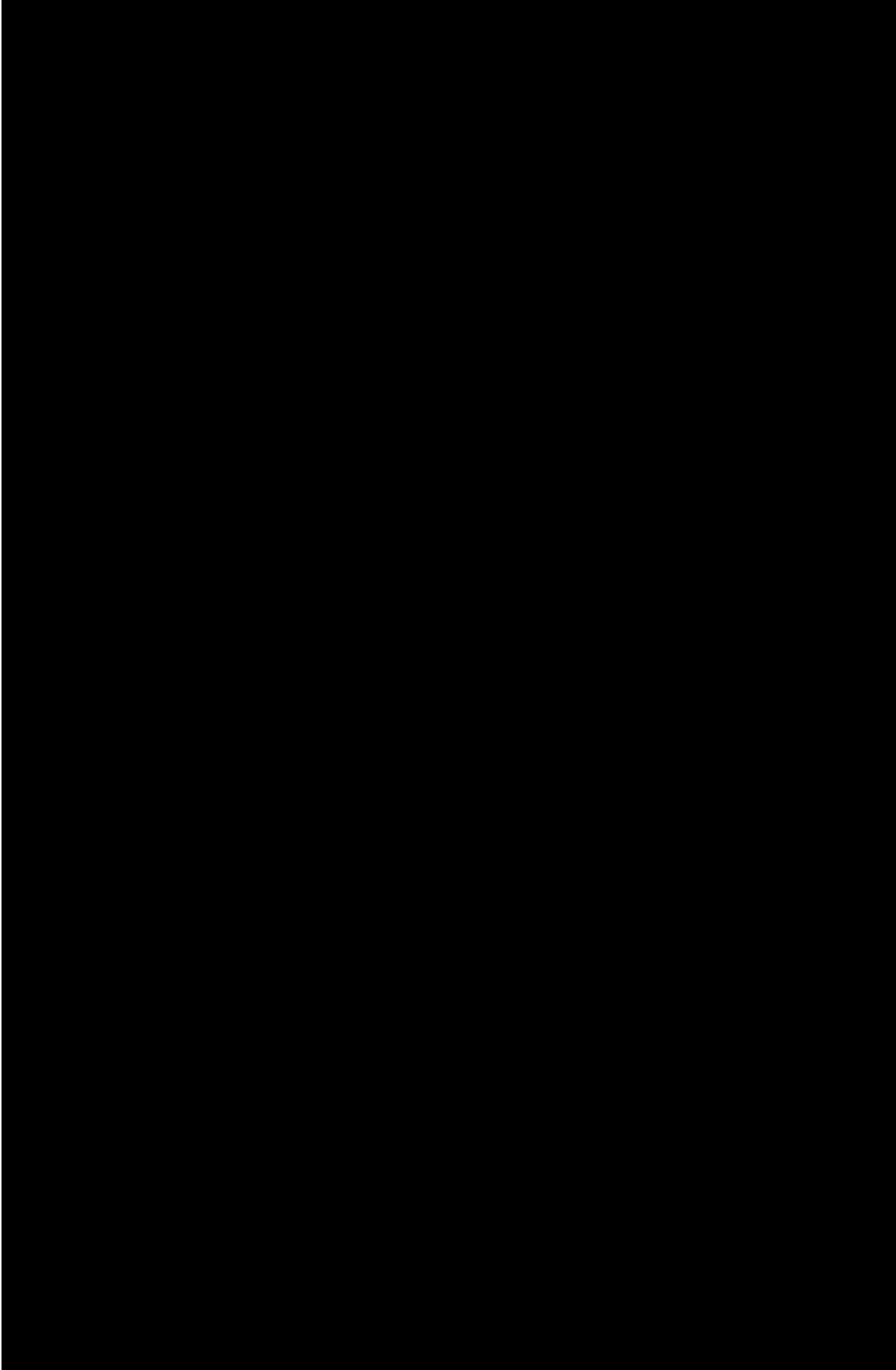


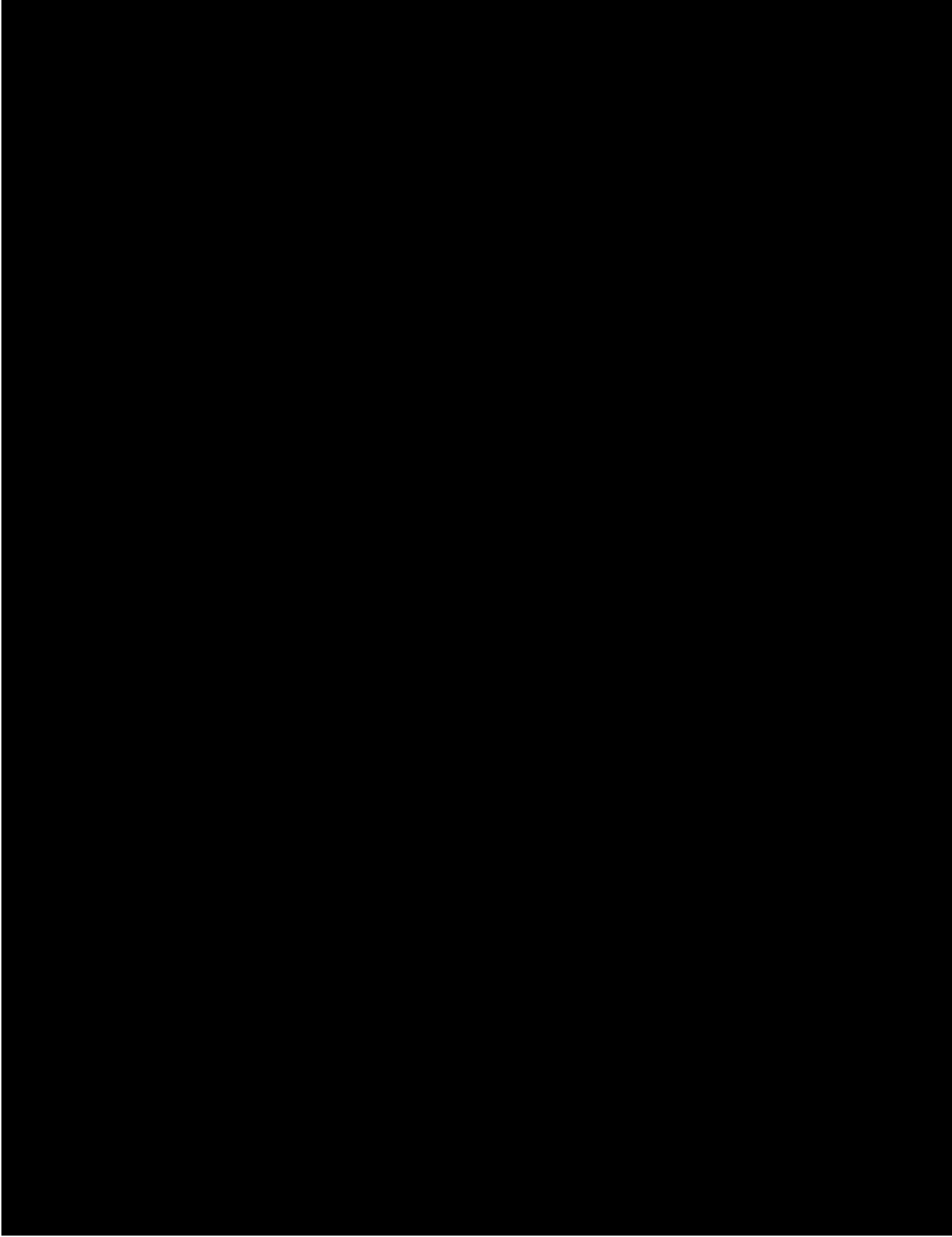
If the Claimed Expenses Do Not Qualify for Reimbursement, Decline Ineligible Claims

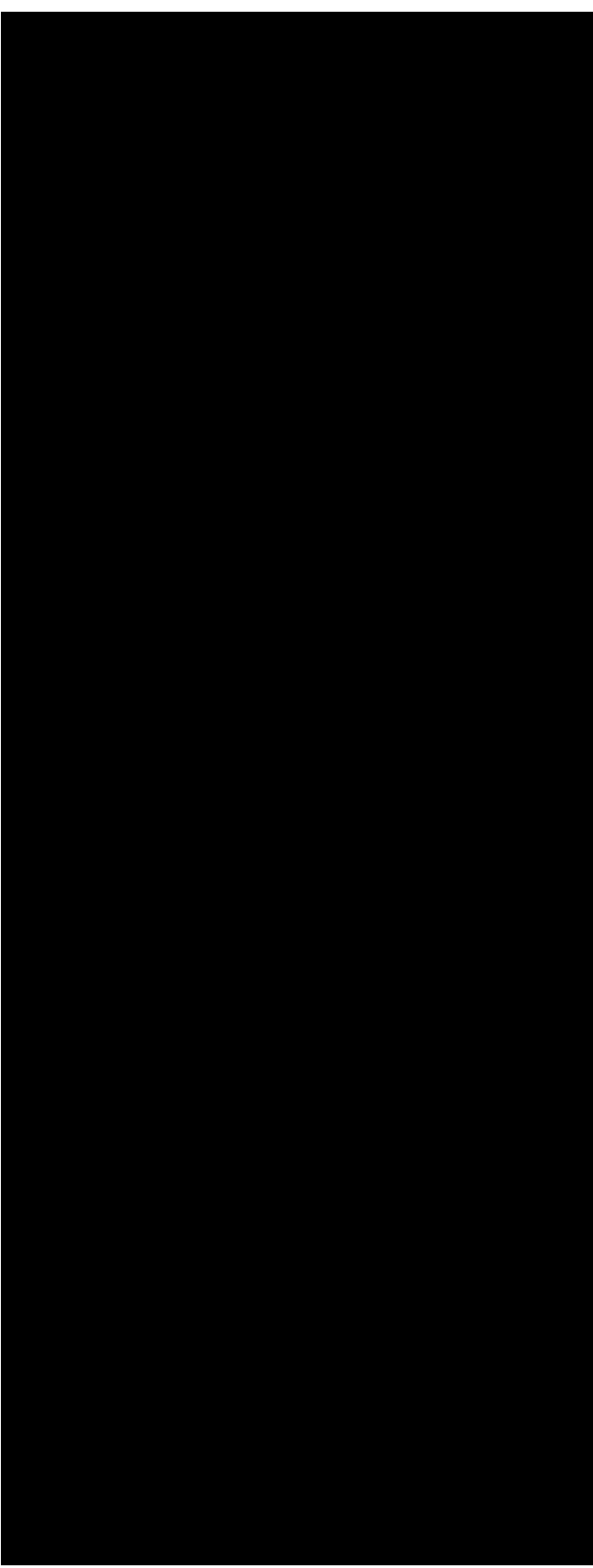
Send the Applicable Denied Asset

1. Select **Use Text Templates** in the message field.
 - o The **Media Uploader** appears.
2. Search (**Magnifying Glass**) for the applicable template.
3. Select the template to attach to the reply.
 - o A blue checkmark appears.
 - o Multiple templates can be selected.
4. Click **Add**.
 - o The template appears in the reply field of the message.

- o Edit template with personalized information (e.g. PNR, compensation value, etc.).







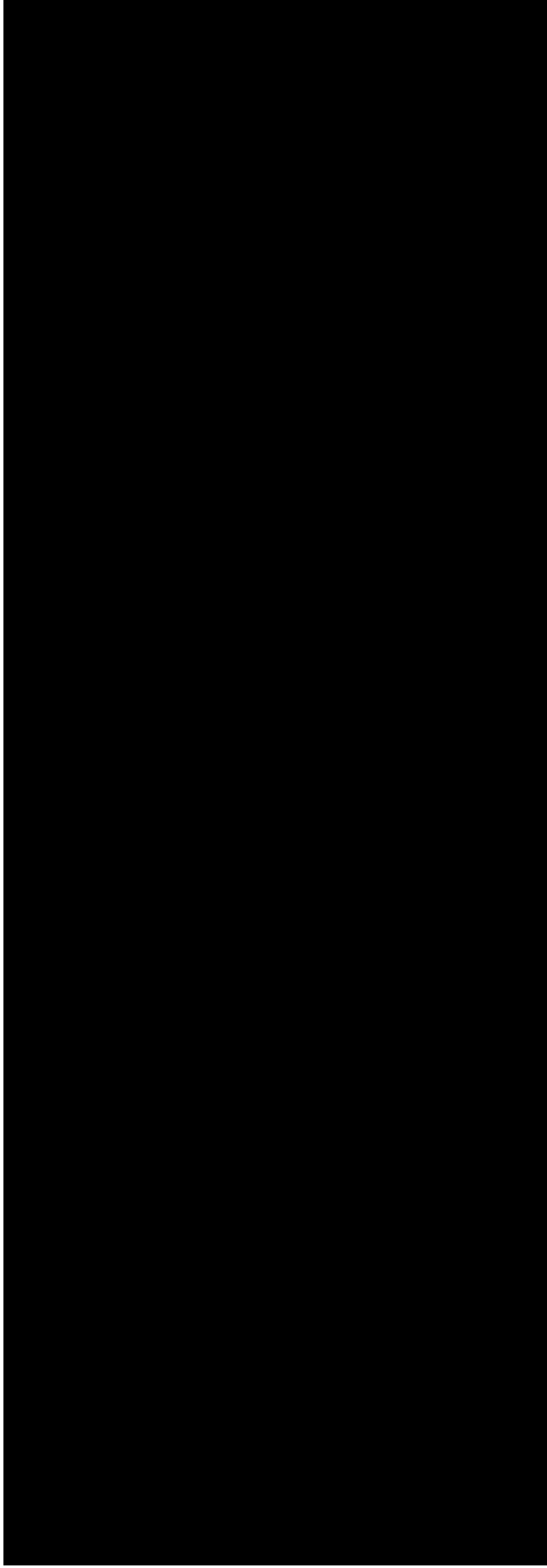
If the Guest Requested Westjet Dollars (WSD) As Reimbursement, Add WSD, if required

1. Select the **Loyalty Members** tab.
2. Select **Query**.
3. Search the guest's **First** and **Last Name** or **Member #**.
 - o Search fields are capital case-sensitive.
4. Select **Go**.
5. Select the **Member #** hyperlink.
 - o The guest's Westjet account populates.
6. Select the **Transaction** tab.
7. Select the **Adjustment** subtab.
8. Select **New**.
 - o **WSD Adjustment** pop-up appears.
9. Do not adjust fields that auto-populate.
10. Complete the following fields:
 - o **Westjet Dollars**: enter the required WSD amount.
 - o **Reason**: Enter the applicable reason from the list.

- o Leave the **Product Name** blank: once a **Reason** type is selected the **Product Name** auto-populates.
 - o **PNR #:** enter the reservation code (optional).
 - o **Comments:** if applicable, enter Sprinklr case number in free-form text and describe why the WSD was added.
11. Select **Save**.
 12. The **Status** appears as **Acceptable**.
 13. Select **Process**.
 - o Available WSD is automatically adjusted.
 14. Select **Sync** to allow the guest to see the new Westjet dollar balance.

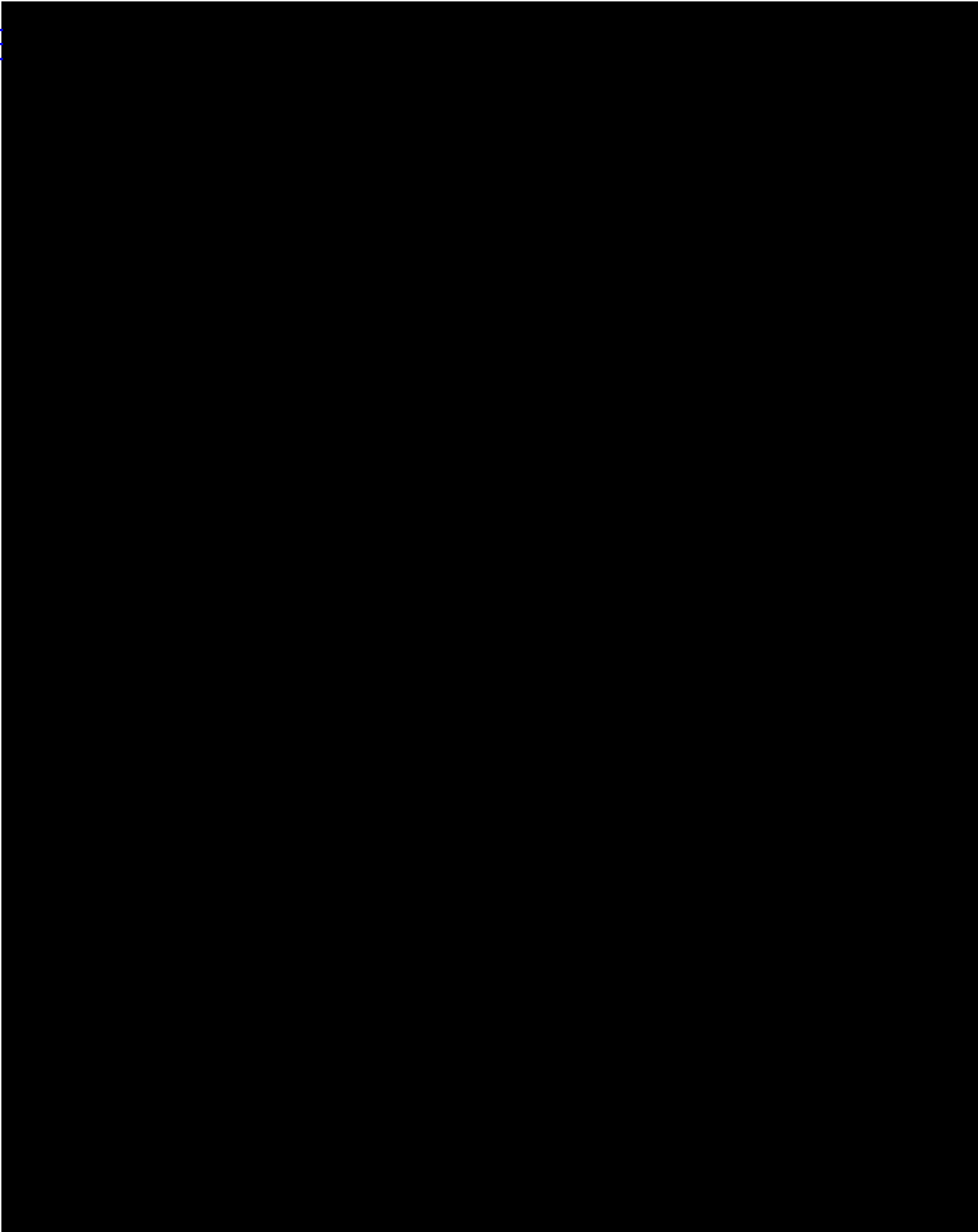
If the Guest Requested a Refund via Hyperwallet, Download the Receipts

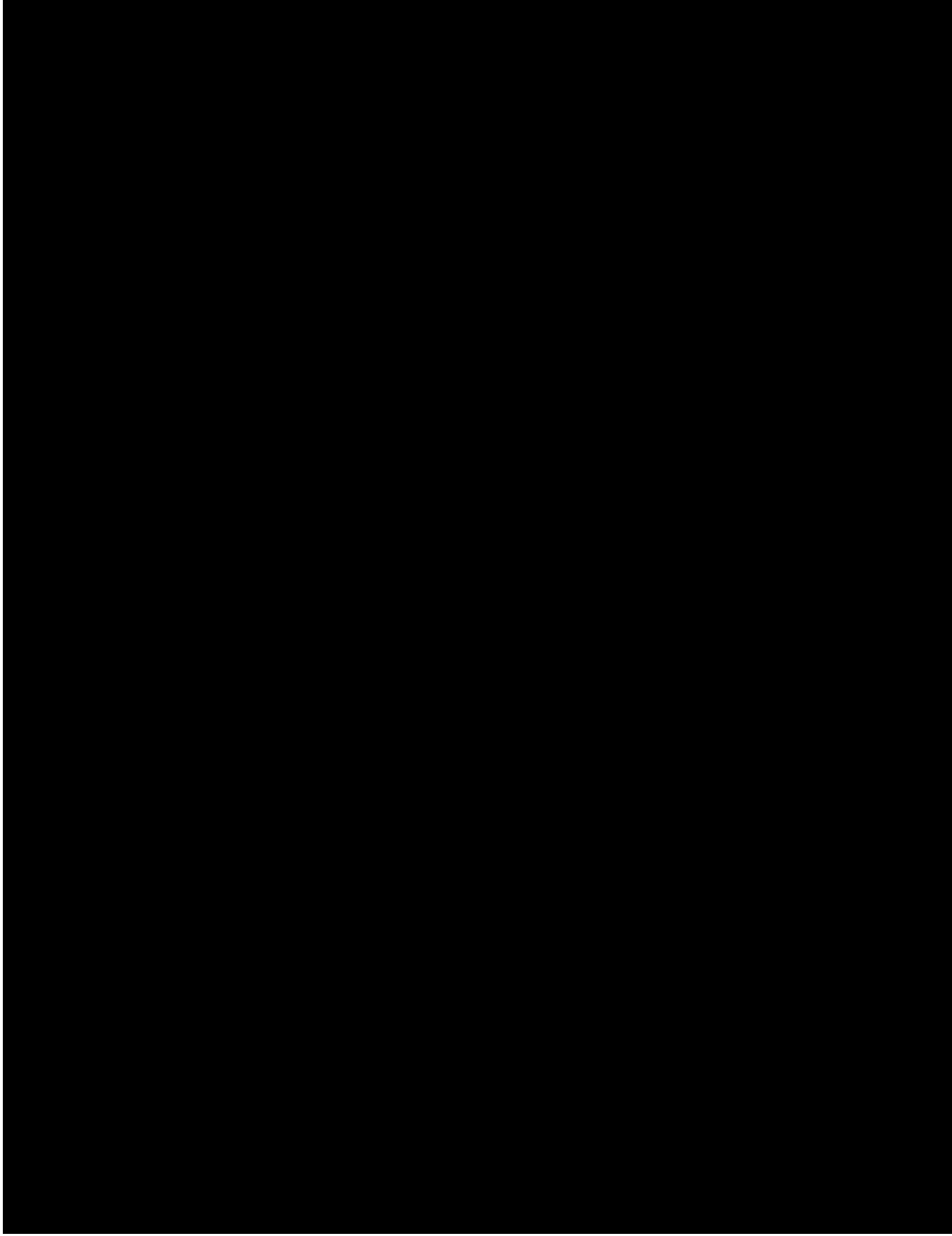
1. From the Sprinklr case, under **Attachments**, select **Download** (downward arrow icon).
 - o The files appear in the browser's **Downloads** section.
 - o Repeat the download steps for each receipt file.
 - o **Note:** When there are more than four receipts, open a new Word document and add the receipts to the word document.
2. Save the receipts or Word document to your desktop with the following naming convention:
 - o [PNR]-[Number] (e.g. JYRSF-1, JYRSF-2, JYRSF-3)
 - o **Note:** use sequential numbers per receipt file.

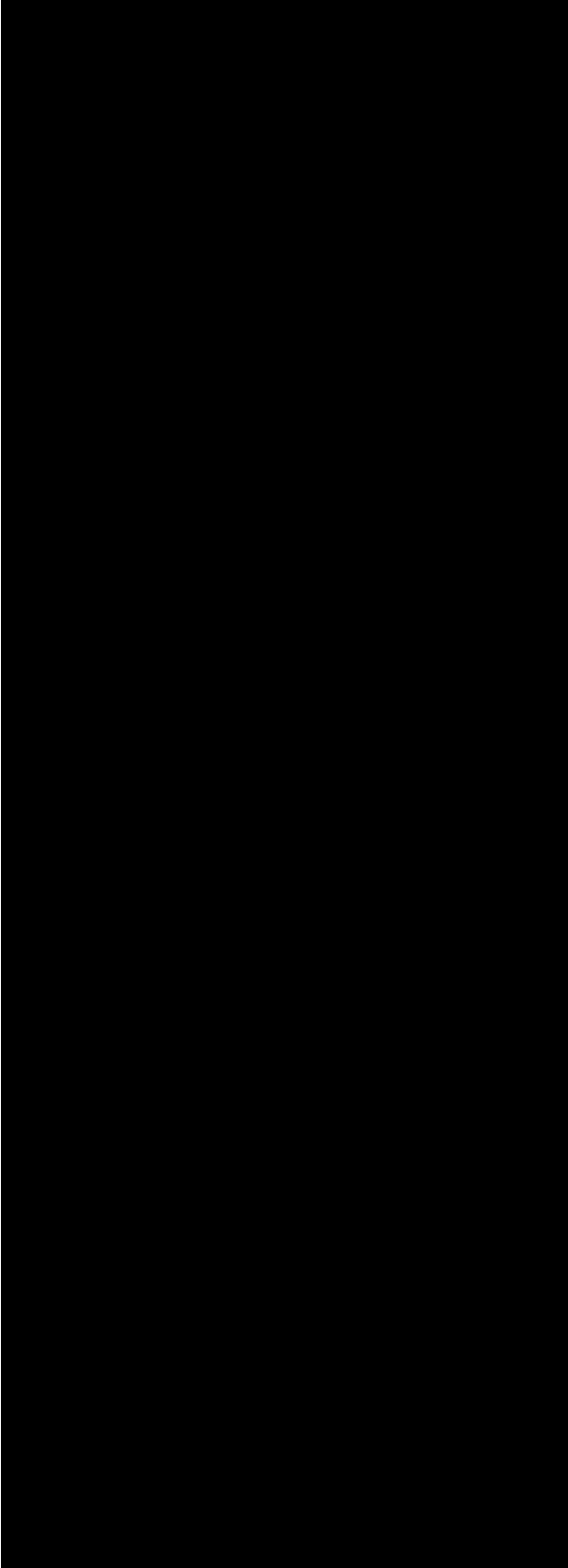


Respond to the Guest with the Applicable Sprinklr Template




1. Select **Use Text Templates** in the message field.
 - o The **Media Uploader** appears.
2. Search (**Magnifying Glass**) for the applicable template.
3. Select the template to attach to the reply.
 - o A blue checkmark appears.
 - o Multiple templates can be selected.
4. Click **Add**.
 - o The template appears in the reply field of the message.
 - o Edit template with personalized information (e.g. PNR, compensation value, etc.).







Westjet has standard guidelines for irregular operations (IROPs). Included in this article are the guidelines for classifying an IROP, reaccommodation options, advice vs consult messaging, vouchers, compensation, and remarks found on the reservation.

	<h2 style="text-align: center;">Policy: Irregular Operations (IROP)</h2>	
<h3 style="text-align: center;">Eligible Tiers</h3> 	<h3 style="text-align: center;">Eligible Cabins</h3> 	<p style="text-align: center;"> IROP Reason Codes IROP Vouchers IROP Refund and Reaccommodation Rules Self-serve Reservation Modification Partnership Compensation Additional Information </p>

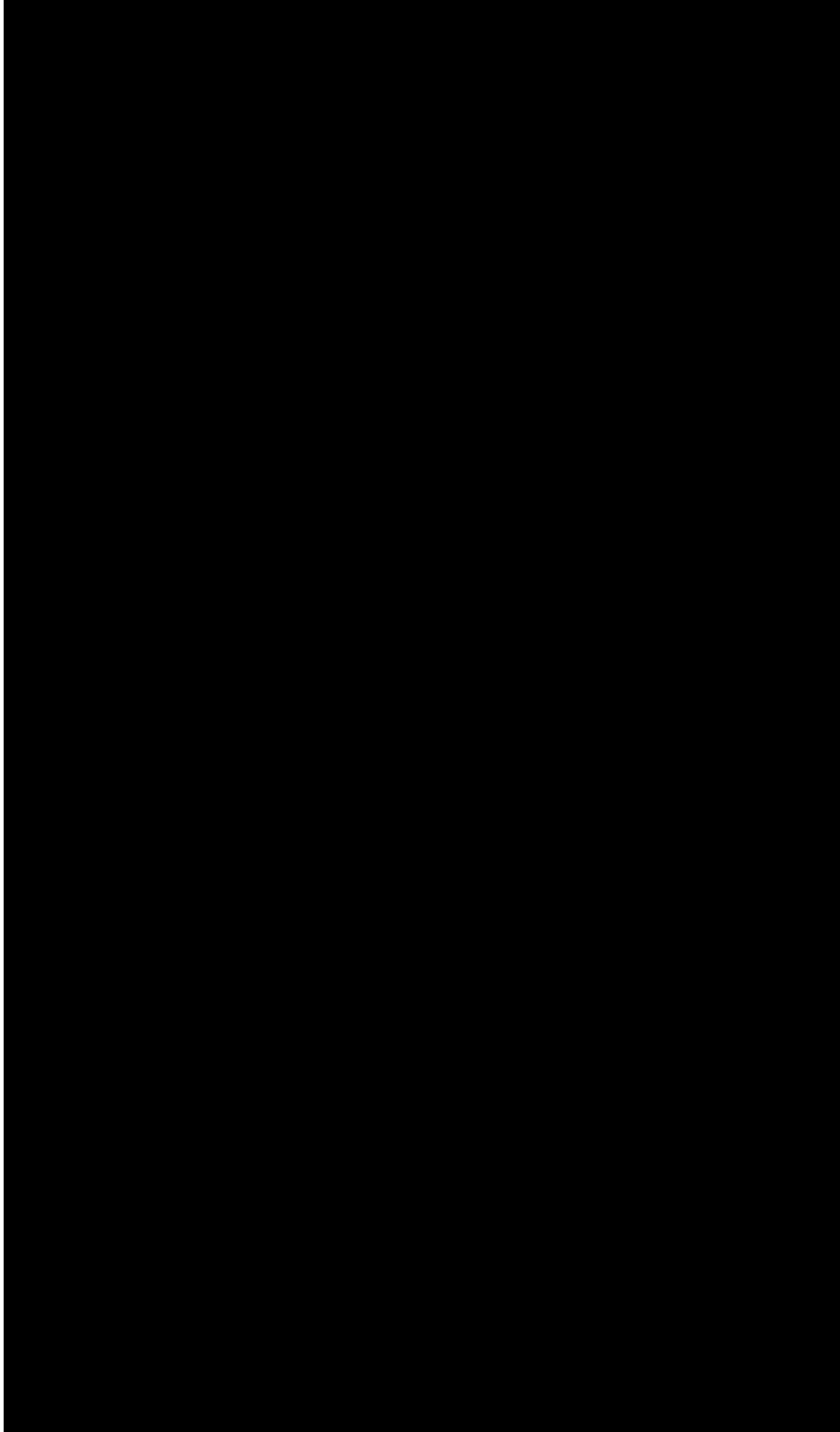
Temporary IROP policies due to AME Strike Action

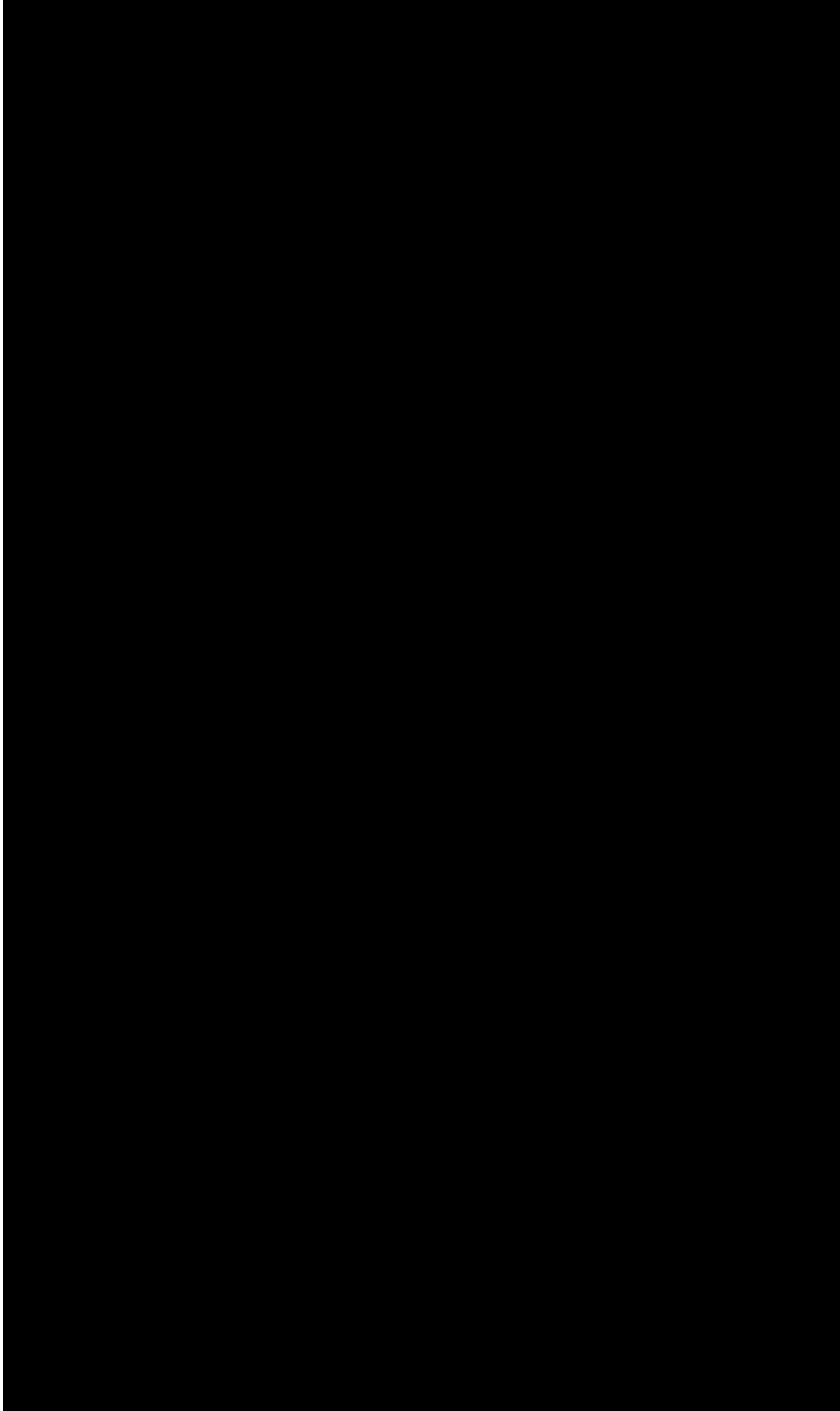
Standard IROP policies apply for flight departures from the UK and EU and within or from Canada. All other Guests who are **outside** of Canada are eligible to receive hotel accommodation for a maximum of **one night**, for flights impacted by Industrial Action as indicated in FLIFO. (From June 29 to July 5)

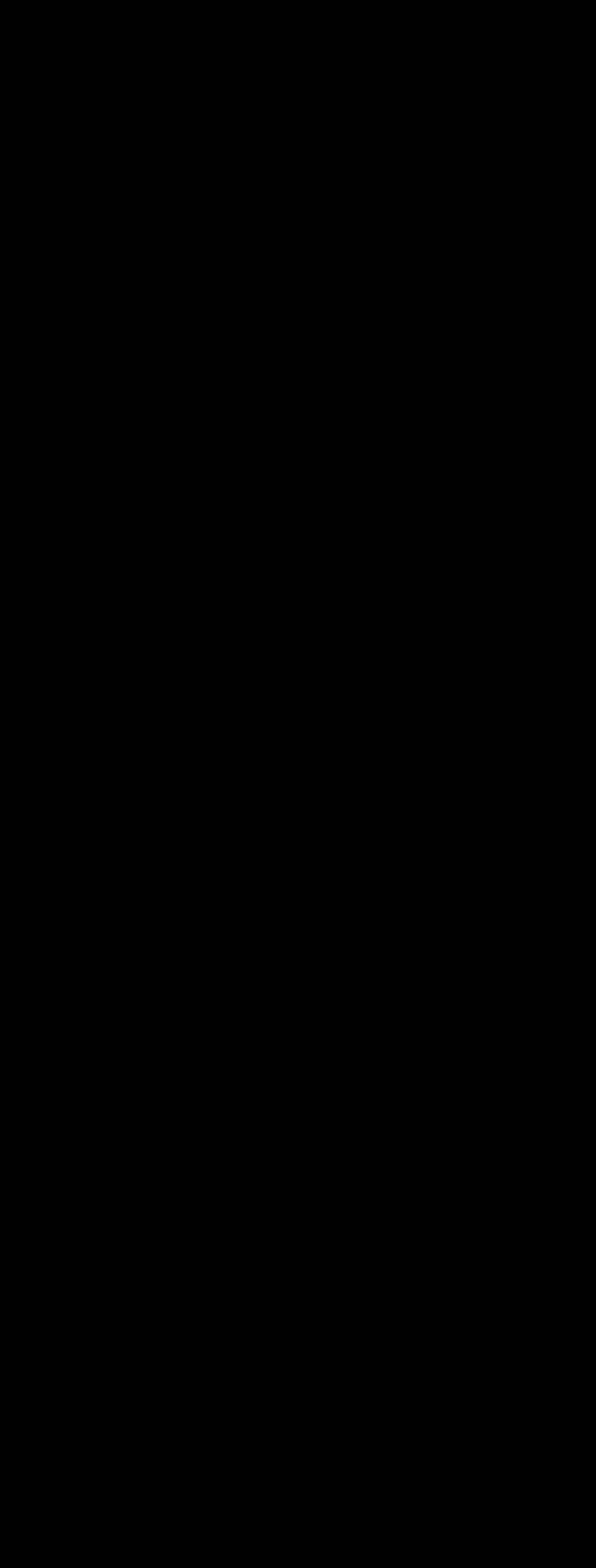
Where a hotel voucher cannot be issued, Each adult guest on a reservation will be able to submit a claim for hotel expense reimbursement up to a maximum value of:

- \$200 CAD (or equivalent currency) from the United States
- \$150 CAD (or equivalent currency) from all other locations (except from UK or EU).

Meal and Ground transportation policies are not eligible for cancellations due to this industrial action with the exception of flight departures from the UK or EU. Claims may be submitted on Westjet.com (<https://www.westjet.com/en-ca/interruptions/submit-expenses>)







IROP Vouchers

Meal

The Electronic Voucher application issues meal vouchers via email or text message.

- Meal vouchers are issued for each meal using the table below.
- Meal vouchers are valid for 24 hours from the time of creation.
- Meal vouchers can be used at participating local airport or hotel vendors.
- A \$15 voucher per meal is issued for guest seated in the Economy or Premium Cabin and Silver Westjet Rewards Member.
- A \$30 voucher per meal is issued for guests seated in the Business Cabin, Gold or Platinum Westjet Rewards Member.

The guest is eligible for a meal vouchers in the following situations for a posted departure delay of two hours or more:

- The flight disruption occurred within Canada or the United States:
 - Controllable
 - Uncontrollable, only if the guest is in a city that is not in their original itinerary, (e.g. Diversion, new connection point).
 - For Safety
- The flight disruption occurred outside Canada or the United States:
 - Controllable
 - For Safety
 - Uncontrollable

Meal	Timeframe (Used to determine the timeframe when bulk meal vouchers are issued)
Breakfast	0300 - 1100
Lunch	1101 - 1500
Dinner	1501 - 1800
Snack	1801 - 0259

If the guest requires more than one meal voucher, use multiple timeframes.
Issue an additional meal voucher when the guest is accommodated overnight.

Hotel (Accommodation)

The Electronic Voucher application issues hotel vouchers via email or text message.

A hotel voucher provides hotel accommodation for a guest during an IROP and is issued based on the guest's requirements. The voucher is valid for 24 hours from the time of creation, for one night's accommodation, unless otherwise specified.

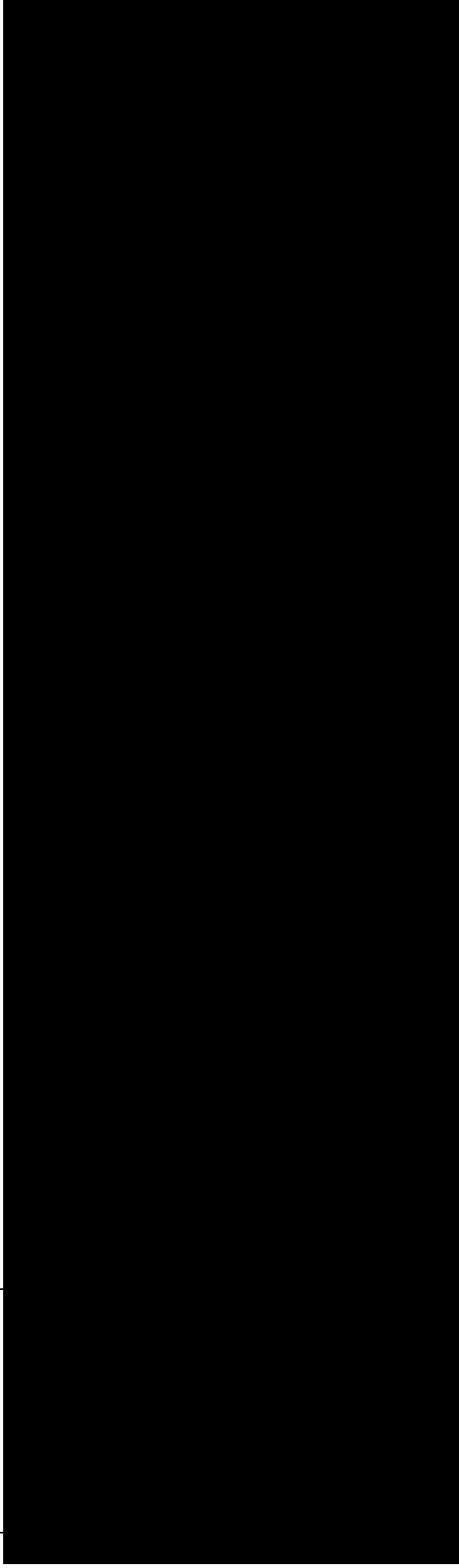
One hotel room may be issued per adult guest on the reservation; however, guests also have the option to share hotel rooms if desired.

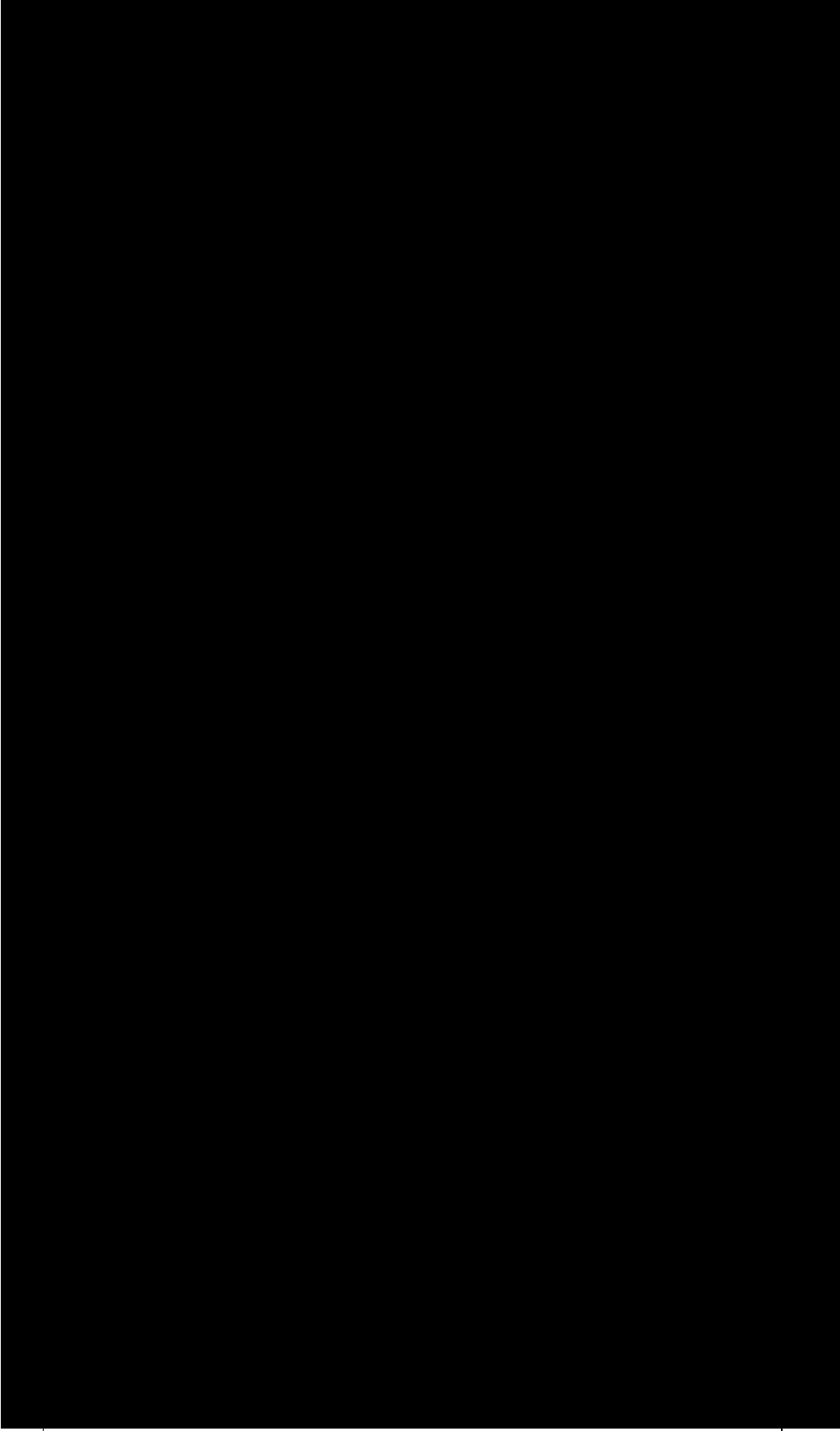
Meals (excluding meals endorsed with a meal voucher), alcohol, phone calls, and other services and charges are not included.

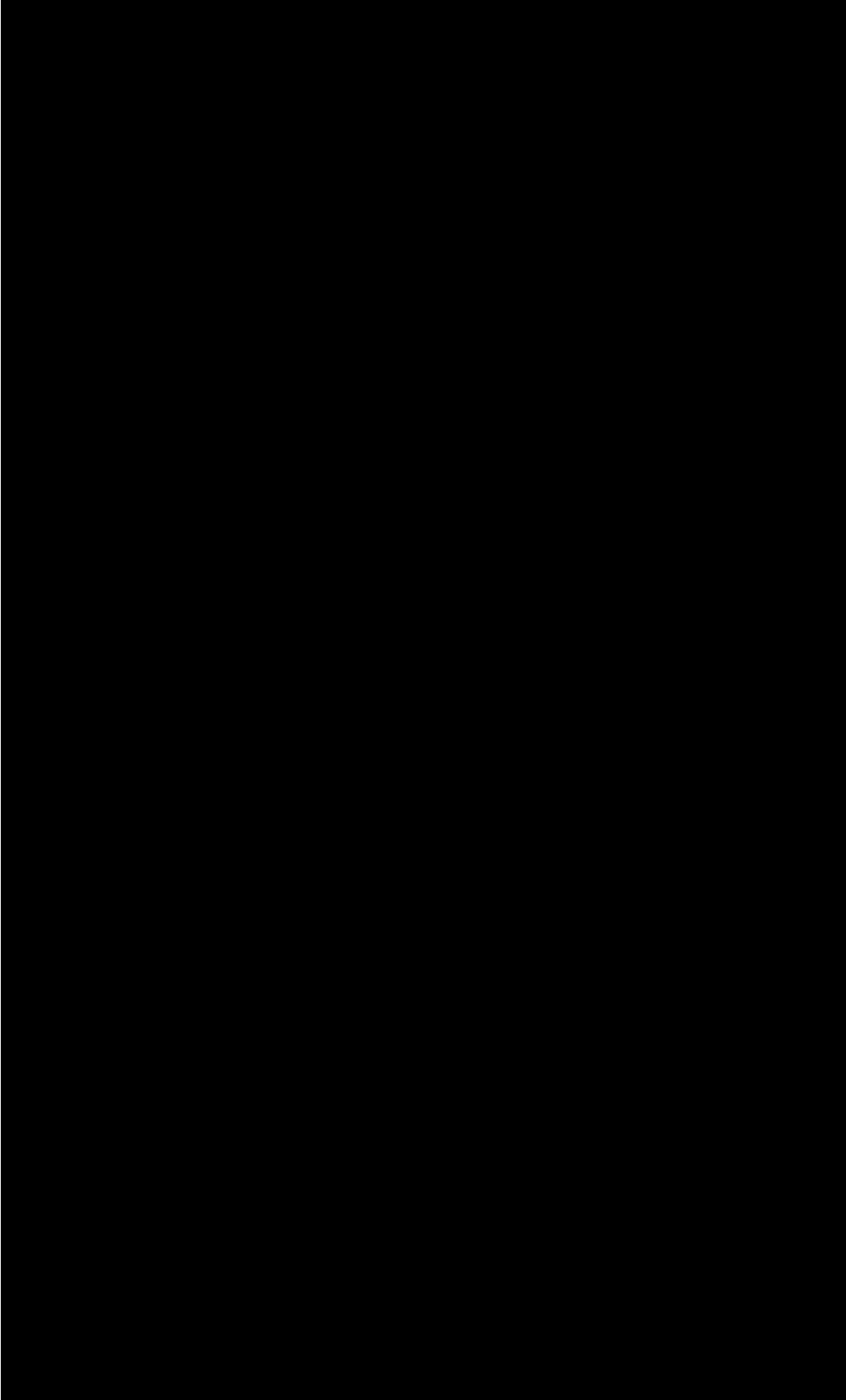
A personal attendant confirmed under the Accessible Travel program is not provided with their own hotel accommodation, but may share a room with the guest requiring the attendant.

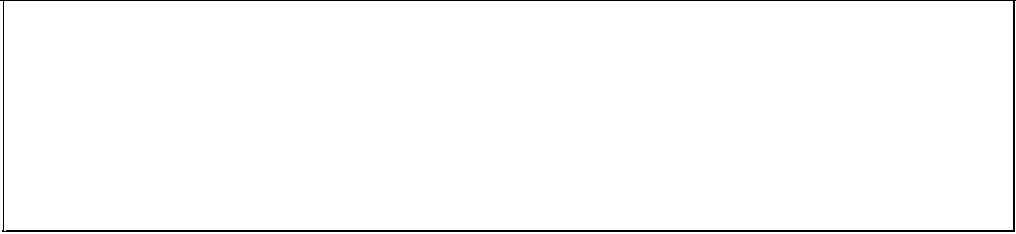
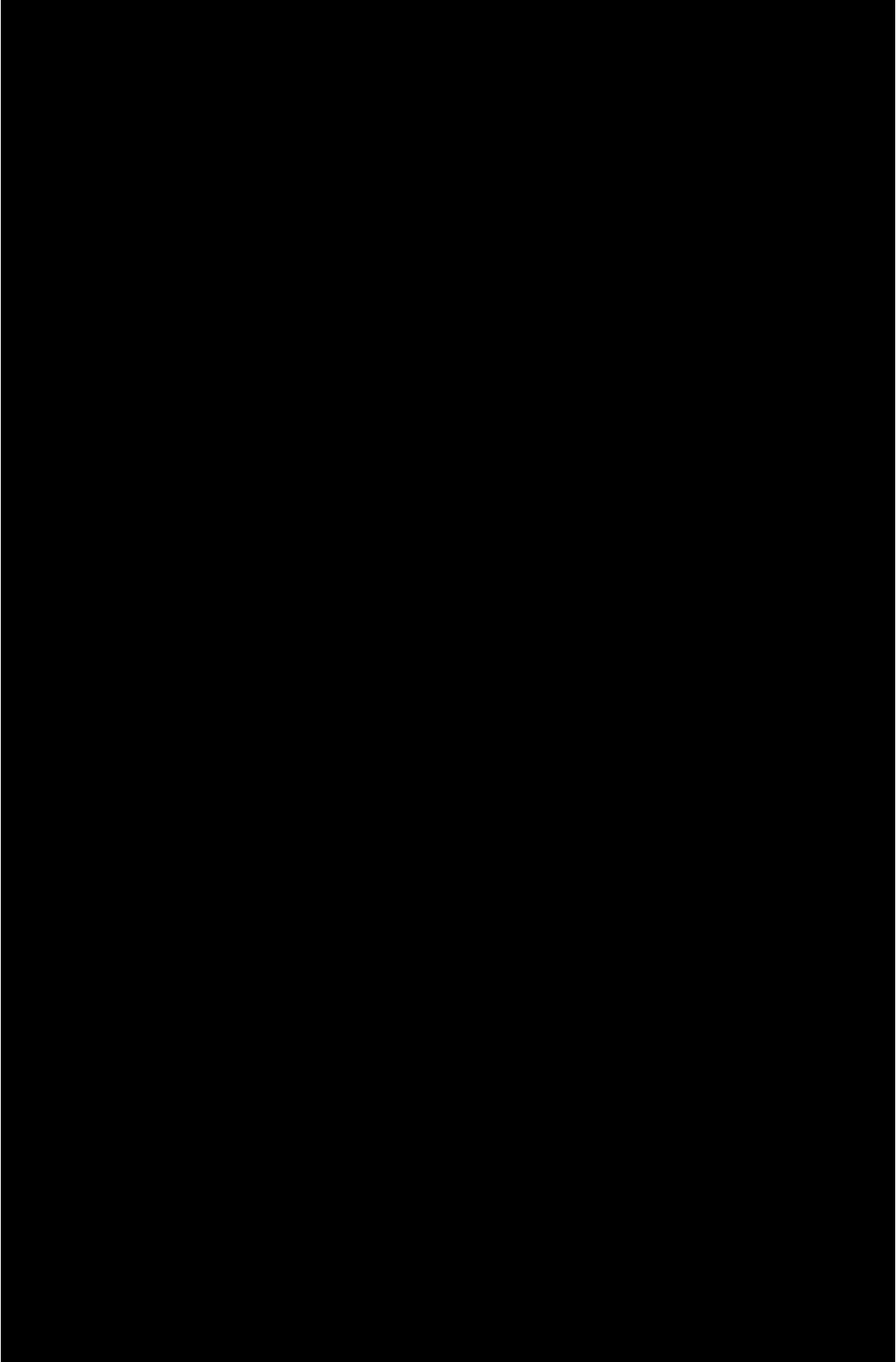
If an overnight stay is required, the guest is eligible for a hotel voucher in the following situations:

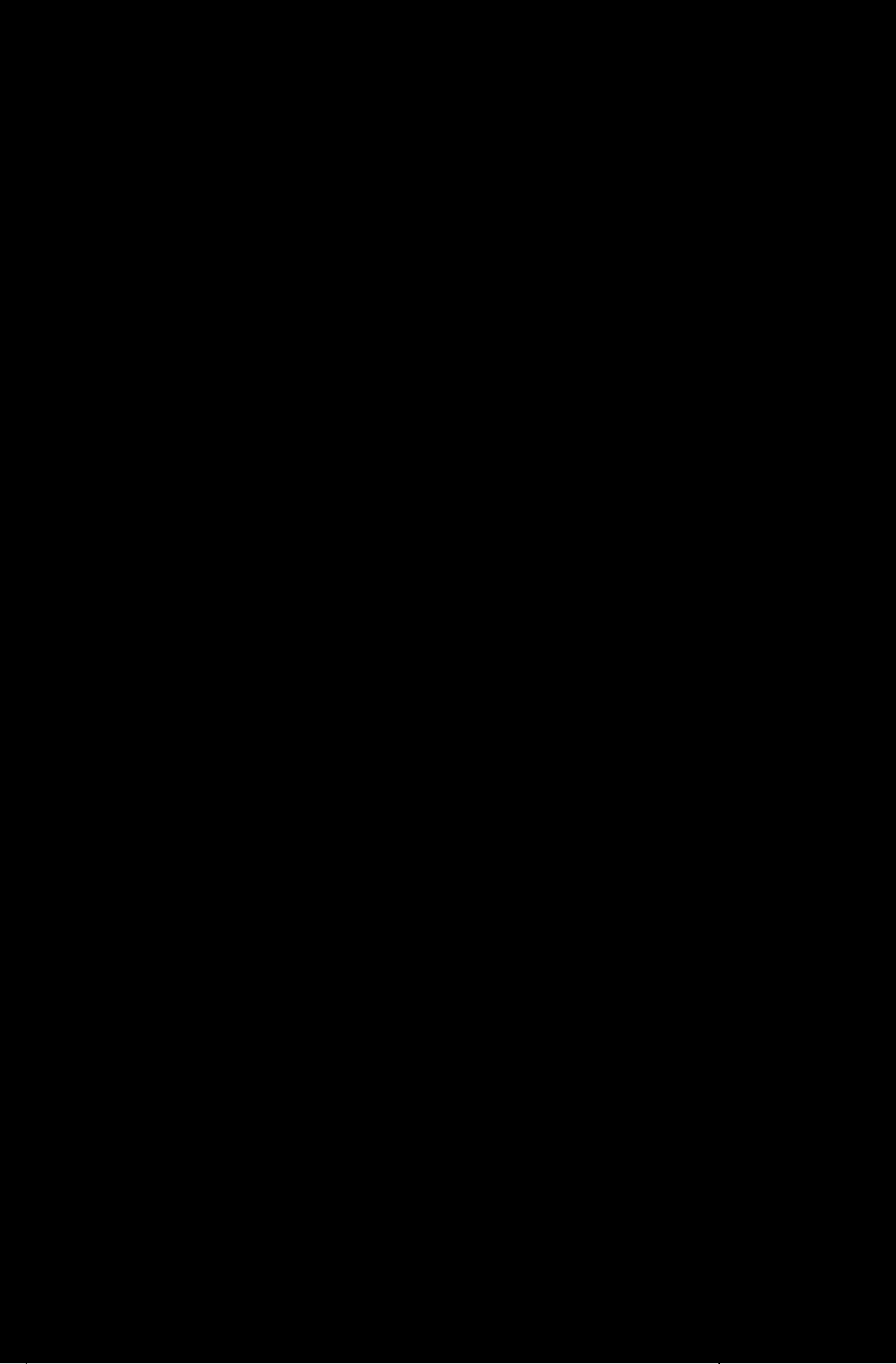
- The flight disruption occurred within Canada or the United States:
 - Controllable
 - Uncontrollable, only if the guest is in a city that is not in their original itinerary, (e.g. Diversion, new connection point).
 - For Safety
- The flight disruption occurred outside Canada or the United States:
 - Controllable
 - For Safety
 - Uncontrollable

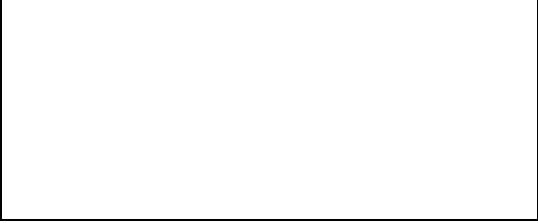
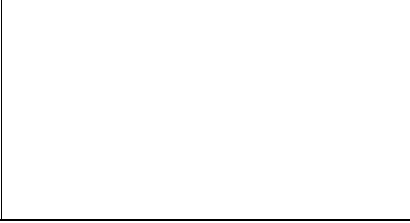
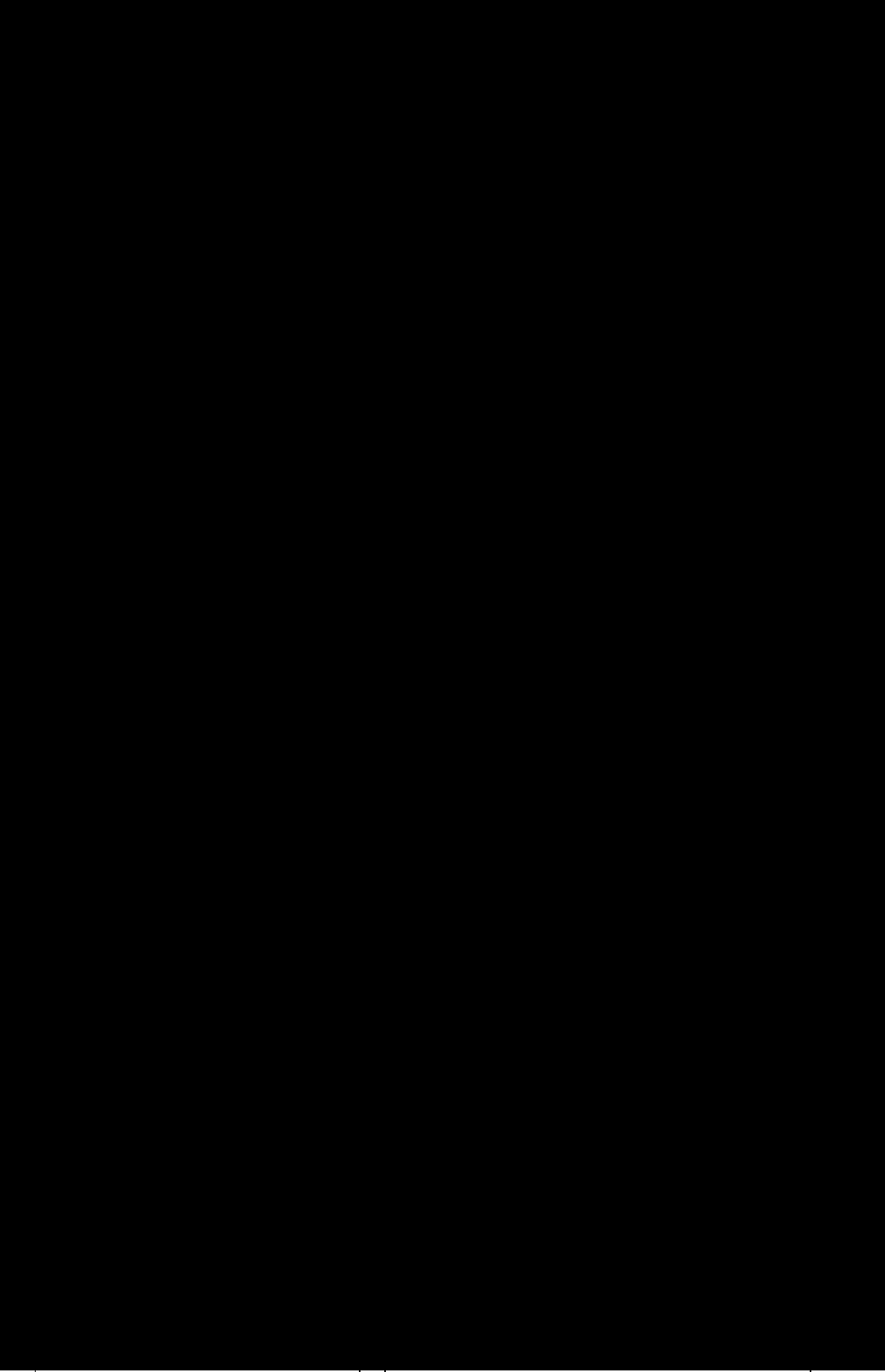


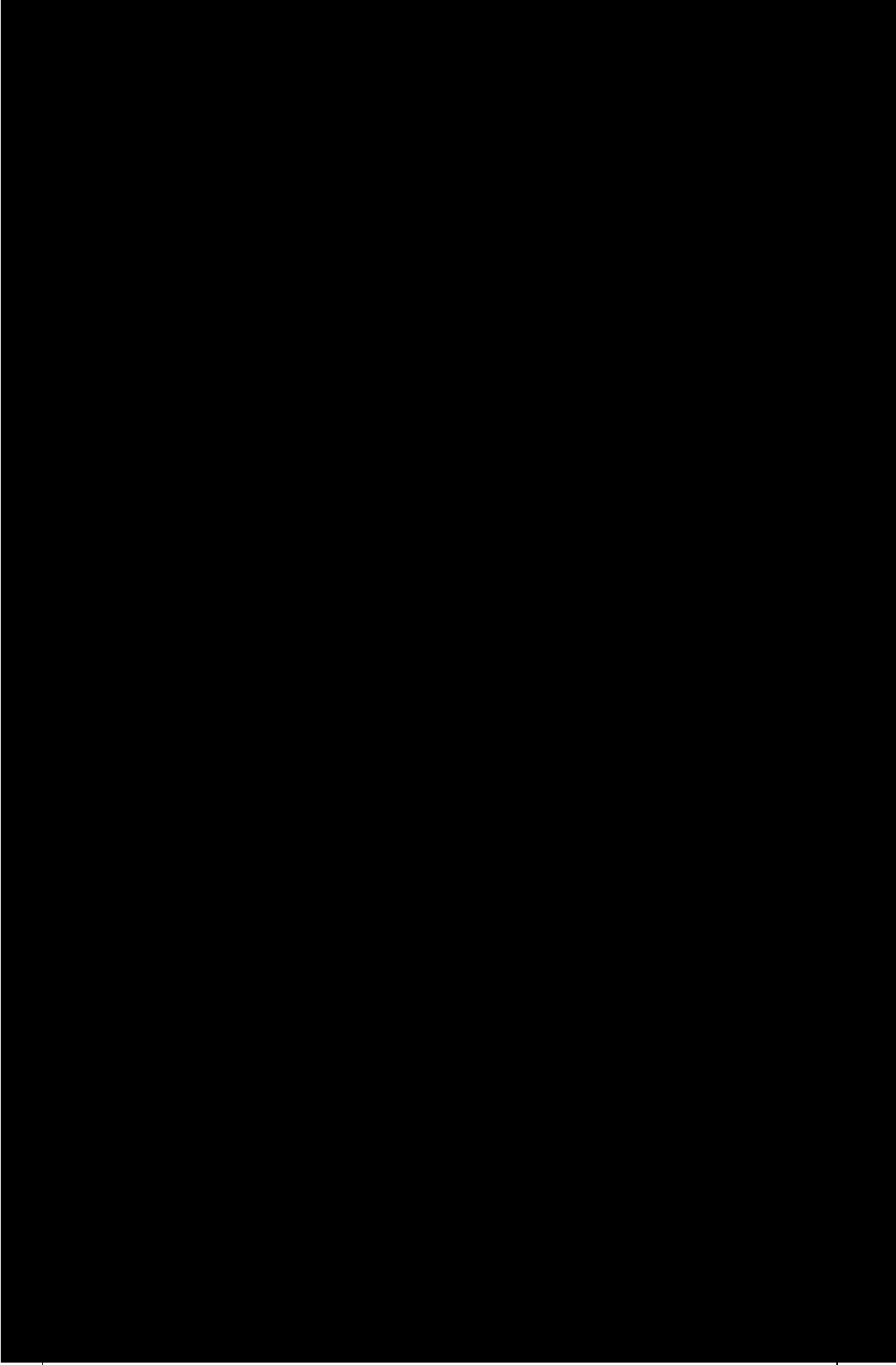


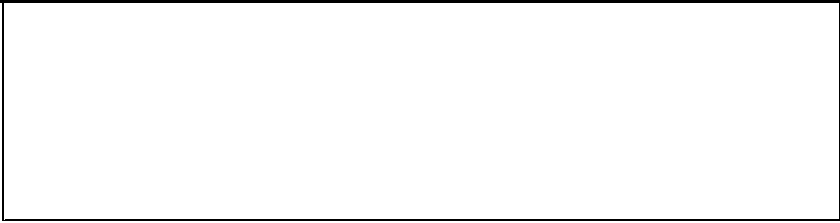
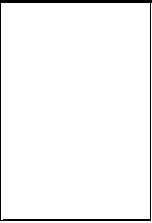
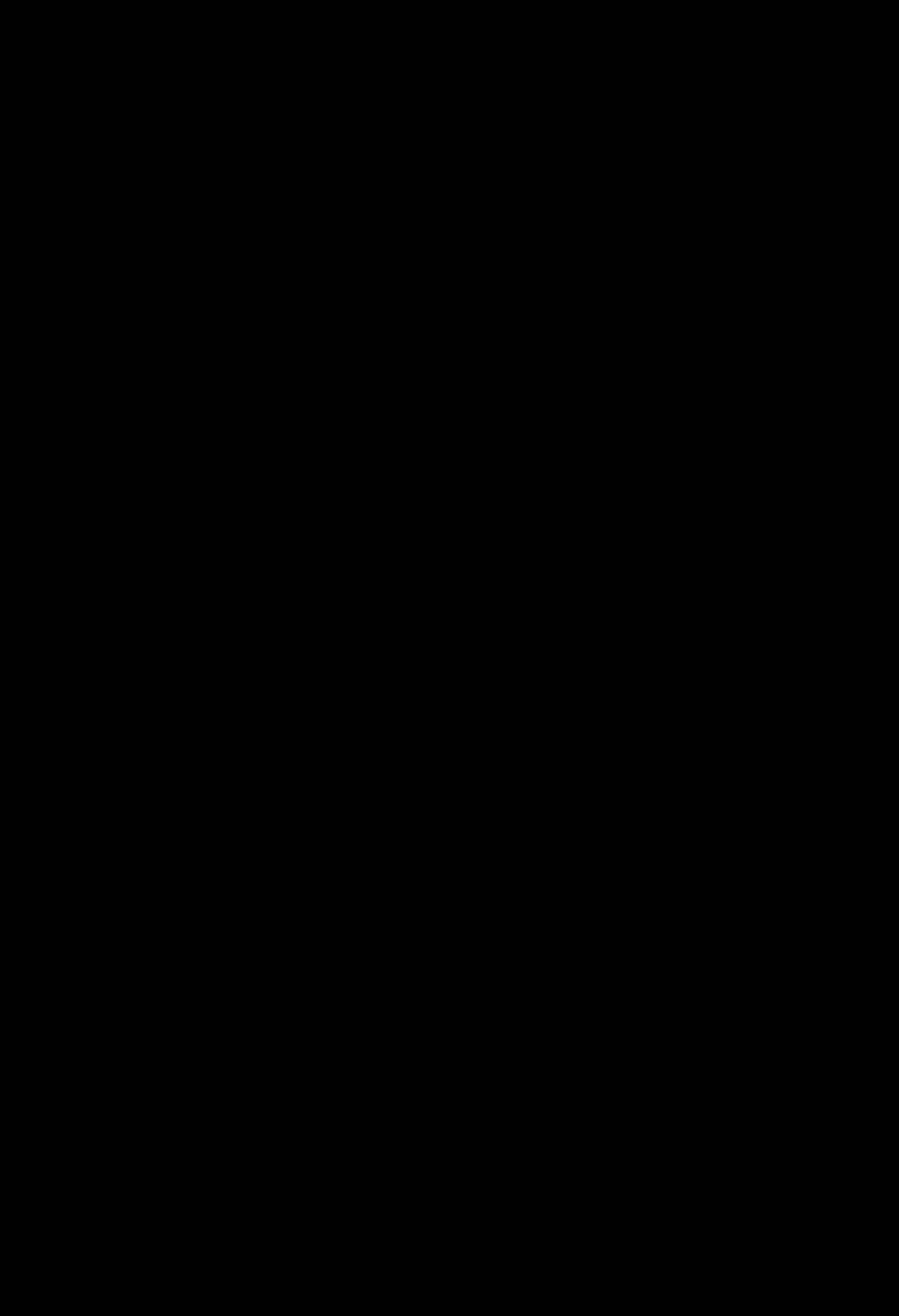


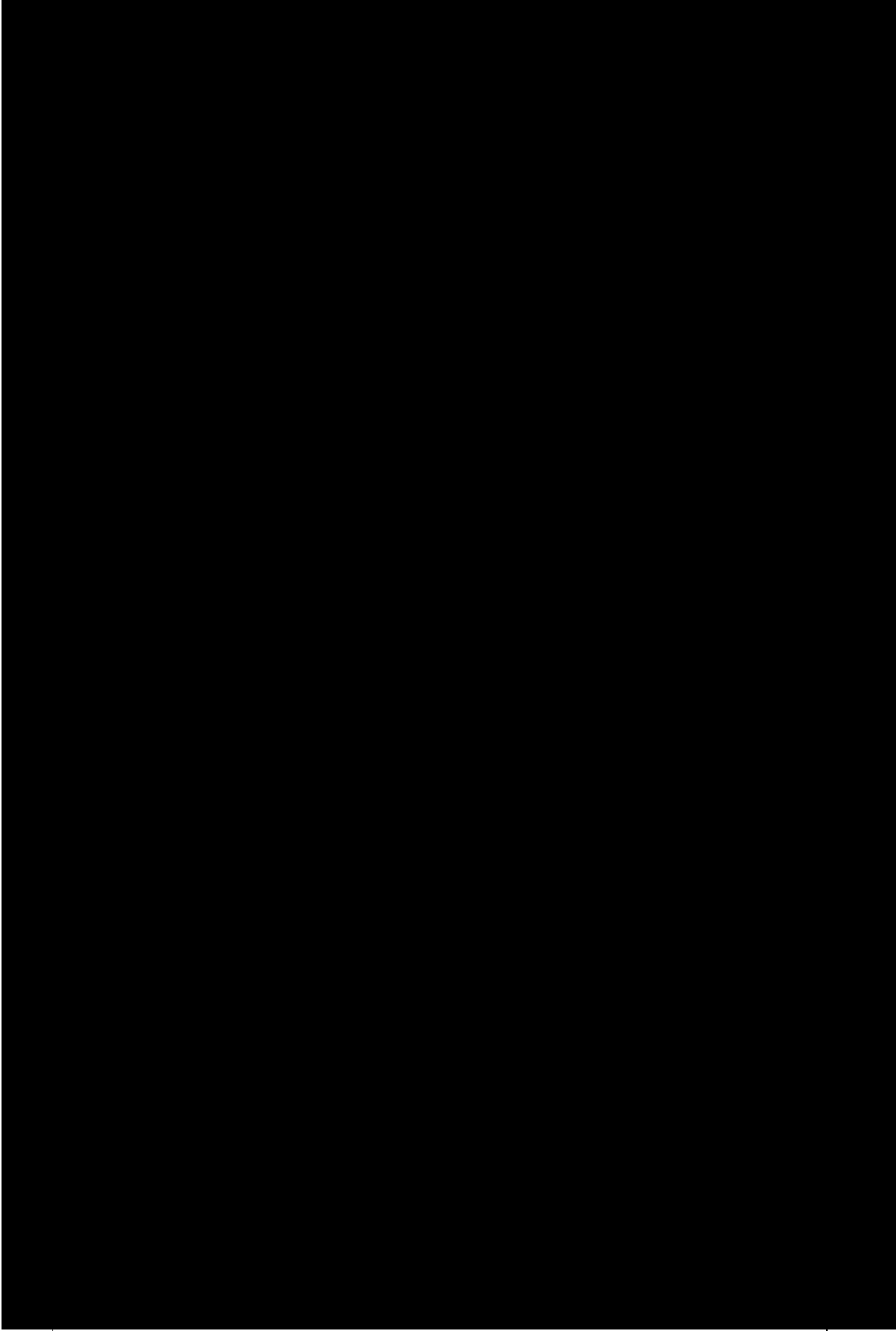


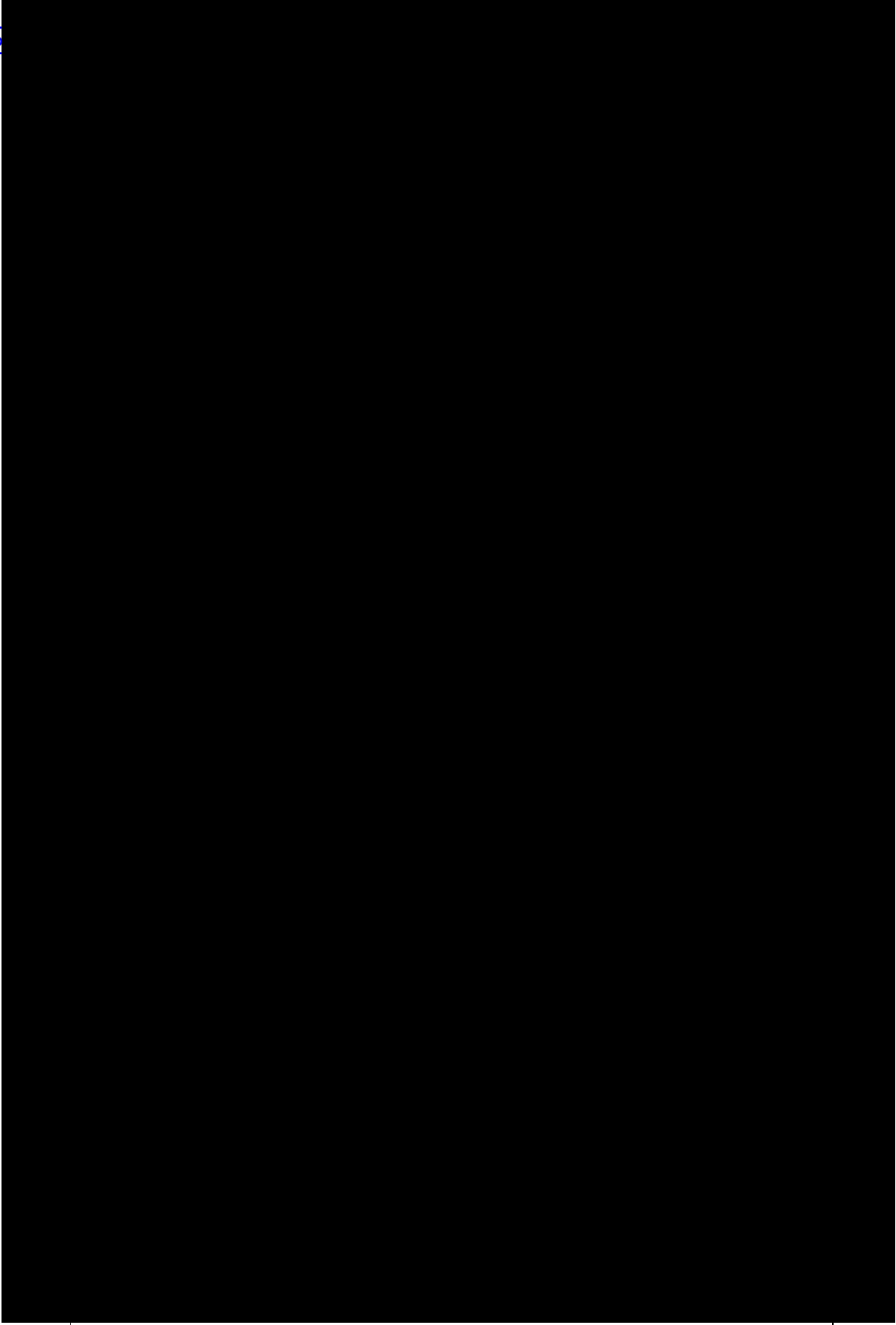


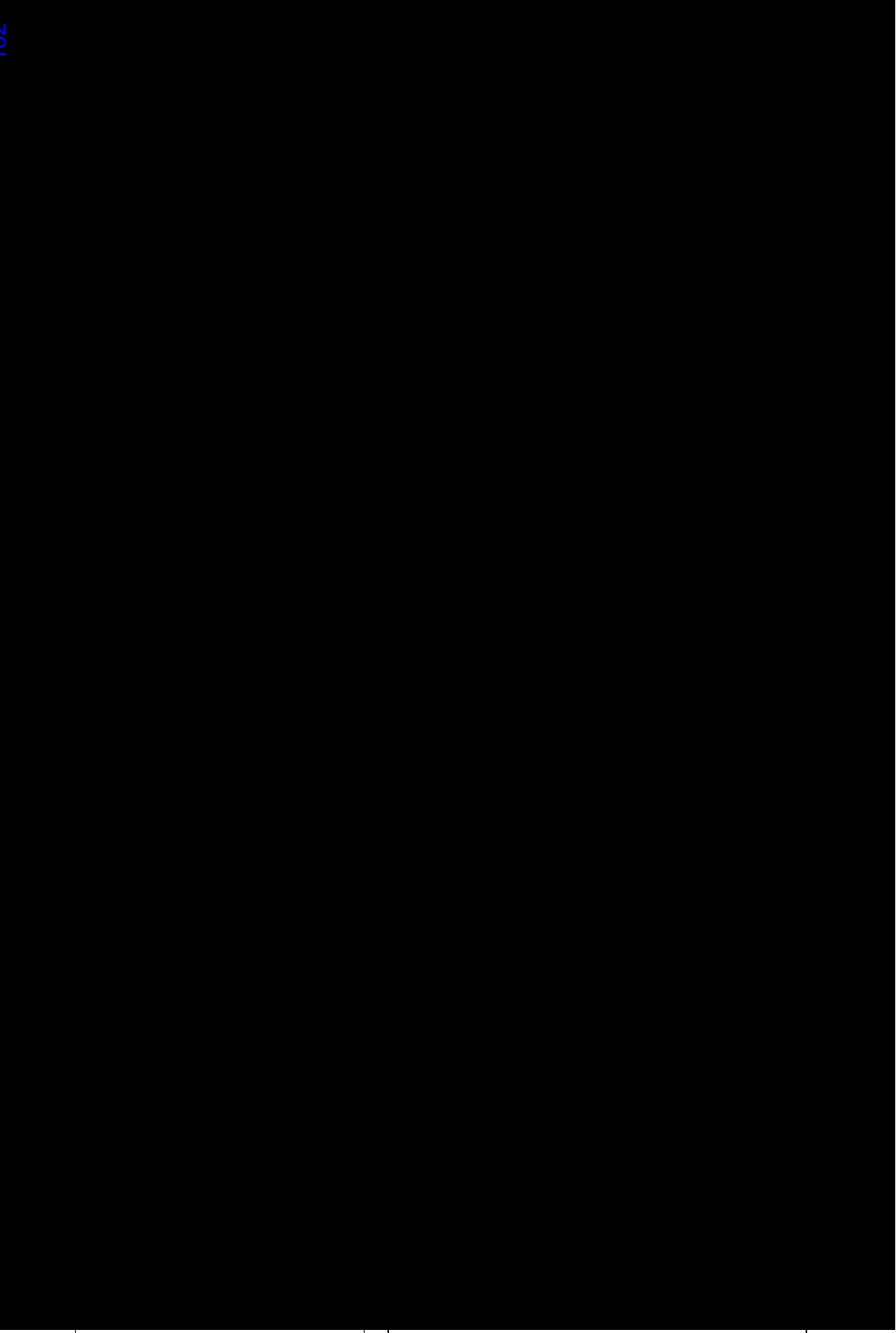












Compensation

Eligibility

Westjet issues compensation when applicable to any eligible confirmed guest affected by a controllable IROP; this excludes schedule changes.

A guest is entitled to compensation based on the length of delay at arrival to their final destination.

Expense Reimbursement

Westjet does not reimburse expenses for cellular roaming charges, missed nights in a hotel room, missed entertainment/sporting excursion events, lost wages, missed connections to non-partner airlines or cruises.

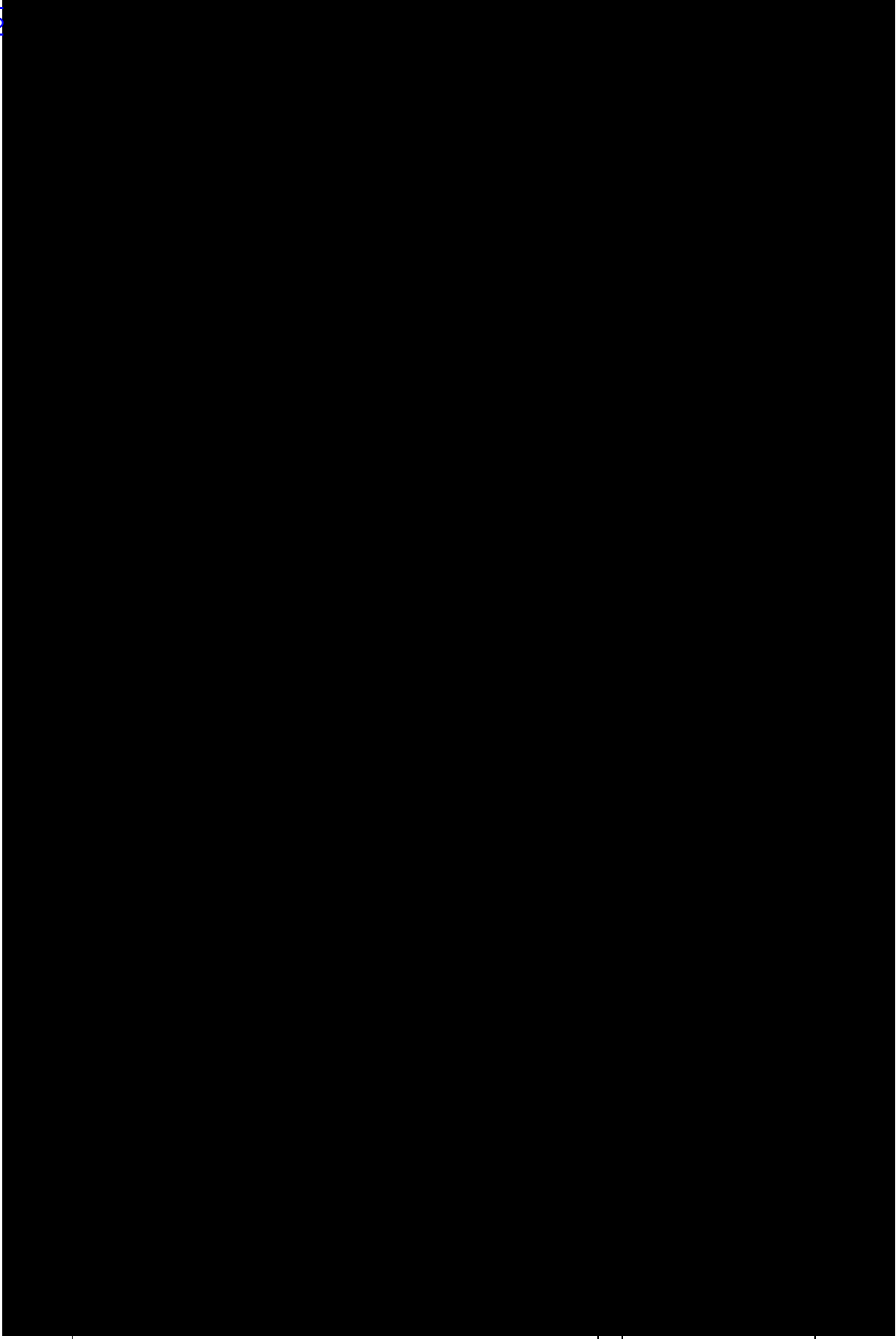
- **Hotel:** If Westjet cannot secure a hotel room or the guest does not accept the Westjet-offered hotel reaccommodation option (books their own hotel) Westjet reimburses up to \$150.00 CAD for non-Canadian destinations) per night/per reservation. In-room movie costs, tip/gratuities and long-distance telephone charges are excluded.
- **Meal:** If meal vouchers are unavailable during a controllable delay, a guest is reimbursed:
 - Up to a maximum of \$15 CAD per meal/\$45 CAD per day. Alcoholic beverages and tips/gratuities are excluded.
 - Up to a maximum of \$30 CAD per meal/\$90 CAD per day for guests with Platinum or Gold status and those in the Business (I) cabin. Alcoholic beverages and tips/gratuities are excluded.
- **Transportation:** If transportation is unavailable by Westjet, the guest is reimbursed the cost incurred for transportation between the airport and hotel. The guest submits a request for expenses incurred during the IROP online at <https://www.westjet.com/submitexpenses>.
- A request must meet certain criteria.
- Once the form is complete (including scanned copies of the receipts attached) and submitted, Guest Support (GSUP) processes the request and informs the guest whether their request is approved or not.
- If approved, the guest receives payment via Hyperwallet.

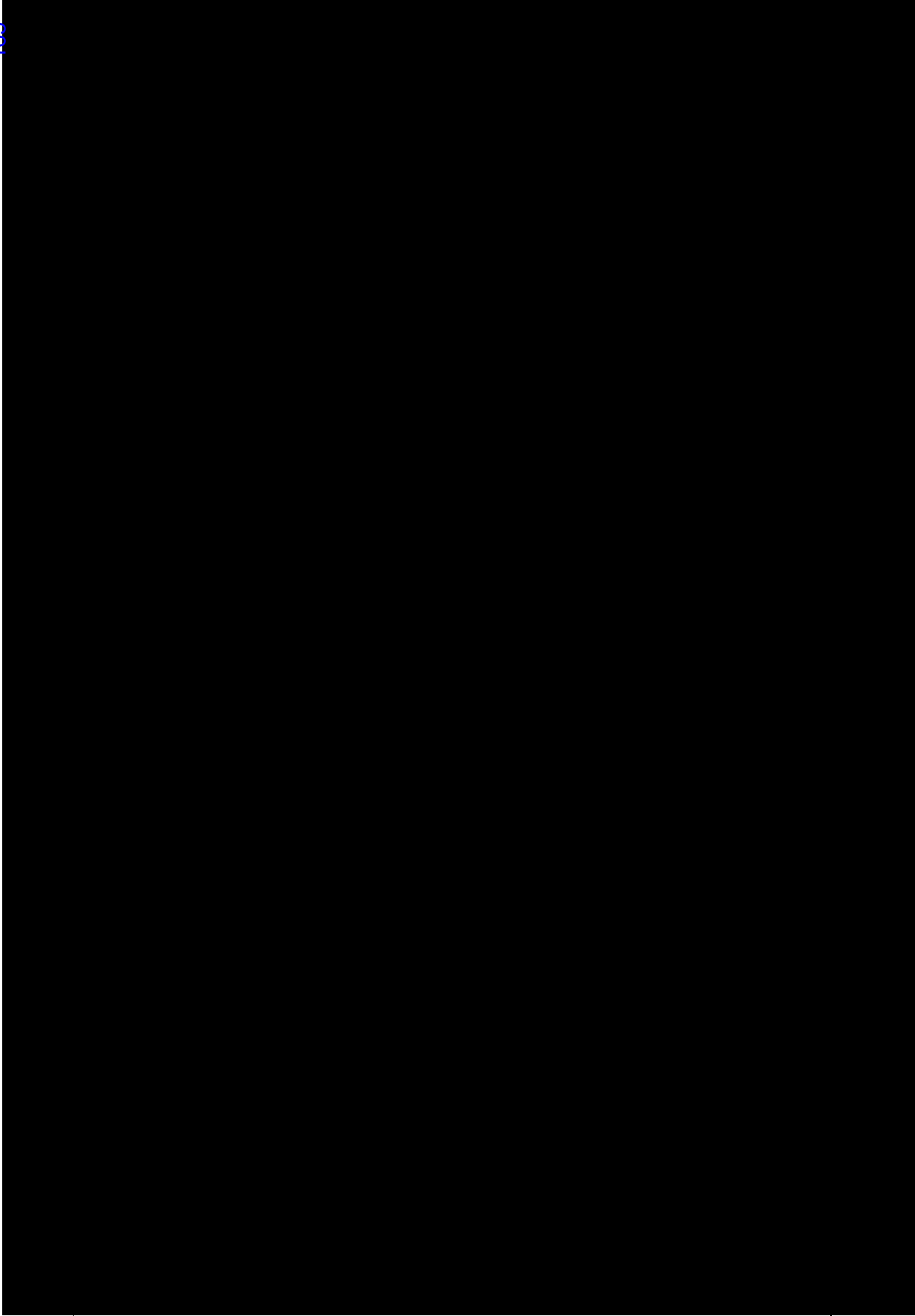
Contact Centres: Refer to the [Operational Support Community site](#) to see current service levels before advising guests of response time.

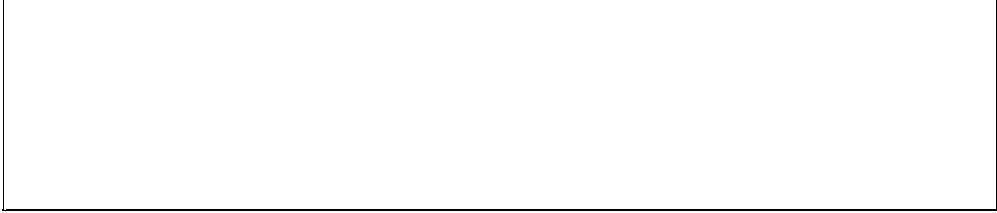
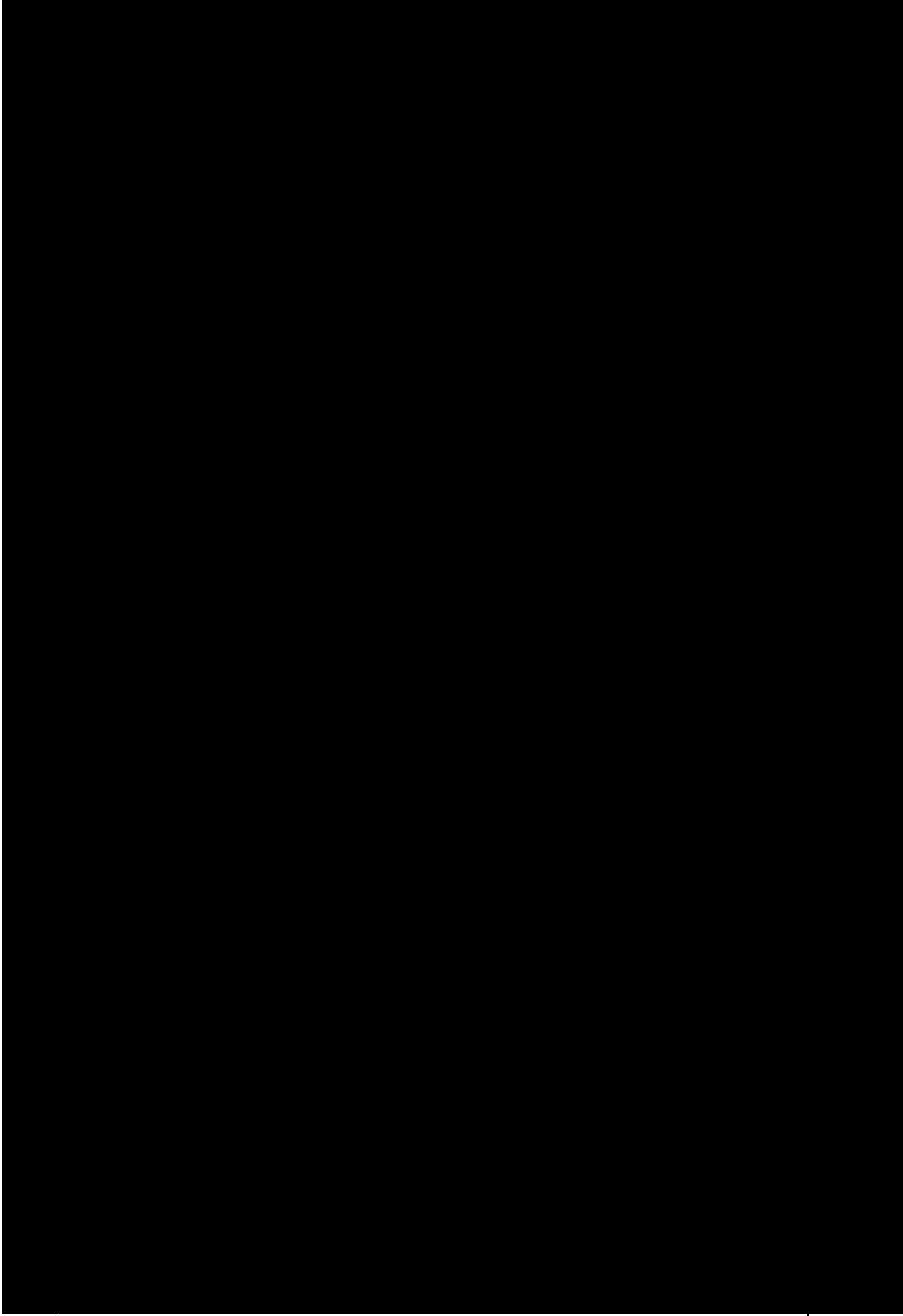
Guest Inquiry

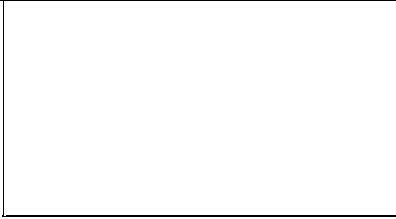
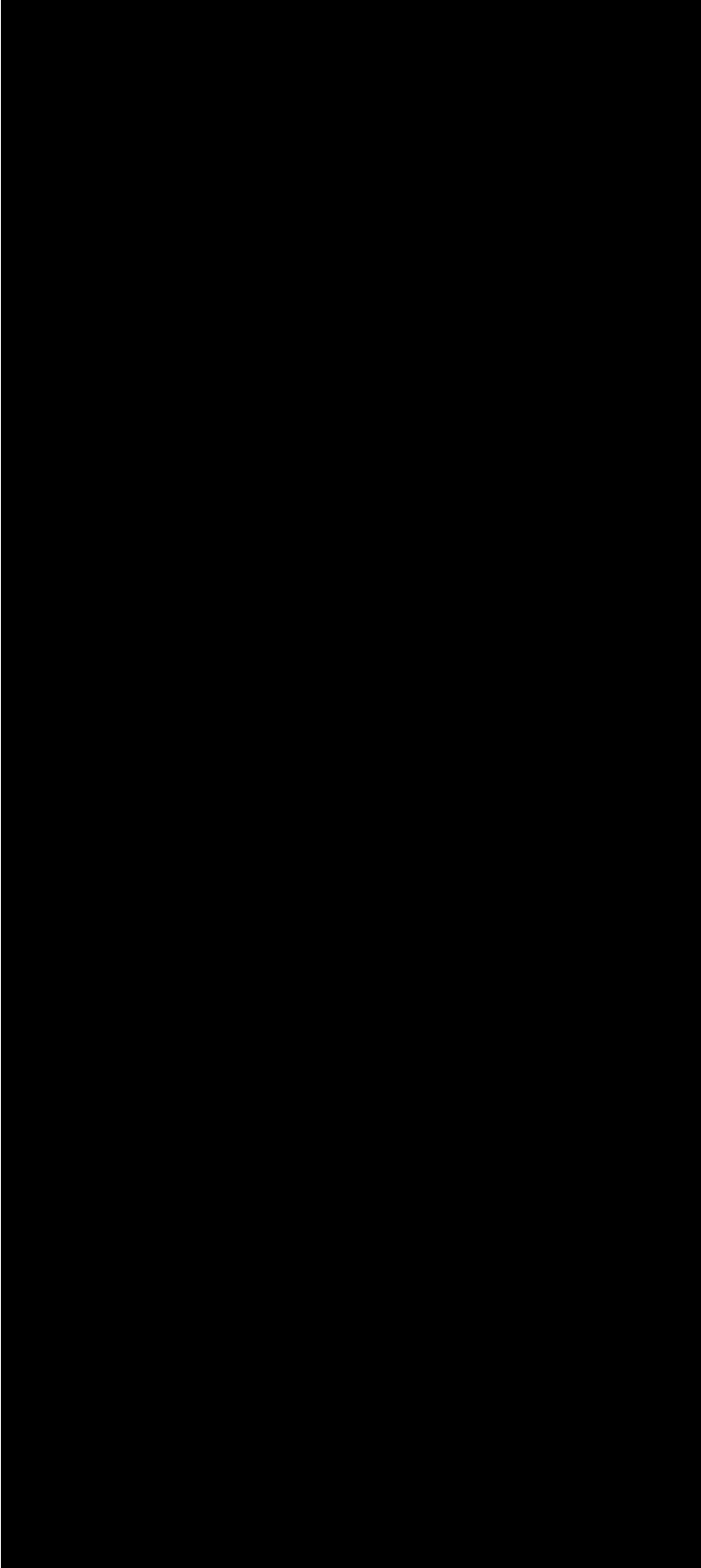
If a guest inquires about monetary compensation, direct them to the guest rights section of Westjet.com (<https://www.westjet.com/guestrights>) to complete online claim form.

A guest has exactly one year from their flight date to submit a claim; do not complete this form on behalf of the guest.






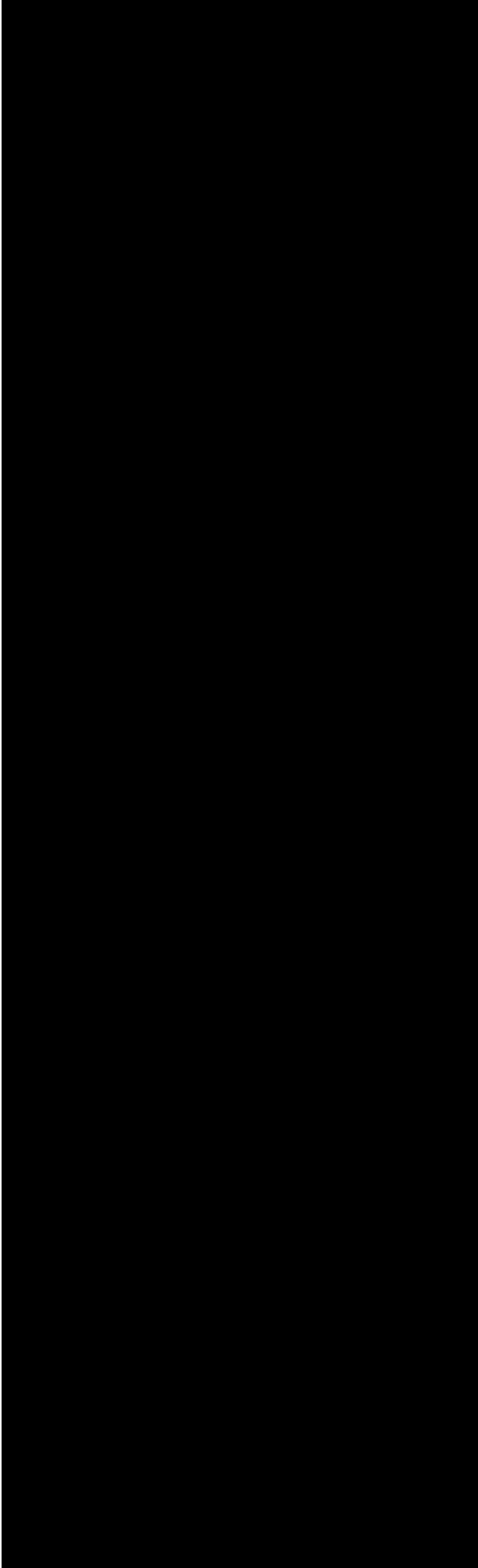


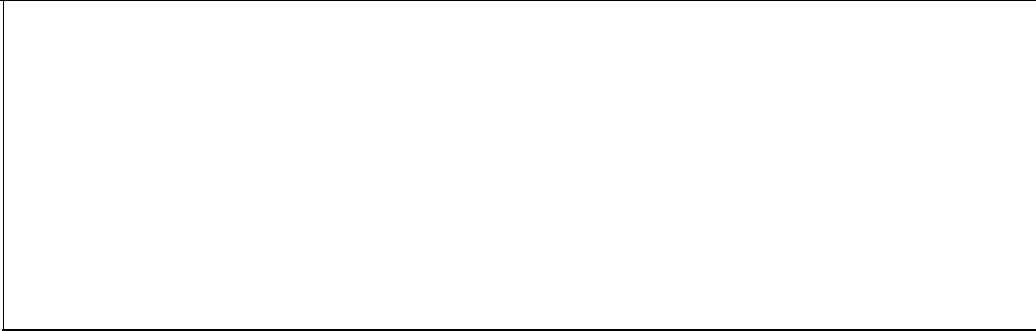
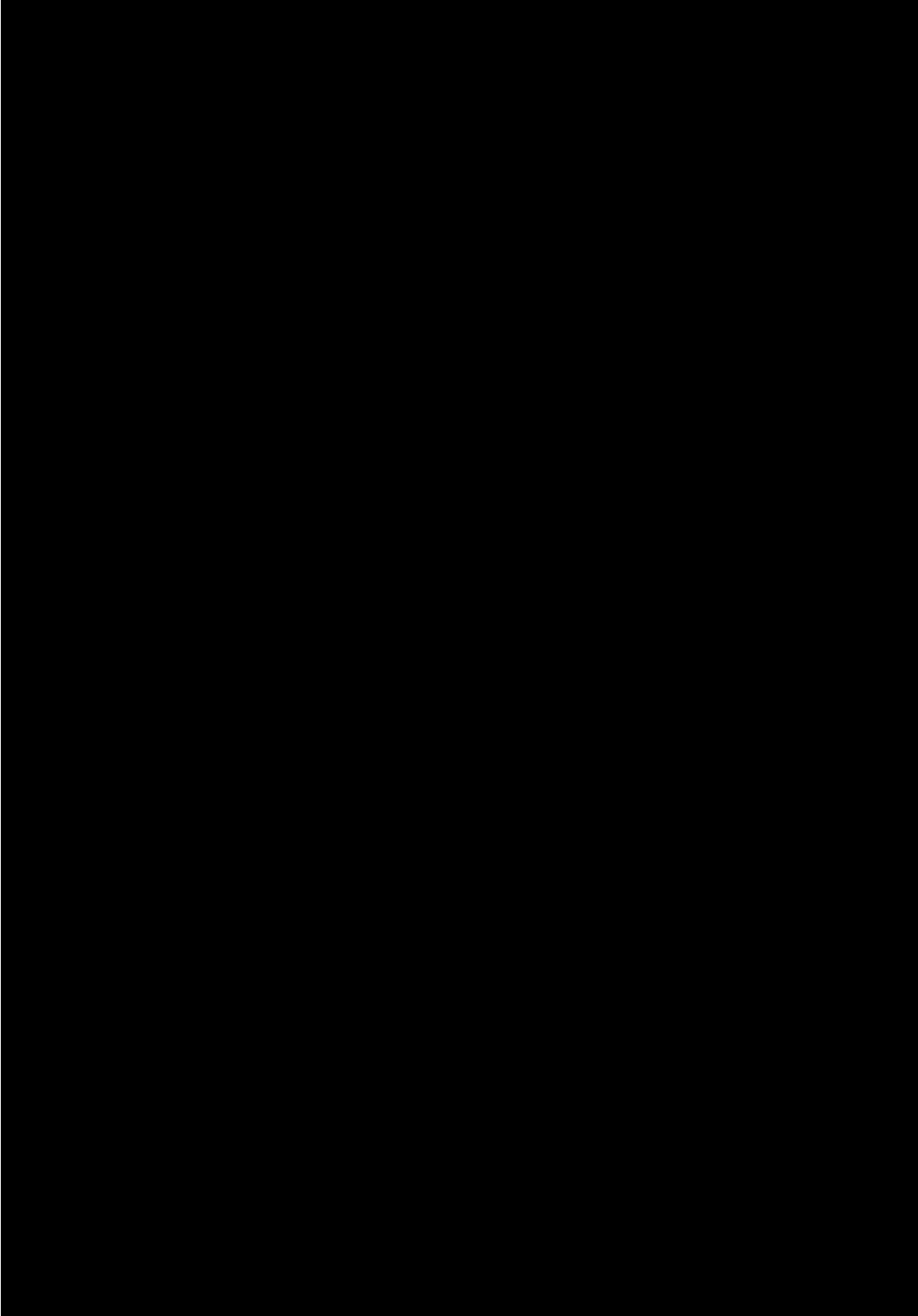


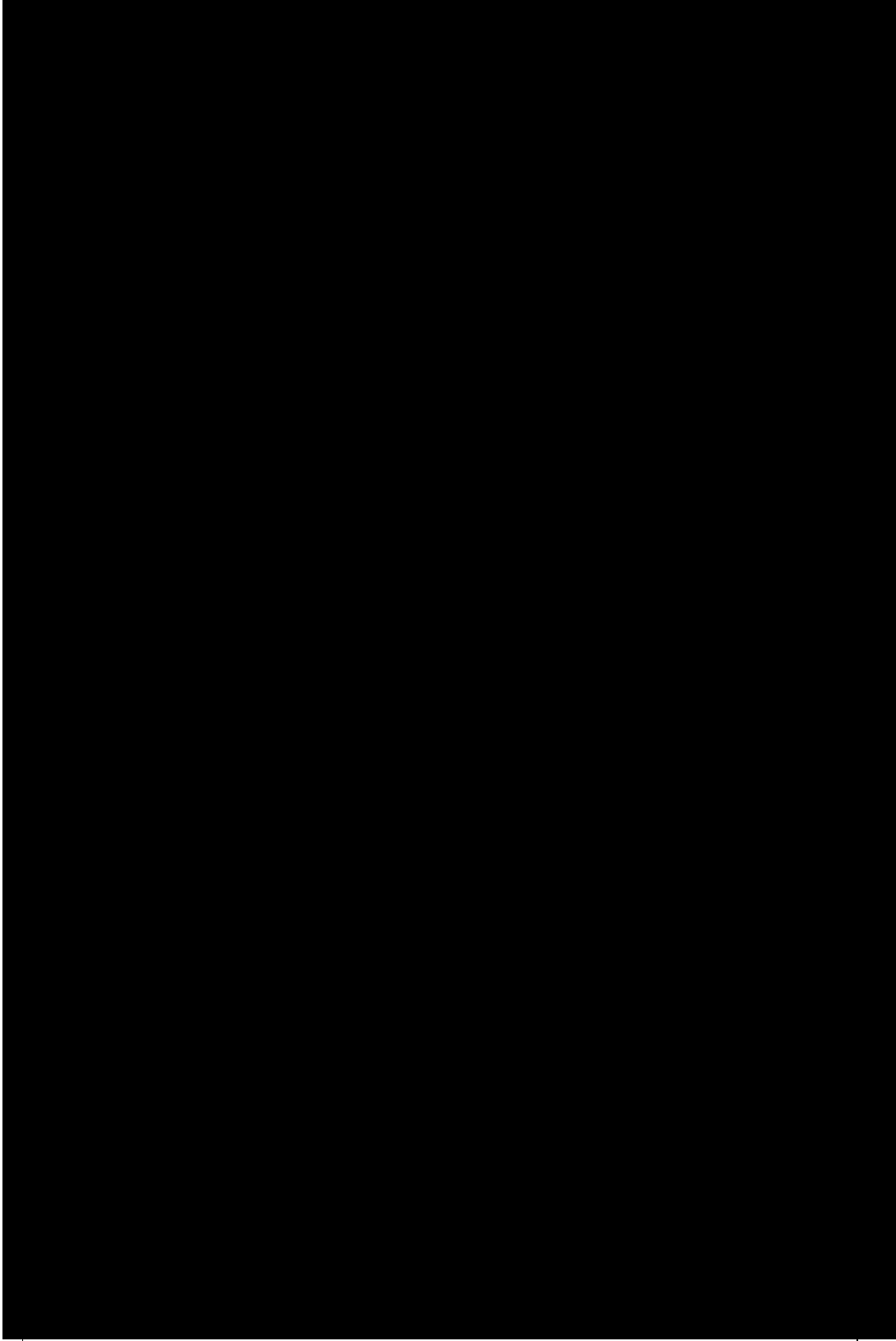


Westjet has standard guidelines for irregular operations (IROPs). Included in this article are the guidelines for classifying an IROP, reaccommodation options, advice vs consult messaging, vouchers, compensation, and remarks found on the reservation.

	<h2>Policy: Irregular Operations (IROP)</h2>	
<p>Eligible Tiers</p> 	<p>Eligible Cabins</p> 	<p> IROP Reason Codes Standards of Treatment (IROP Vouchers) IROP Refund and Reaccommodation Rules Self-serve Reservation Modification Partnership Compensation Additional Information </p>







Standards of Treatment (IROP Vouchers)

All fare classes and booking types (e.g., GRPS) are entitled to receive Standards of Treatment. Where available, use the Electronic Voucher Application (EVA) to issue meal and hotel vouchers to eligible guests. Certain guests (e.g., UMN and GRPS) will not receive an automated offer through EVA; however, they are entitled to receive vouchers to be issued by an airport agent. Ground transportation vouchers, if required, are issued using SabreSonic Interact. Use the [Decision Tree IROP Standards](#) to determine what vouchers a guest is eligible to receive.

Meal Vouchers

Meal vouchers issued through EVA are delivered to guests by email or text messaging. It is important for airport agents to confirm contact information is correct to ensure that the vouchers are received.

- Meal vouchers are accepted at participating local airports and hotels.
- Meal vouchers expire the following day at midnight (e.g., a voucher issued on June 25 at 4:29 PM will expire on June 27 at 12:00 AM).
- Meal vouchers are issued in the amounts of:
 - \$30 per guest per meal for guests who are Westjet Platinum or Gold Reward members or guests seated in the Business cabin.
 - \$15 per guest per meal for all other guests.
- Determine the number of meals that the guest will require using the chart below.

Meal	Time frame
Breakfast	0300 - 1100
Lunch	1101 - 1500
Dinner	1501 - 1800
Snack	1801 - 0259

For the most detailed information refer to the [Decision Tree IROP Standards](#). Guests are eligible to receive meal vouchers in the following situations:

- Controllable or Safety
 - Guests departing all markets (except Mexico) if the departure delay is two hours or more.
 - Guests departing Mexico if the departure delay is more than one hour.
- Uncontrollable
 - Guests departing the E.U. and the U.K. if the departure delay is two hours or more.
 - Guests departing Mexico if the delay is more than one hour.
 - Guests departing all other markets, only if the guest is in a station not on the original itinerary (e.g., diversion or reroute).

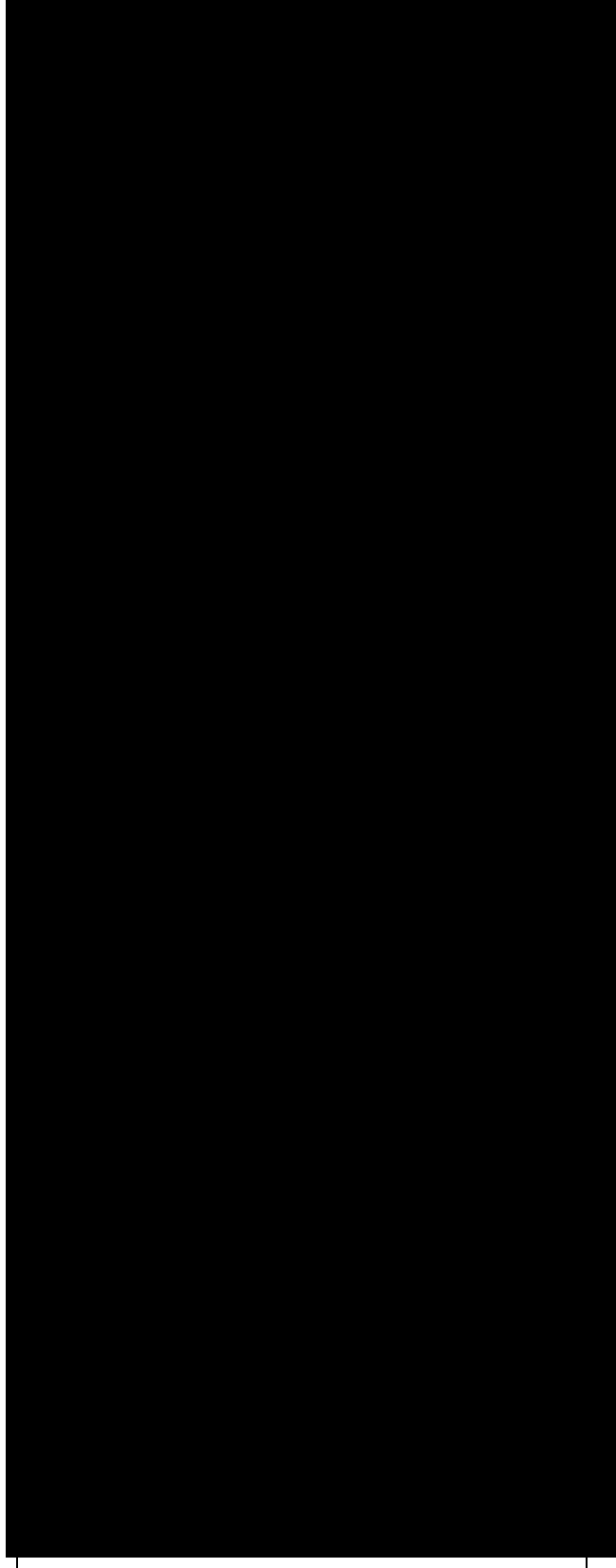
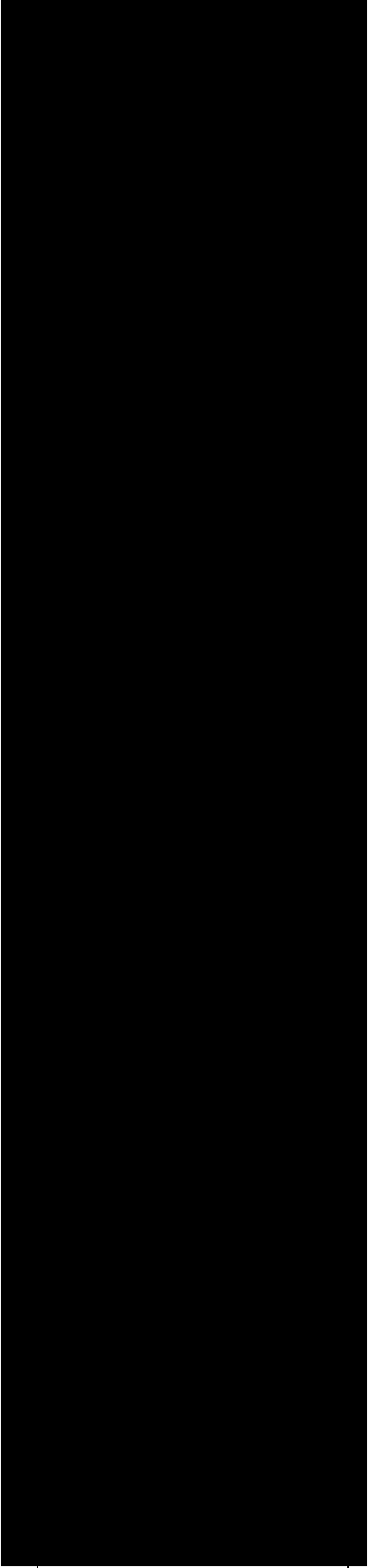
Hotel Vouchers

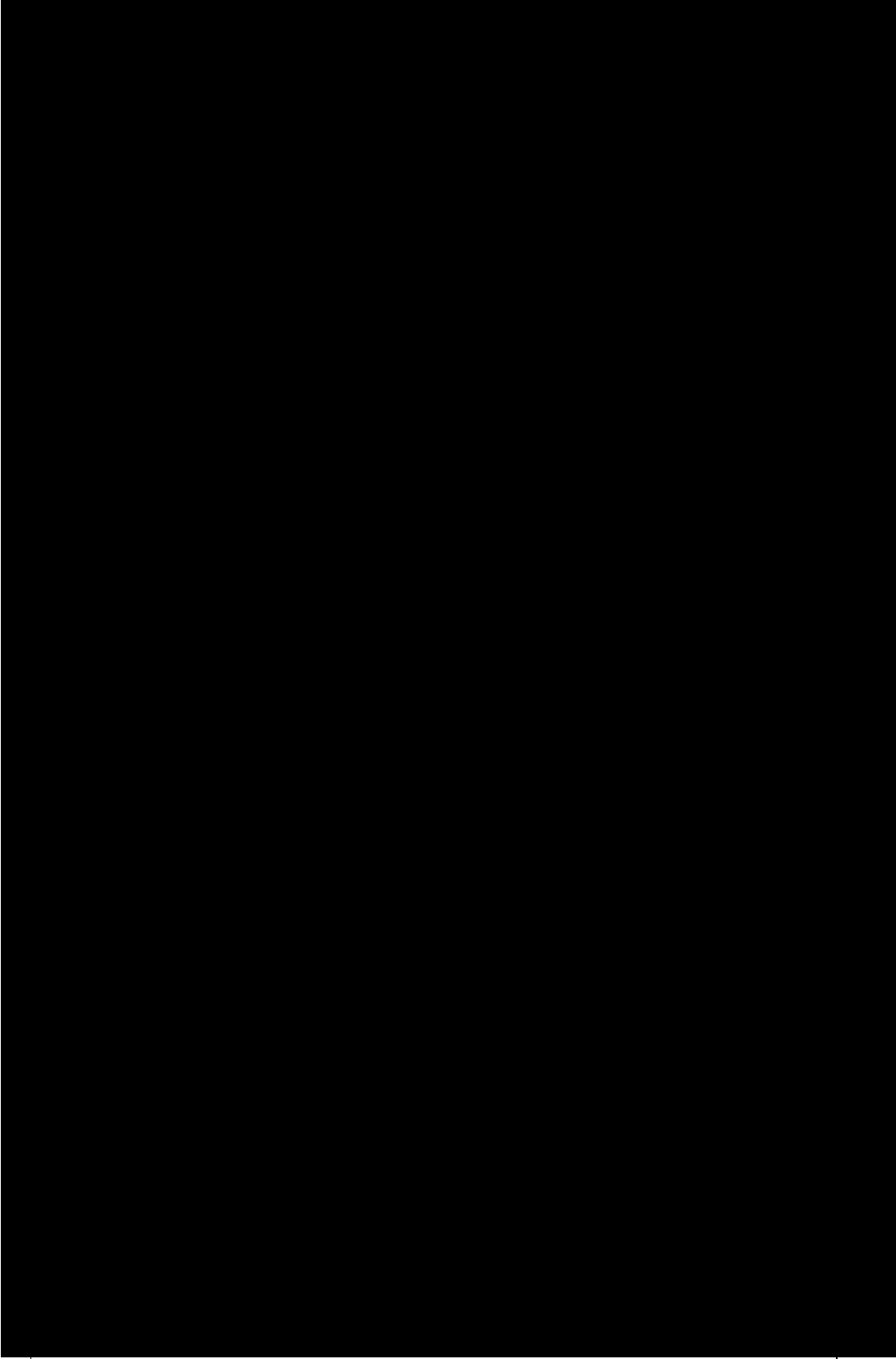
Hotel vouchers issued through EVA are delivered to guests by email or text messaging. It is important for airport agents to confirm contact information is correct to ensure that the vouchers are received.

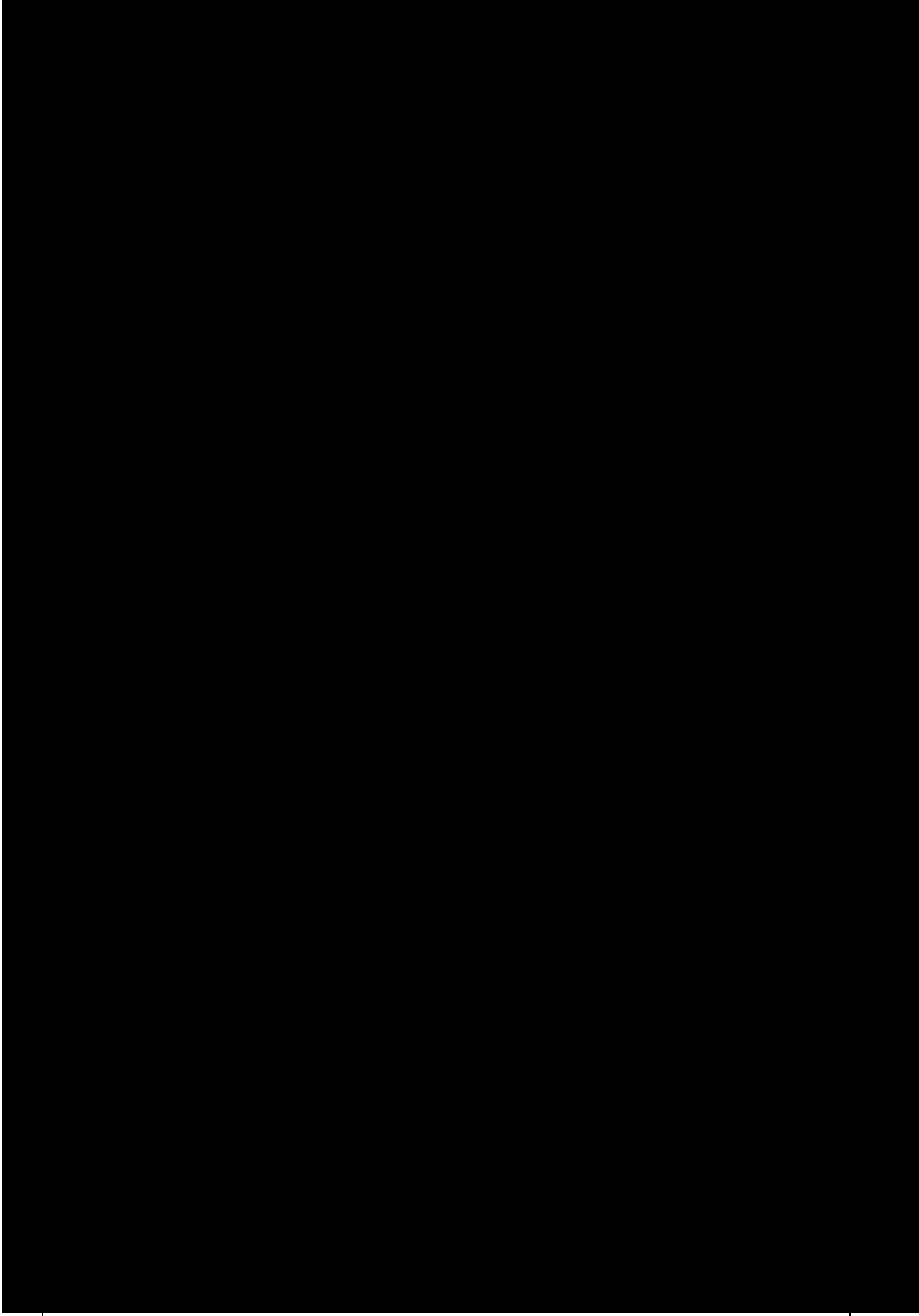
- Hotel vouchers are issued with a check-in and check-out date.
- Hotel vouchers include shuttle information.
- Using EVA, guests select the number of rooms required to meet their requirements.
- A personal attendant confirmed under the Accessible Travel Program is not provided hotel accommodation; they may share a room with the guest requiring the attendant.
- Additional hotel services are not included in the hotel voucher.

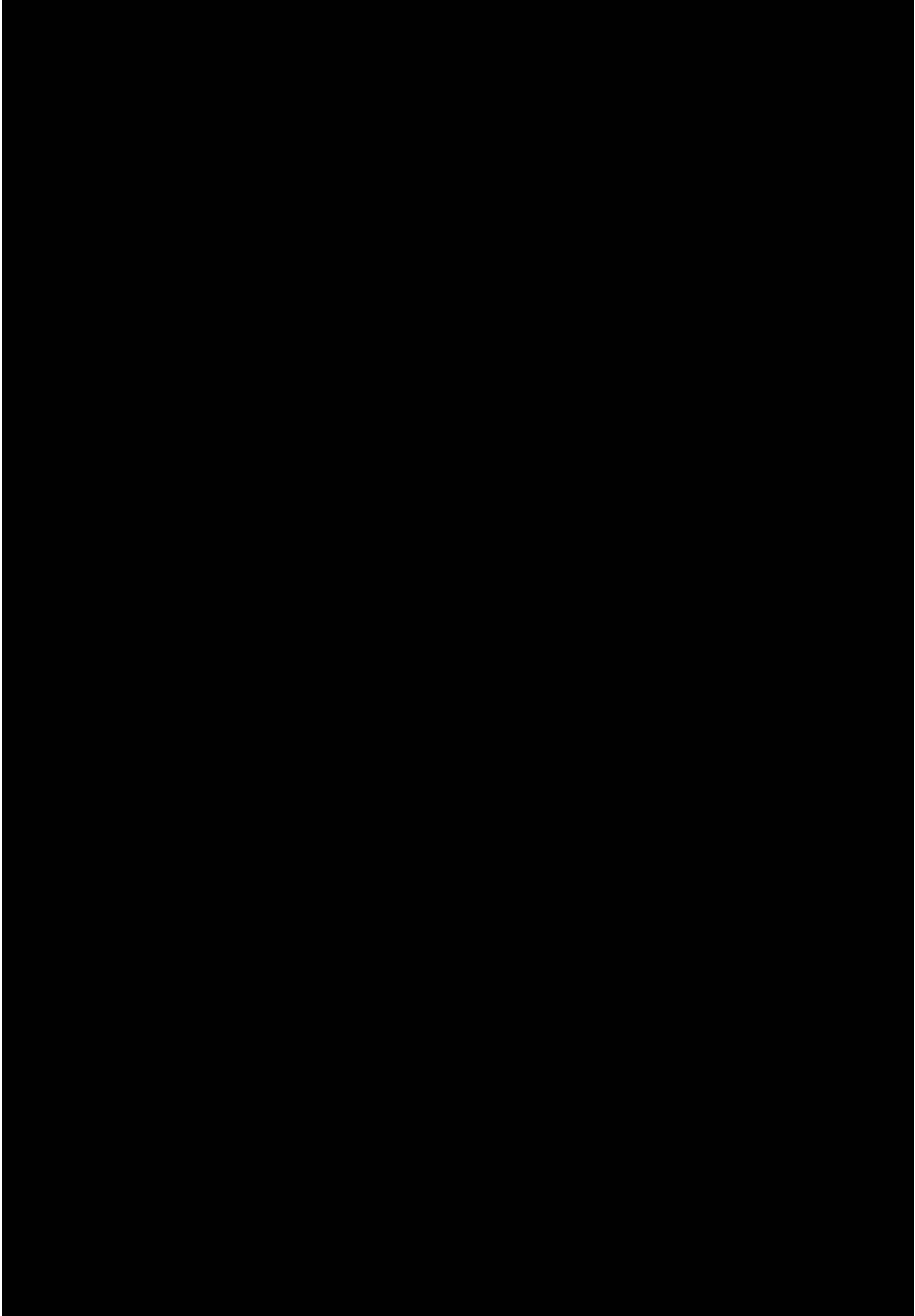
For the most detailed information refer to the [Decision Tree JROP Standards](#). Guests are eligible to receive a hotel voucher in the following situations:

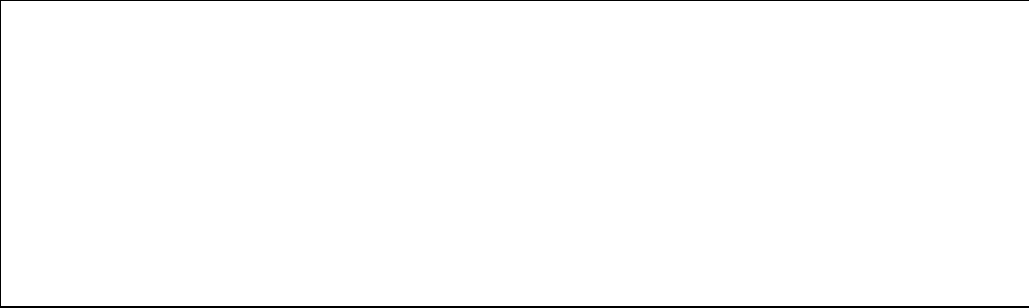
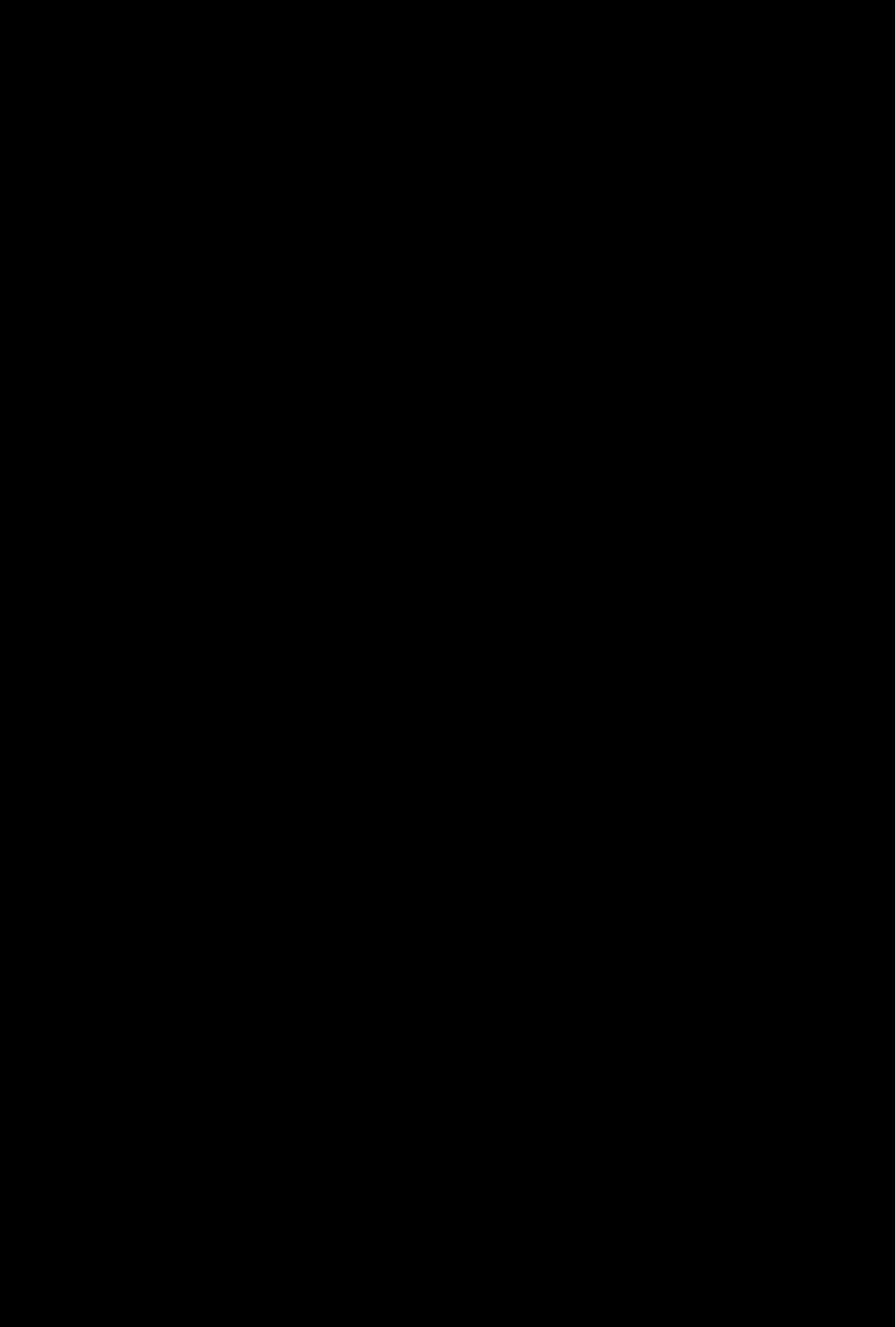
- Controllable or Safety
 - Guests departing all markets.
- Uncontrollable
 - Guests departing Canada and the U.S. if the guest is in a station not on the original itinerary (e.g., diversion or reroute).
 - Guests departing the E.U. and the U.K. if an overnight stay is required.
 - Guests departing all other markets, only if the guest is in a station not on the original itinerary (e.g., diversion or reroute) or the guest is in the station where the disruption occurs.

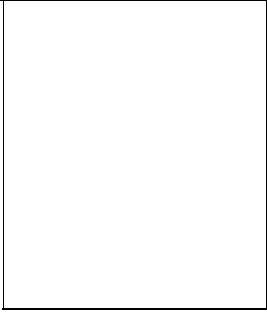
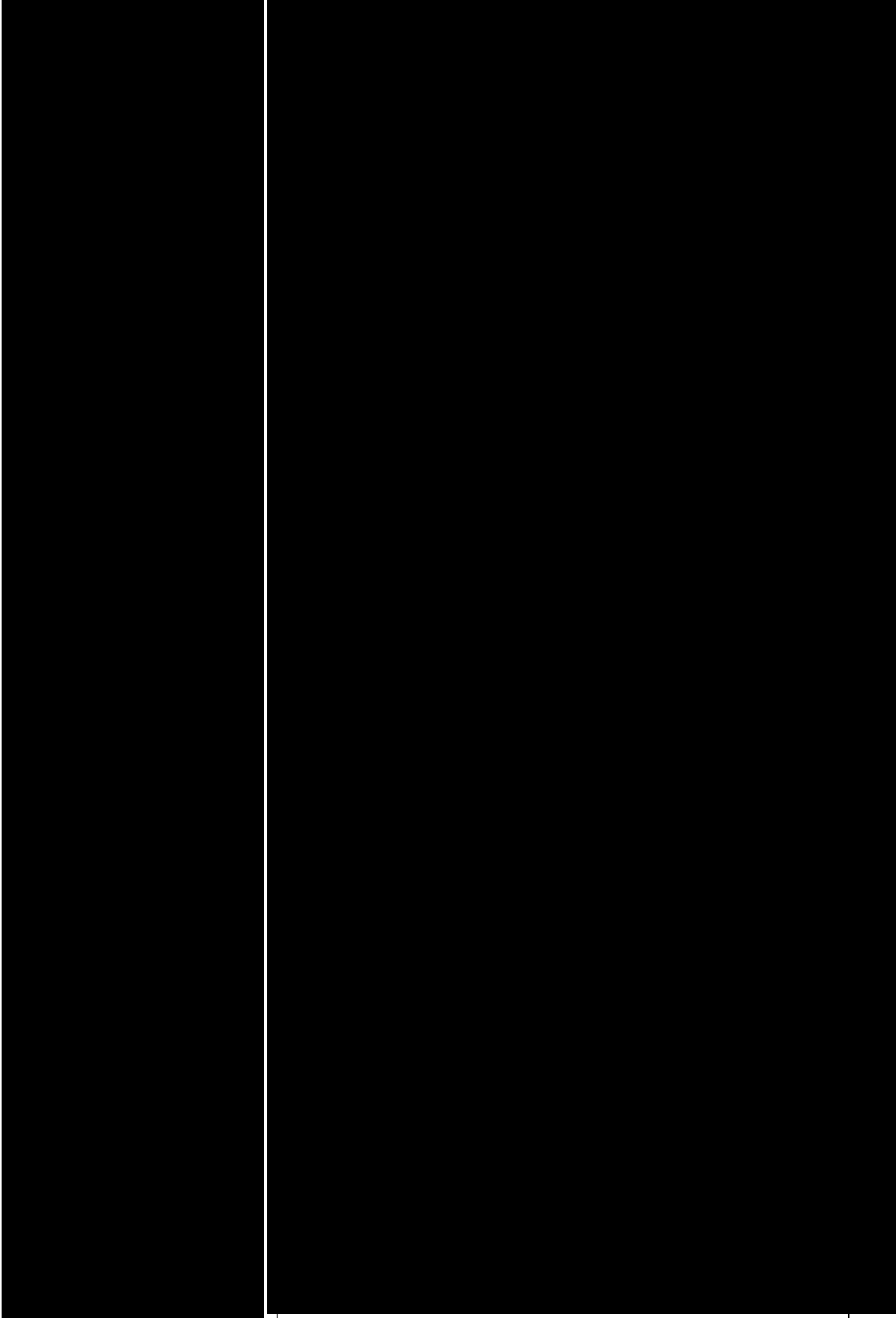


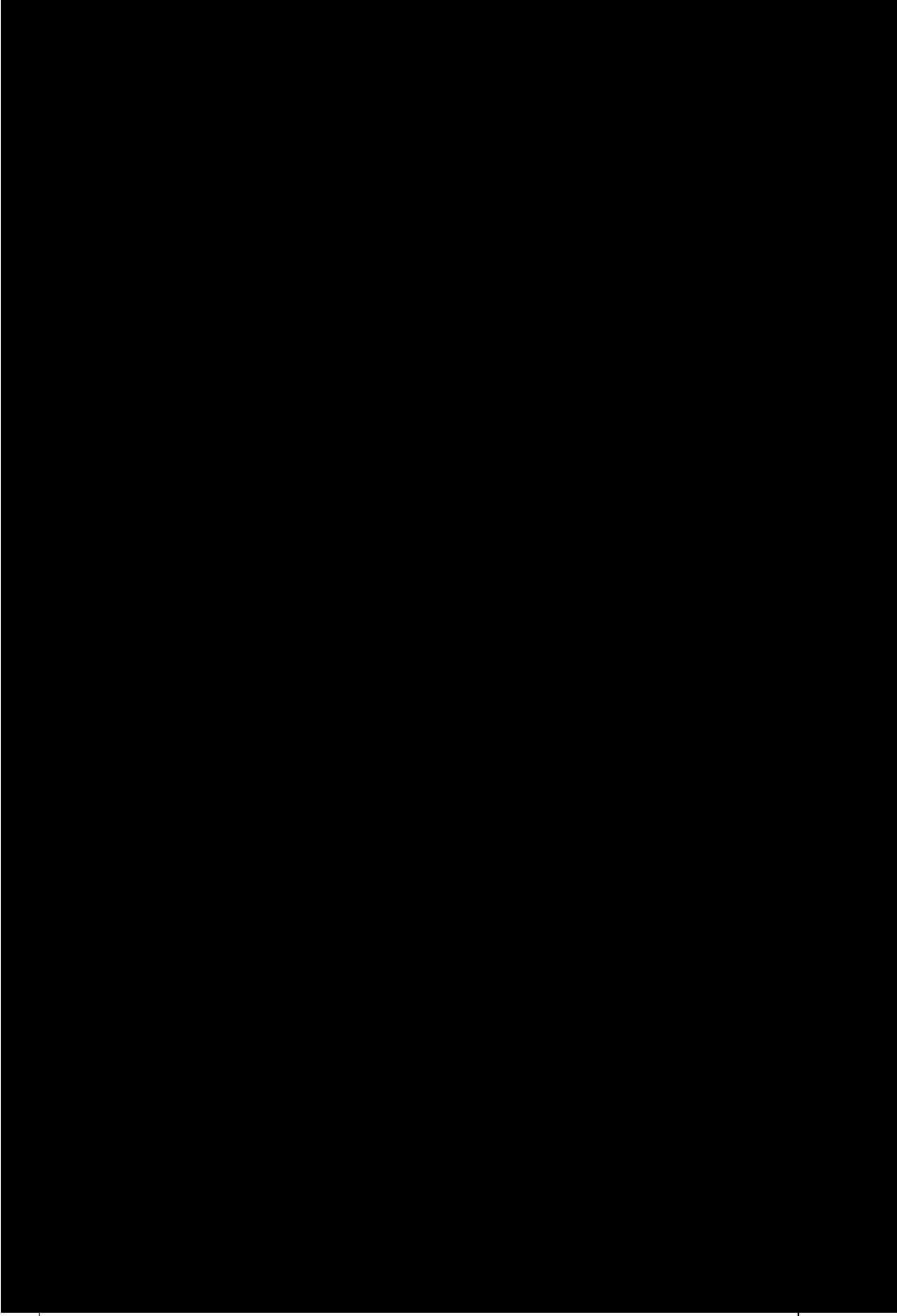


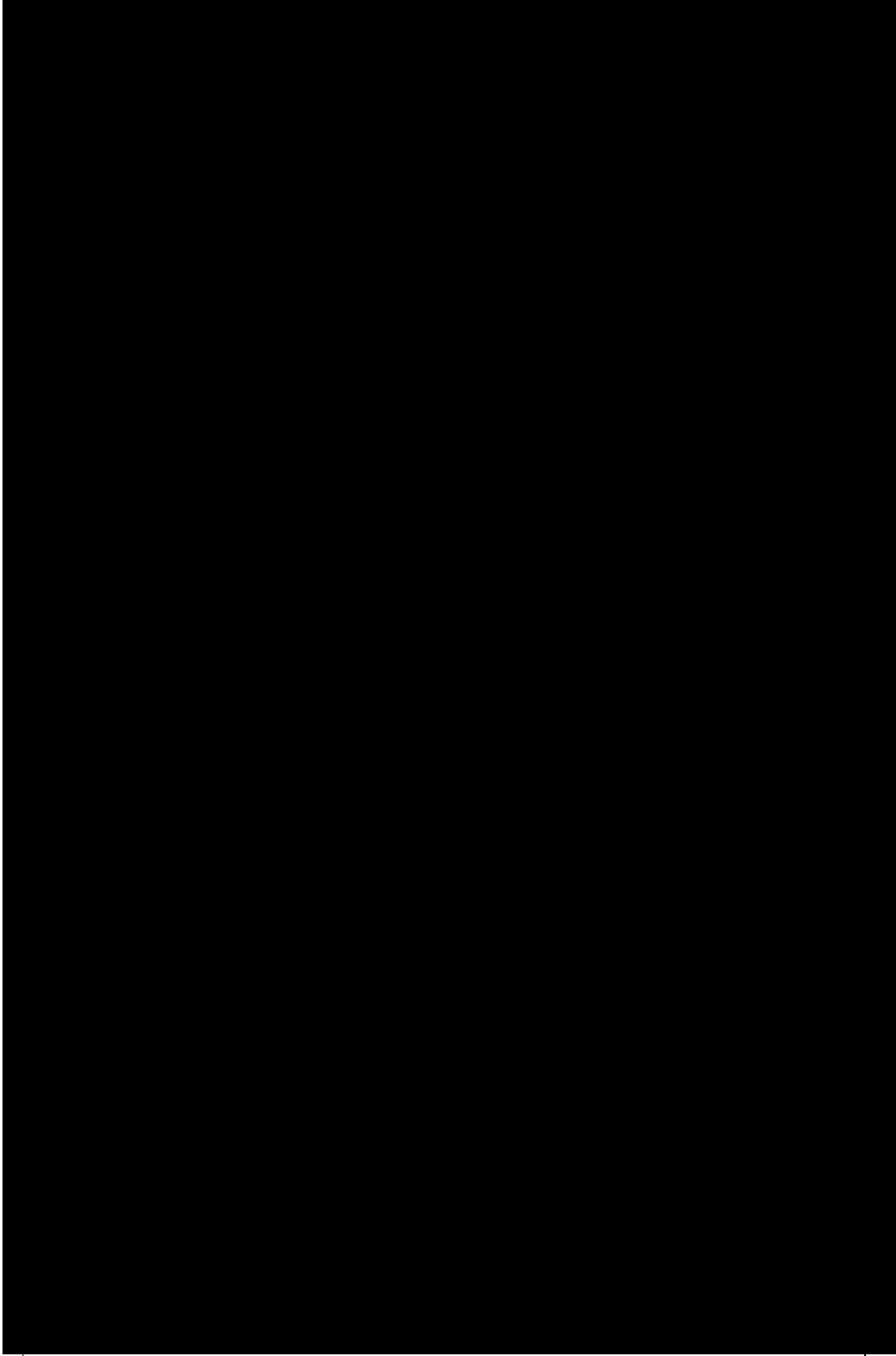


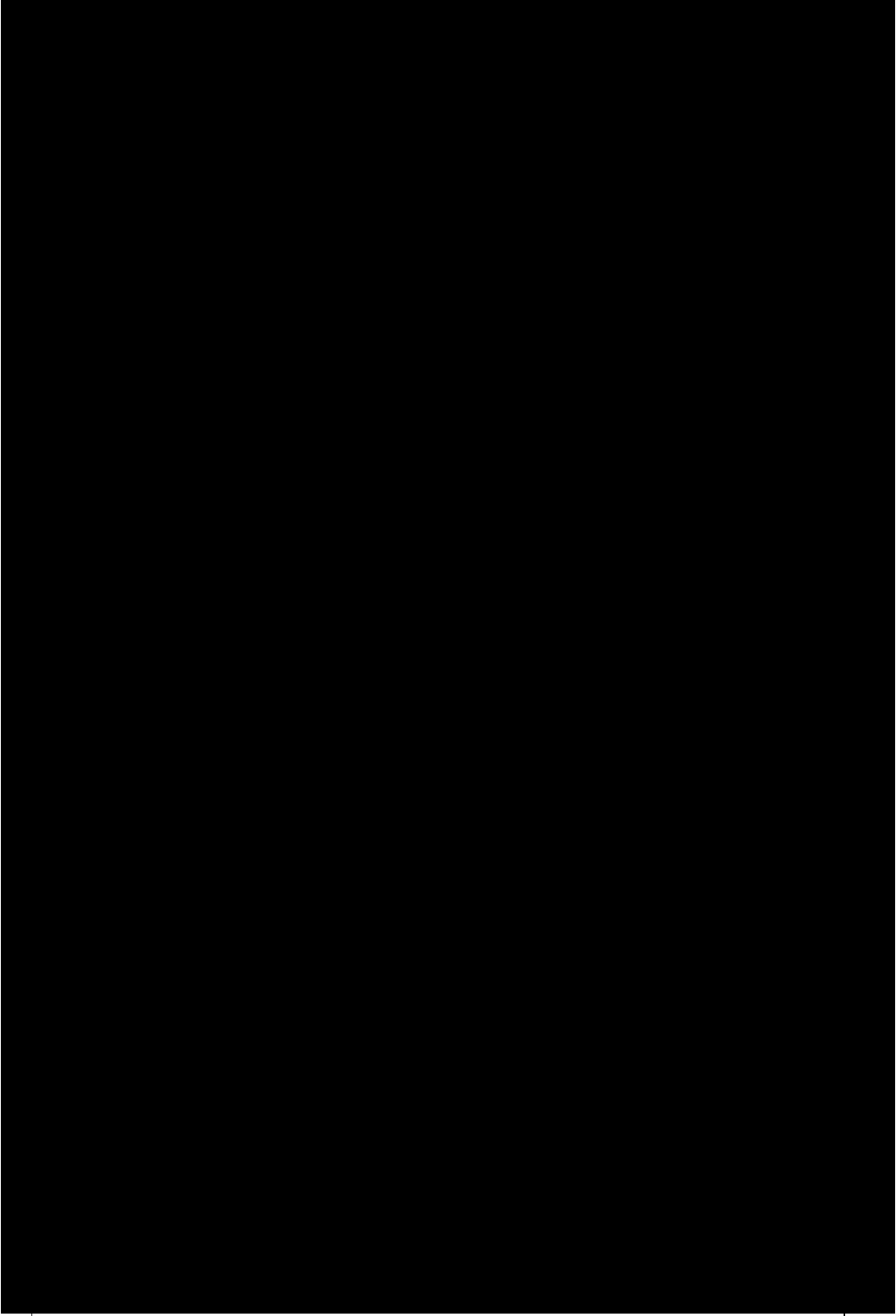


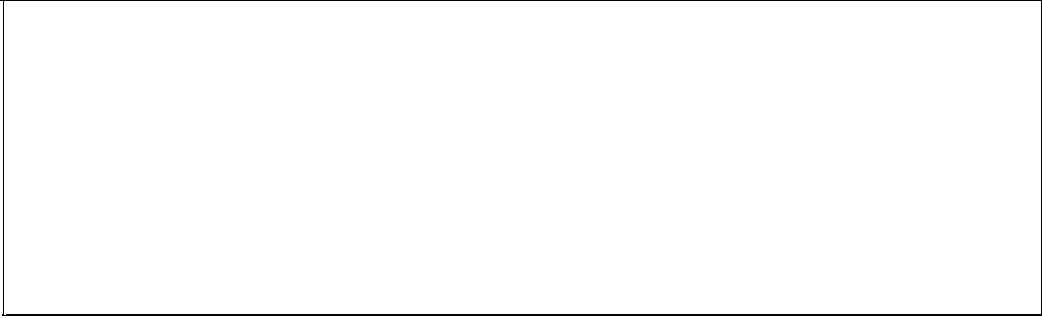
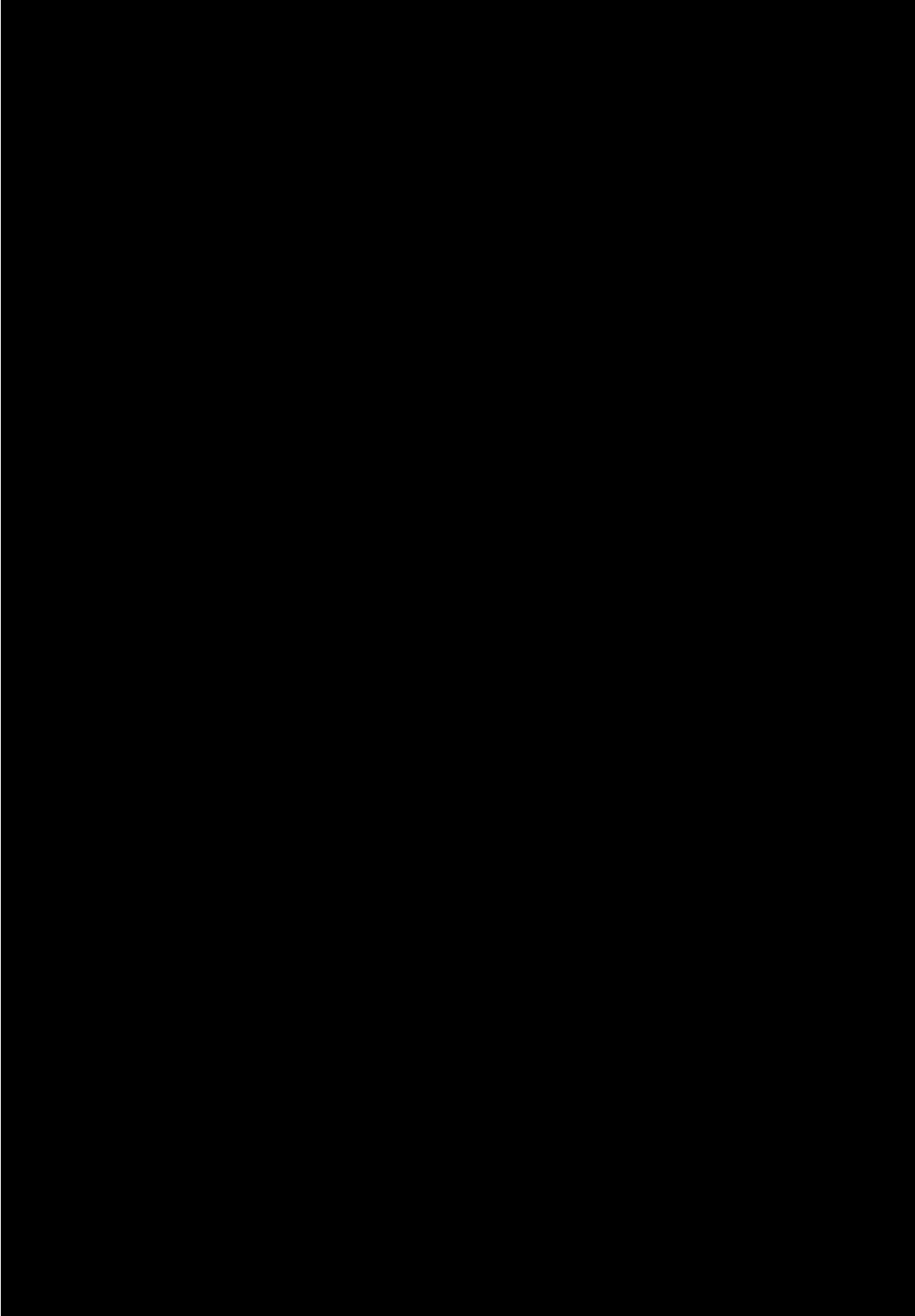


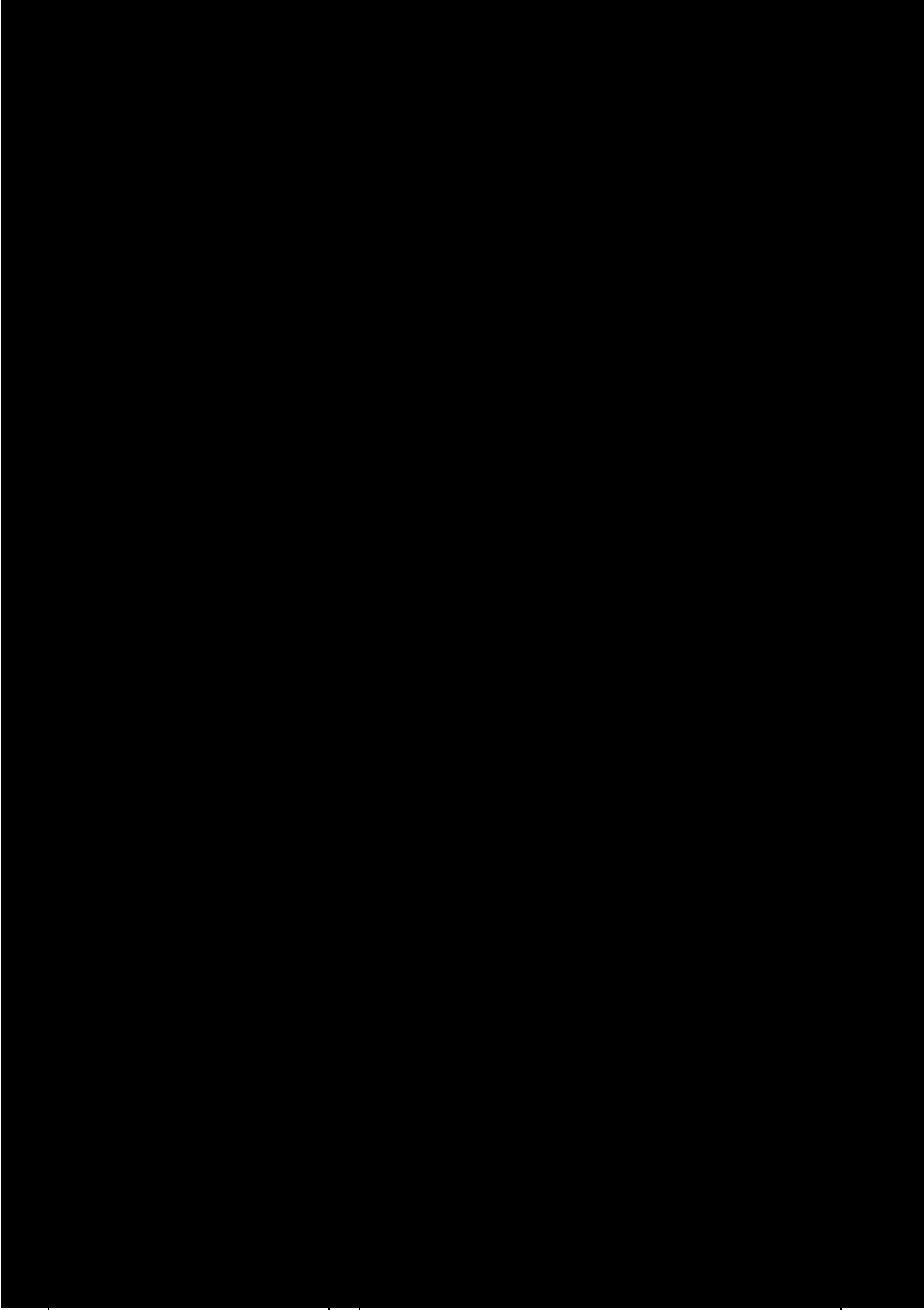












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Compensation


Eligibility






Westjet issues compensation when applicable to any eligible confirmed guest affected by a controllable IROP; this excludes schedule changes.

A guest is entitled to compensation based on the length of delay at arrival to their final destination.

Expense Reimbursement

Westjet does not reimburse expenses for cellular roaming charges, missed nights in a hotel room, missed entertainment/sporting excursion events, lost wages or missed connections to non-partner airlines or cruises.

Itinerary	Type of Disruption	Meals		Hotel (If an overnight stay is required and not provided by WS)	Transportation
		Departure Delay			
Wholly within Canada or the U.S. Canada to International	Uncontrollable	Business Decision for Guest Experience			
		Less than two hours			Yes, if the guest is in a city not on the original itinerary (e.g., diversion). \$150.00 per night.
			Two hours or more	Yes, if the guest is in a city not on the original itinerary (e.g., diversion). \$15.00 per person per meal if the guest is seated in the Business	
				Yes, if the guest is in a city not on the original itinerary (e.g., diversion). Reasonable amount.	

			cabin or is a Platinum or Gold Westjet Reward member.		
APPR Requirements					
Controllable Safety	Less than two hours				Reasonable amount per night.
	Two hours or more				Reasonable amount.
Business Decision for Guest Experience					
International (excluding Europe and Mexico) to Canada	Less than two hours				Reasonable amount.
	Two hours or more	Uncontrollable	Yes, if the guest is in a city not on the original itinerary (e.g., diversion) or is in the city where the disruption occurs. \$15.00 per person per meal if the guest is seated in the Business cabin or is a Platinum or Gold Westjet Reward member.	Yes, if the guest is in a city not on the original itinerary (e.g., diversion) or is in the city where the disruption occurs. \$200.00 per night.	Yes, if the guest is in a city not on the original itinerary (e.g., diversion) or in the city where the disruption occurs. Reasonable amount.
APPR Requirements					

	Controllable Safety	Less than two hours		Reasonable amount per person per night.		Reasonable amount.
		Two hours or more				
EU261 Requirements						
Europe to Canada	Uncontrollable Controllable Safety	Less than two hours		Reasonable amount per person per night.		Reasonable amount.
		Two hours or more				
Business Decision for Guest Experience						
Mexico to Canada	Uncontrollable	One hour or less		Reasonable amount per person per night.		Reasonable amount.
		More than one hour	Yes, if the guest is in a city not on the original itinerary (e.g., diversion) or is in the city where the disruption occurs. \$15.00 per person per meal if the guest is seated in the Business cabin or is a Platinum or Gold WestJet Reward member.			
Mexico Article 47 or APPR Requirements						

	Controllable Safety	One hour or less		Reasonable amount per person per meal.	Reasonable amount per night.	Reasonable amount per night.
		More than one hour				

The guest submits a request for expenses incurred during the IROP online at <https://www.westjet.com/submitexpenses>.

- A request must meet certain criteria.
- Once the form is complete (including scanned copies of the receipts attached) and submitted, Guest Support (GSUP) processes the request and informs the guest whether their request is approved or not.
- If approved, the guest receives payment via Hyperwallet.

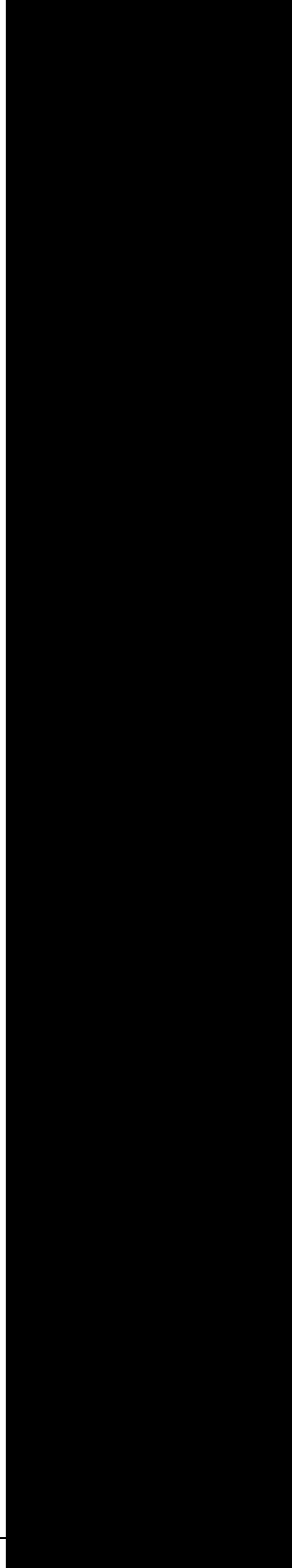
Contact Centres: Refer to the [Operational Support Community site](#) to see current service levels before advising guests of response time.

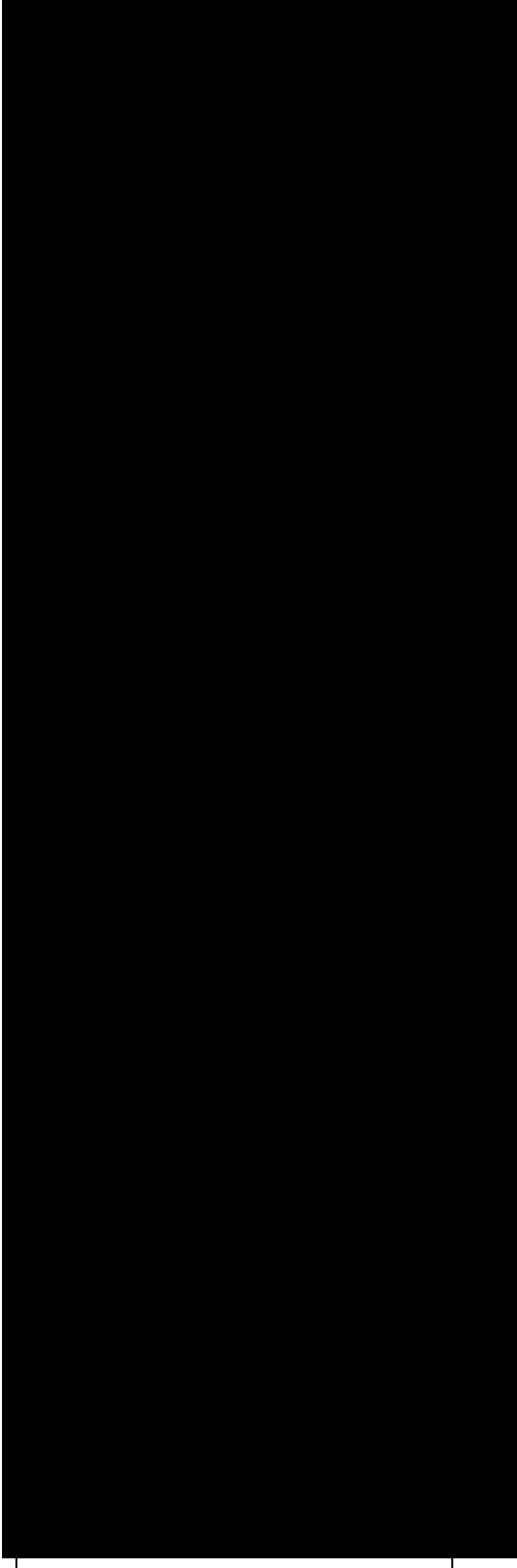
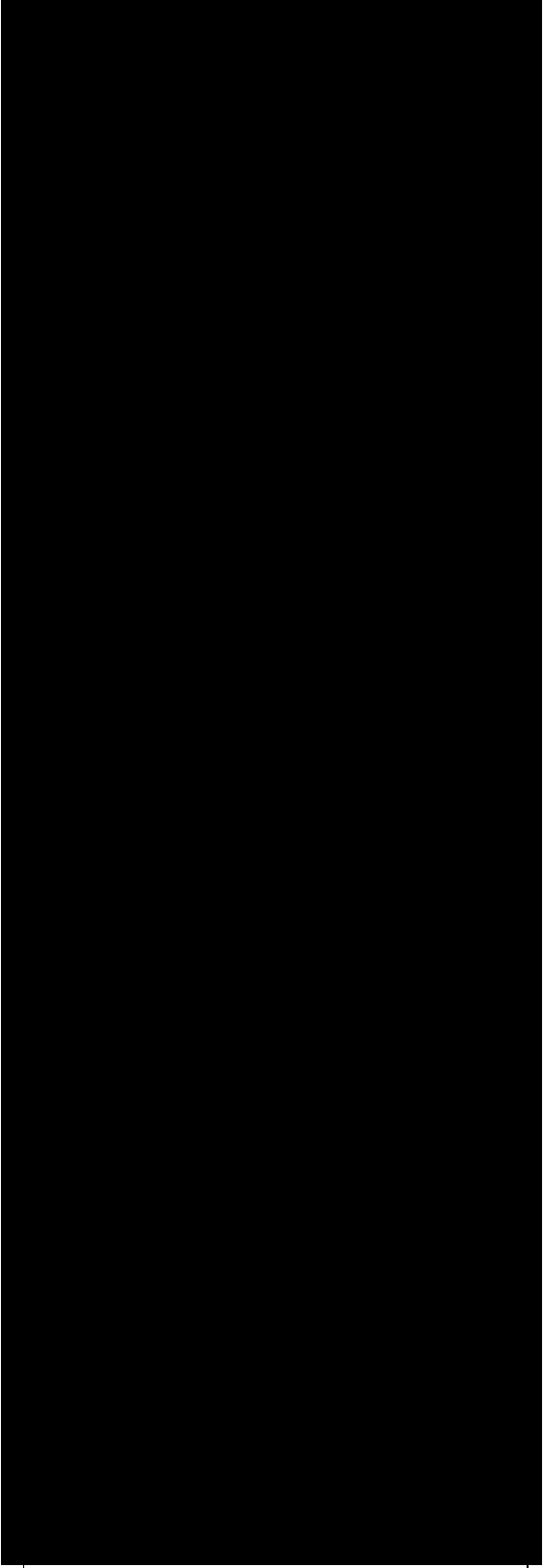
Guest Inquiry

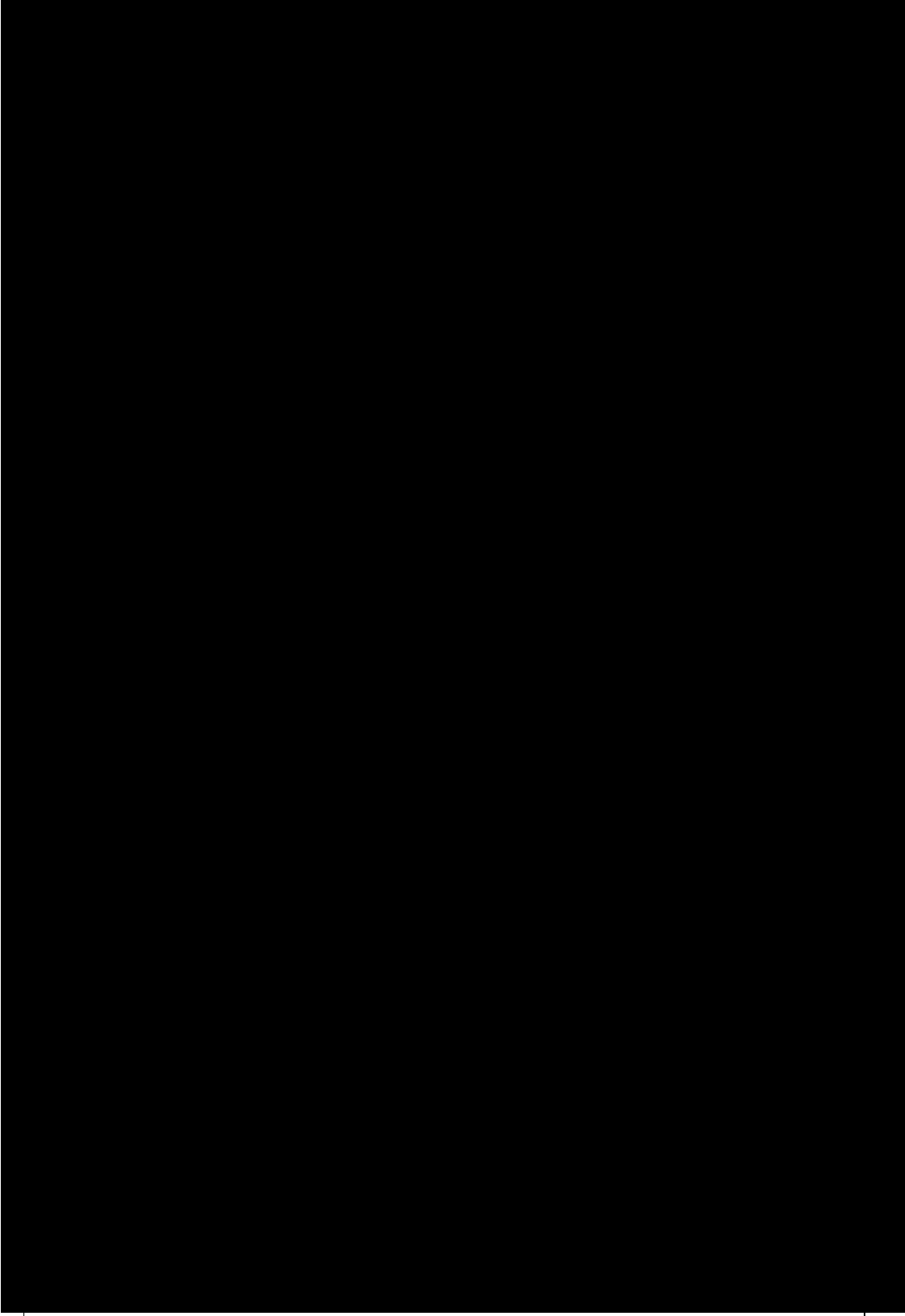
If a guest inquires about monetary compensation, direct them to the guest rights section of Westjet.com (<https://www.westjet.com/interruptions>) to complete an online claim form.

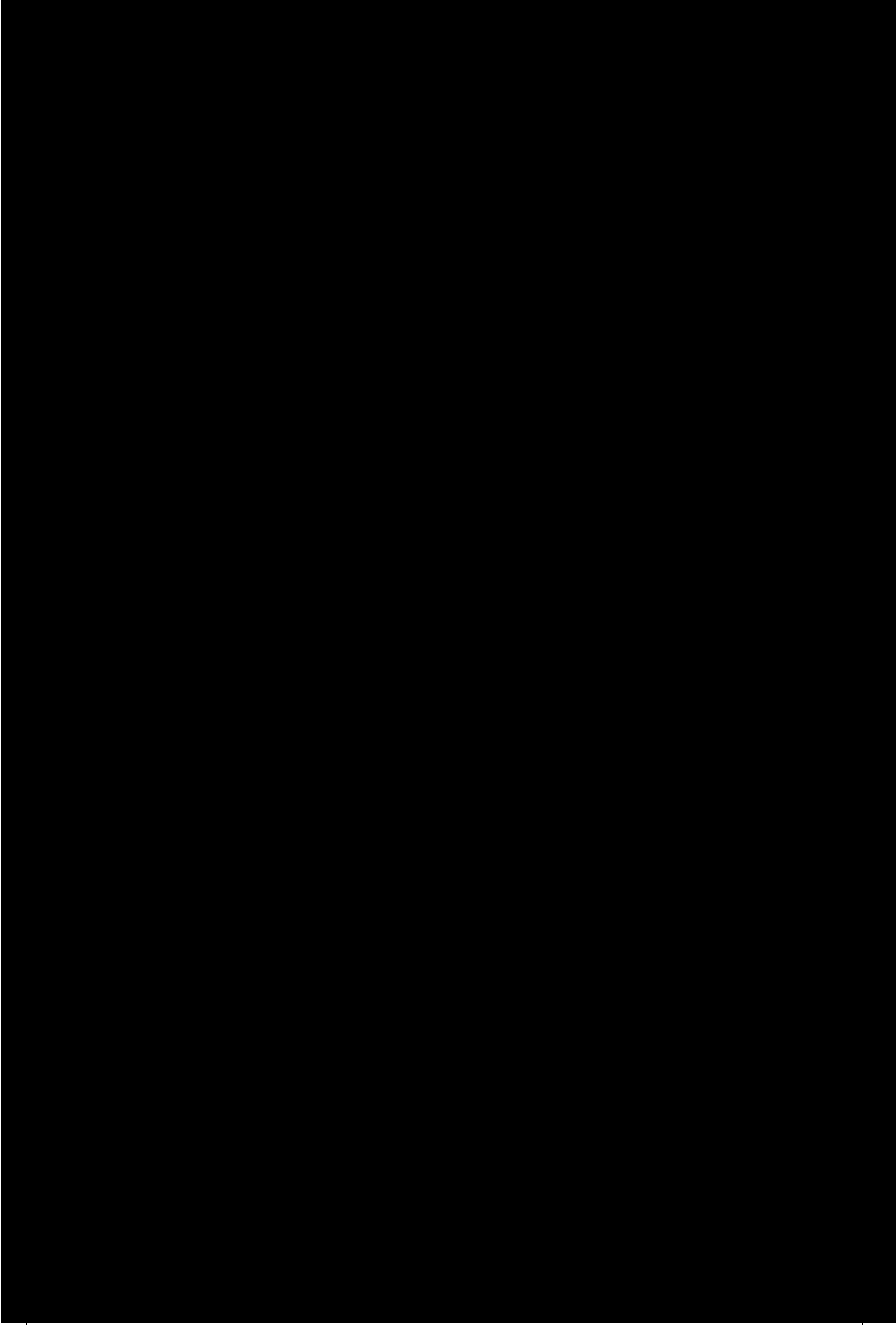
A guest has exactly one year from their flight date to submit a claim; do not complete this form on behalf of the guest.

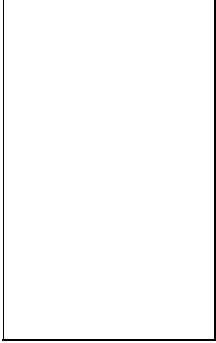
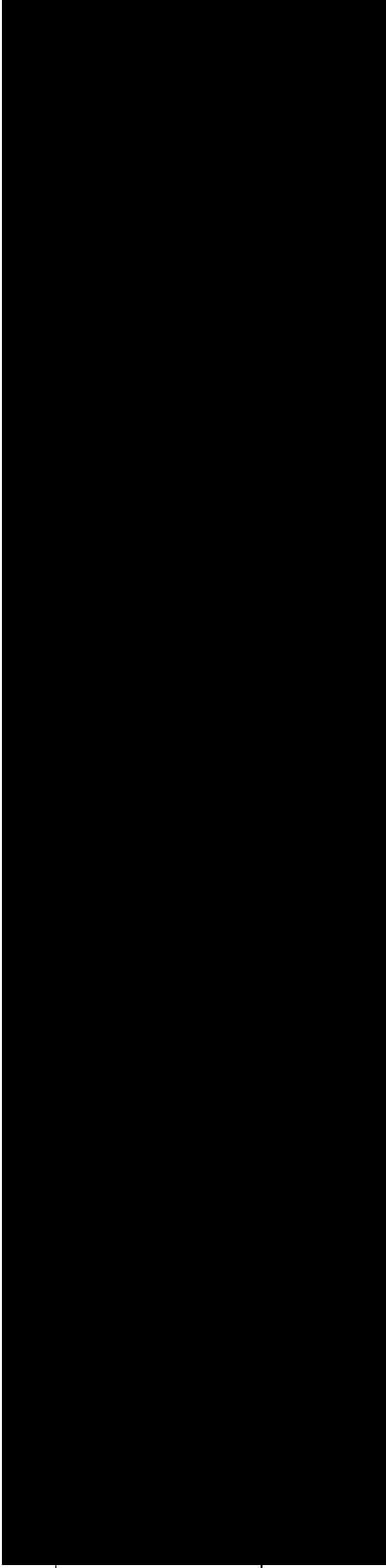
It can take up to 30 days to issue monetary compensation to the guest. A special team in the contact centre dedicated to APPR processes these claims.











This is **Exhibit "I"** to the Affidavit of Brittany Dieno
affirmed before me on December 5, 2024



Simon Lin

November 29, 2024

VIA EMAIL

Alexander Holburn Beaudin + Lang LLP

ATTN: Mr. Michael Dery2700-700 West Georgia
Vancouver BC, V7Y 1B8

Dear Mr. Dery,

RE: Air Passenger Rights v. WestJet Airlines Ltd., NEW-S-S-254494

We write in respect of the Defendant's List of Documents, which were supposed to be provided by November 1, 2024 under the *Supreme Court Civil Rules*. The Plaintiff had consented to an extension of the date for delivery of the List of Documents and the documents to November 22, 2024. We confirm receipt of the Defendant's documents on November 27, 2024, which was provided to us only after multiple follow-ups.

On a cursory review, the Defendants' List of Documents and documents are not in compliance with the *Supreme Court Civil Rules* in two (2) material respects: (a) documents 1.33-1.36 contain impermissible redactions purported based on relevance; and (b) documents 1.3-1.28 is not in compliance with redactions for asserting privilege.

Impermissible Redactions Purportedly Based on Relevance

The majority of documents 1.33-1.36 have been redacted, purportedly on the basis of relevance. We bring your attention to the decision of Associate Judge MacNaughton (as she then was) with respect to redaction of documents under Part 1 of a list of documents in *0878357 B.C. Ltd. v. Tse*, 2012 BCSC 516. **Parties must disclose all their documents listed in Part 1, without any redactions, unless such redactions are permitted by the Court.** In *Este v. Blackburn*, 2016 BCCA 496, the Court of Appeal endorsed Associate Judge MacNaughton's approach.

We do not agree with the redactions to docs. 1.33-1.36, as the Defendant has admitted that the documents would be used to prove or disprove a material fact. Accordingly, it is for the Defendant to bring an application to be excused from compliance with the Rules.

In the spirit of cooperation, the Plaintiff proposes that documents 1.33-1.36 can be provided on a "counsel's-eyes only" basis for Plaintiff's counsel to review and assess if

the redacted portions are indeed irrelevant to this action. We believe that would be the most efficient approach, and the usual way to address these types of discovery issues.

Considering the lengthy period of time that that the Defendant had to prepare its List of Documents (which contains only 36 documents), and the generous extension that the Plaintiff had already granted initially, we trust that the Defendant can provide its response by no later than **December 5, 2024**. After that time, the Plaintiff will proceed with an application in chambers to compel full production of documents 1.33-1.36.

Improper Redactions Purportedly Based on Privilege

With respect to documents 1.03-1.28, *Este v. Blackburn*, 2016 BCCA 496 at para. 20 is similarly applicable. If there is “good reason” for redacting portions of a document, the listing party must “make a note to that effect on the list of documents.”

For documents 1.3-1.28, there is merely a note saying “redacted for privilege” without identifying what privilege is being asserted. The Plaintiff is not required to guess what privilege the Defendant is attempting to assert.

Furthermore, the list of documents claims that documents 1.3-1.28 and documents 1.29-1.32 are “undated” email templates. However, the formatting of the former appears to be printed from an e-mail program in the form of a forwarded or reply email, whereas the latter appears to be printed from a word processing software. Emails sent and received using e-mail software obviously have date and timestamps to it. It is peculiar why the Defendant could not pinpoint a date for such emails. Similarly, documents prepared with word processing software also have a date showing when it was created and modified.

In any event, we trust that the Defendant would clarify what “privilege” is asserted for documents 1.03-1.28 by no later than **December 5, 2024**, for the same reason above.

Conclusion

We look forward to hearing from the Defendant by no later than December 5, 2024. For greater certainty, the issues above were identified upon a cursory review of the list of documents, and should not be construed as encompassing all concerns we may have. As counsel was fully aware, the undersigned was to leave town on November 28, 2024 when the documents were only provided by the Defendant on November 27, 2024, despite previous assurances that they would be provided by November 22, 2024.

We reserve the right to bring this letter to the Court's attention.

Yours truly,

EVOLINK LAW GROUP



SIMON LIN

Barrister & Solicitor

This is **Exhibit “J”** to the Affidavit of Brittany Dieno
affirmed before me on December 5, 2024



Simon Lin

Air Passenger Rights v. WestJet Airlines Ltd. [IMAN2-IMANAGE.FID886835]

PIMENTEL, Nicolas <npimentel@ahbl.ca>

Thu, Dec 5, 2024 at 3:39 PM

To: Simon Lin <simonlin@evolinklaw.com>

Cc: "DERY, Michael" <mderiy@ahbl.ca>, "AGUIAR, Elisa" <eaguiar@ahbl.ca>

Dear Simon,

We write in response to your letter dated November 29, 2024 (copy enclosed). We do not agree with many of the positions taken in your letter.

In your letter you state that “documents were only provided by the Defendant on November 27, 2024, despite previous assurances that they would be provided by November 22, 2024”.

No such assurances were made. On November 1, 2024, we informed you that we were not yet in a position to provide you with our client’s List of Documents and required further time to do so. We informed you that we would endeavour to provide you with a List by November 22, 2024.

On November 22, 2024, we sent you WestJet’s List of Documents and requested your confirmation that you and your client would comply with the implied undertaking rule. You replied to our email on November 25, 2024 and we provided you with a link to download WestJet’s listed documents on November 27, 2024.

With respect to the redactions made to Documents 1.33-1.36, in your letter you suggest that parties must disclose all their documents listed in Part 1, without any redactions, unless such redactions are permitted by the Court. You go on to cite *Este v. Blackburn*, 2016 BCCA 496, in support of this position.

In *Este v. Blackburn*, the Court of Appeal cited *North American Trust Co. v. Mercer International Inc.*, 1999 CanLII 4550 (BC SC), and stated at paragraph 20 that where a party has good reason to withhold disclosure of parts of a discoverable document, he or she should make a note to that effect on the list of documents. This is the process we have followed. The document should then be produced in redacted form and if the opposing party challenges the redaction, the listing party may seek a ruling from the court. A litigant who has redacted allegedly irrelevant material within a discoverable document may be required to produce the document in unredacted form to the court, which will then rule on the propriety of the redactions.

You may bring an application seeking to compel full production if you wish. We trust that you will not set the application down without canvassing available dates with us. We are not agreeable to providing you with the unredacted documents on a “counsel’s-eyes only” basis.

With respect to the redactions made to Documents 1.03-1.28, these were redacted as they are emails to an individual in WestJet’s legal department forwarding email templates (that have not been redacted). We are

willing to provide you with copies of the unredacted emails, subject to your written confirmation that you will not take the position that in doing so, WestJet has somehow waived litigation or solicitor-client privilege.

Yours truly,

Nicolas.

NICOLAS V. PIMENTEL	ALEXANDER HOLBURN BEAUDIN + LANG LLP
<i>Associate</i>	
Tel: 604 484 1745	2700 - 700 West Georgia Street, Vancouver, BC, V7Y 1B8
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[Quoted text hidden]

 **2024-11-29 LT Defendant - Redactions in Documents.pdf**
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