

## Group terms and conditions

### Group bookings

WestJet considers a party of ten or more travelling on at least one common flight. We do our best to ensure that your group travel experience is fun, friendly, and affordable.

### Great reasons to book your group with us

- We will not cancel your reservation if your initial group booking falls below the required 10 seats.
- No penalty on cancellations of up to 20 per cent of your group until the ticketing due date.
- You can secure your flights with a holding fee by booking in advance. Once the full payment has been collected the holding fee is refunded.
- We offer complimentary name changes (up to 24 hours before your first flight's departure).
- We offer flexible final payment options.
- Travel credits are transferable and have no re-booking fees.
- We offer low change and cancellation fees.
- You can earn WestJet dollars® on flights, hotels and vehicle rentals.
- We allow unlimited changes to your itinerary both before and after it has been ticketed (fees may apply).
- Complimentary block seating for confirmed group reservations is available.
- We offer a dedicated group specialist to assist you in all aspects of your booking from beginning to end.

### Great deals

- Join [WestJet Rewards](#) to earn WestJet dollars® on your flights and vacation packages.
- Add the [WestJet RBC® MasterCard\\*](#) to your wallet and double dip to earn WestJet dollars faster.
- Don't forget to include travel insurance as part of your trip. WestJet has partnered with [RBC Insurance®](#) to provide you with the right coverage for your travel experience. [Get a quote and purchase insurance online today.](#)
- Add a car to your flight! WestJet guests enjoy special rates through our preferred partners: [Alamo](#), [Budget](#), [Enterprise](#) and [National](#).
- Partner hotel bookings. Whether it's for business or pleasure, WestJet has a hotel for you. Choose from more than [140,000 hotels worldwide](#).

## Pricing

- Fares quoted by WestJet are subject to applicable taxes and fees, which may change without notice. Taxes and fees vary based on the airport you arrive/depart from/to, the airports you connect to and the country you're travelling to and from. Please see our [taxes and fees](#) page for departure taxes that may apply to your booking.
- Peak and non-peak is based on the available fare class and inventory at time of pricing and determines the holding fee requirements.
- Plus fares (if available) may be booked as part of your main group. Full payment or holding fee options should be discussed with a Group agent.

## Holding fee and final payment

- A \$75 per guest holding fee must be paid by a single credit card and may be required upon confirmation of booking, or as scheduled based on the fare class booked (peak or non-peak).
- Your holding fee guarantees your base rate until the ticketing due date. Once you have provided full payment, the applicable holding fees will be refunded back to the original form of payment.
- Requests for additional seats to the main group are permitted and will be priced at the current published fare. A holding fee or full payment may be required.
- Names and final payment are due for ticketing 30 days before your departure date. If you do not provide full payment by the ticketing due date, your reservation may be cancelled and your holding fee will not be refunded.

## Payment options

**\*\*Travel Agents\*\*** Please do not deduct commissions or holding fees from final payment (applicable fees will be refunded to the original form of payment).

**WestJet Groups accepts:** The WestJet RBC MasterCard<sup>®</sup>, American Express<sup>®</sup>, Diners Club International<sup>®</sup>, Discover<sup>®</sup>, MasterCard<sup>®</sup> and Visa<sup>®</sup> and Visa<sup>®</sup> Debit.

**Travel Bank:** Your Travel Bank/profile number is required at time of payment.

**Cheques:** (payable to WestJet)

- Ensure the reservation code is written on your cheque.
- Please ensure your cheque(s) arrive at least 15 days before your due date to allow adequate processing time.

## Mail cheques to:

WestJet ATTENTION MAILSTOP C3W  
22 Aerial Place NE Calgary, Alberta, Canada T2E 3J1

## Wire Transfers

- A minimum of five to seven days is required to process a wire transfer. Please call 1-888-493-7853 for details.

## Changes

- Itinerary changes may be subject to a \$75-86.25 CAD/USD change fee plus any difference in air fare and applicable taxes per guest. Fees and full payment may be required at the time of change.
- Name changes are complimentary up to 24 hours before your group's initial departure time. Name changes within 24 hours of your group's departure time will be subject to a fee of \$75-86.25 CAD per name change.

## Cancellations

Should you choose to pay in full before the ticketing due date, group change and cancel guidelines apply.

Timing	Details
Day of booking	No fee & full refund
From the day the holding fee is paid and up to 31 days before departure	20 per cent release of your main group without loss of holding fee and refund back to original form of payment.
30 days before departure - up to 2 hours	\$75-86.25 CAD/USD fee per guest all cancelled seats apply. Balance of funds (including prepaid taxes) will be placed in a Travel Bank good for one year from date of cancellation.
Less than 2 hours before departure	All funds are non-refundable and non-creditable if no-showed or cancelled with less than 2 hours' notice. No credit or refund given.

\*WestJet travel credits are transferable and valid for one year from the date the reservation is cancelled. Travel credits may only be used for payment of flights through WestJet; credits may not be used for payment of fees or WestJet Vacations packages bookings. For full details and restrictions please visit [WestJet travel credits](#).

## Seating and check in

- Complimentary block seating towards the rear of the cabin will be reserved. Seat selection becomes free of charge 24 hours to 60 minutes before scheduled departure when using web, mobile or kiosk check-in (excluding seats in Plus).
- Group guests are able to use self-serve web, mobile or kiosk (select airports only) to check in, except group bookings that have more than nine guests with the same last name.

**Group equipment and baggage**

To ensure you have an enjoyable travel experience, we may require some additional information about your group's baggage. Please review the allowances below and, if applicable, complete the attached Group equipment and baggage form. Submitting the baggage form does not waive the baggage fees. Acceptance is subject to space availability.

Carry-on baggage allowance	
Carry-on items help to make your trip more comfortable and convenient. We do our best to accommodate our guests carry-on allowance in the cabin but acceptance of carry-on baggage is subject to space availability. <sup>1</sup> For more details, please visit our carry-on baggage page.	
One item of carry-on baggage	Free
One personal item	Free

<sup>1</sup> If adequate space is not available carry-on items will be placed in checked baggage (and be unavailable for the duration of the flight) at no cost.

**Checked baggage**

Checked baggage may:

- Weigh a maximum of 23 kg (50lbs);

Have a maximum combined dimension of 157cm (62 in) (length + width + height). Checked baggage is based on the fare purchased:

**Econo fare baggage rules:**

- One piece of checked baggage may be checked for \$25-29.50 per fare-paying guest, per direction, for flights within Canada and to or from the U.S.
  - The first bag fee is waived for international destinations (Caribbean, Central America, Europe and Mexico).
- A second piece of baggage may be checked for \$35- 41.30 per direction.
- A third piece\* of baggage may be checked for \$100- 118 per direction.
- WestJet Airlines operated flights will permit a fourth piece\* of baggage for \$100- 118 per direction.

**Flex fare baggage rules:**

- One piece of checked baggage is permitted free of charge per fare-paying guest.
- A second piece of baggage may be checked for \$35- 41.30 per direction.

- A third piece\* of baggage may be checked for \$100- 118 per direction.
- WestJet Airlines operated flights will permit a fourth piece\* of baggage for \$100- 118 per direction.

\*Third and fourth checked pieces are accepted on a space-available basis to/from all destinations except Jamaica or Trinidad and Tobago.

### **Oversize and overweight baggage fee exceptions**

- Visit [westjet.com](http://westjet.com) > Travel info > Baggage > [Sporting equipment](#) for more information on oversize and overweight baggage fees, restrictions and packing your sporting goods.
- One piece of baggage containing humanitarian aid per guest will be accepted on a space-available basis for flights departing from Canada. Humanitarian items must be packed separately from your belongings. If the item exceeds the standard size and weight allowances it will be charged the applicable overweight and oversized baggage fee(s); **Please note:** some countries have restrictions on the types of aid permitted. It is your responsibility to contact the country's consulate or embassy to verify permitted items as well as the guidelines and procedures for importing the item(s).
- The baggage item must not exceed the checked baggage allowance for the aircraft you will be travelling on, or exceed the amount permitted to your intended destination;

Will your group be checking baggage?

**If no:** We don't require any further details regarding your checked baggage.

**If yes:** please complete and return the attached Group equipment and baggage form no later than 30 days before departure by email to [specialhandling@westjet.com](mailto:specialhandling@westjet.com) or by fax to 1-800-582-7072.

## Legal

### Force majeure

WestJet and WestJet Vacations shall not be liable for failure in the performance of any of its obligations, including without limitation, for any loss or damage resulting from any delay, cancellation, loss of personal belongings, illness, bodily injury, accident, death, deterioration of travel services, inconvenience, loss of enjoyment, disappointment or frustration, either mental or physical, due to:

- An act of God;
- A war, revolution, insurrection, riot, blockage or any other unlawful act against public order or authority, including an act of terrorism or threat thereof;
- Fire, flood, explosion, earthquake, epidemics, quarantine, storm, lighting, tornado or adverse weather conditions generally;
- Accident to or failure of an aircraft or equipment used in connection therewith, loss of or hijacking of an aircraft, or any shortage of or inability to provide labour, fuel or facilities;
- Any strike, lockout, labour dispute or other industrial disturbance whether involving WestJet or WestJet Vacations employees, the employees of its suppliers or others upon whom WestJet and WestJet Vacations relies;
- Any government order, regulation, action or inaction or any failure to obtain the approval of a government authority having jurisdiction in the circumstances as may be required to the conduct of operations hereunder or any government or legal restraint upon such operations;
- Other upon whom WestJet and WestJet Vacations relies for the performance of the whole or any part of any travel service hereunder;
- Any other causes beyond the reasonable control of WestJet and WestJet Vacations and any other event not reasonably to be foreseen, anticipated or predicted, whether actual, threatened or reported, which may interfere with the operations of WestJet and WestJet Vacations or of its suppliers.

### Liability of WestJet and WestJet vacations:

WestJet and WestJet Vacations will not assume responsibility for any claims, losses, damages, costs or expenses arising out of personal injury, accidents or death, loss, damage or delay of baggage or other property, or delay, inconvenience, loss of enjoyment, upset, disappointment, distress or frustration, whether physical or mental resulting from any of the following:

- The act of omission of any party other than WestJet and WestJet Vacations or its employees;

- Sickness, family emergencies, theft or any other circumstance affecting you beyond our direct control;
- Any Force Majeure beyond our direct control;
- Failure of the guest to obtain documentation required for their trip such as passports, visas and certificates (in which case they will also not be entitled to any refund);
- Failure of the guest to follow instructions including but not limited to airport departure times, baggage handling and check-in and checkout times;
- Cancellation or change for any reason in the travel services offered. WestJet and WestJet Vacations reserve the right to cancel or change the travel services at our discretion, but we will try to substitute comparable services. If we must completely cancel your reservation, WestJet and WestJet Vacations liability will be limited to a refund of all monies paid;
- A full refund will not be given in situations where travel must be cancelled by WestJet and WestJet Vacations for reasons which are beyond our control (Force Majeure or other situations) and where WestJet and WestJet Vacations contractual obligations with its suppliers do not allow it to obtain reimbursement of the sums paid to the supplier on your behalf;
- WestJet and WestJet Vacations reserves the right to refuse any booking and decline any guest(s) at any time. In all cases, the liability of WestJet and WestJet Vacations for any loss, damage or injury, whether physical or mental, arising from its own acts, omission or negligence, is limited to the price of the package booked.