WestJet Vacations Terms and Conditions

Thank you for choosing WestJet Vacations!

Please read the following carefully.

GST No. 839910072
Quebec OPC permit No. 702959

Contact us:

1-877-737-7001

Open Monday - Sunday: 6 a.m. - 10 p.m. MT.

Calling outside Canada and the U.S.?

Local Number: 1-403-444-2586

This local number may be used when calling from a country not listed below or in the event the appropriate toll-free number is not working. Long distance charges will apply.

Antigua 1-800-300-2658
Bahamas 1-866-884-9188
Barbados 1-800-204-5647
Bermuda 1-800-204-0020
Costa Rica 800-5381-5696

Dominican Republic 1-888-751-4685
Grand Cayman 1-800-204-0081
Ireland 00-800-5381-5696
Jamaica 1-800-101-2488
Mexico 001-800-514-7288

Puerto Rico 1-866-886-2388
St. Lucia 1-800 204-0409
Trinidad and Tobago 1-800-204-8063
Turks and Caicos 1-866-887-1588
United Kingdom 800-5381-5696

TTY for hearing impaired: toll-free 1-877-952-0100

Payment

Full payment by payment card is due at the time of booking. WestJet accepts American Express®, Discover® and Diners Club International® cards, MasterCard®, Visa® and Visa Debit®. All prices are quoted in Canadian dollars. WestJet dollars can be used to pay for all or part of the published fare of a WestJet-marketed flight or a WestJet Vacations package. WestJet dollars cannot be applied against taxes, fees or surcharges and can only be used for new bookings. A minimum of $50 WestJet dollars must be redeemed at one time for WestJet Rewards members. At this time, WestJet travel credits cannot be accepted for payment on a WestJet Vacations booking.

Taxes and surcharges

Taxes and surcharges will be calculated and added to the vacation price and must be paid at the time of booking. Some destinations require an airport departure tax to be paid locally upon departure, it is extremely important that you confirm the forms of payment accepted (many places only accept cash in the local currency) and the amount payable, as you may not be able to leave the country without payment. Car rental taxes and surcharges other than GST are paid locally to the car rental company.

Cancellation

For vacations purchased on or after May 2, 2016:

Cancellations will be accepted 21 days or more before departure, subject to a $250 CAD cancellation fee per guest. Vacations booked with round-trip Plus fares will not be charged the cancellation fee. Hotel and other suppliers also have cancellation fees that may be applicable. The remainder of the booking price will be refunded back to the original form of payment. Cancellations made less than 21 days before departure will result in 100% forfeit of the amount paid. To cancel your vacation, please call WestJet Vacations during business hours.
For vacations purchased before May 2, 2016:

Cancellations will be accepted 21 days or more before departure, subject to a $75 CAD cancellation fee plus GST per guest. Vacations booked with round-trip Plus fares will not be charged the cancellation fee. All vacations are subject to applicable supplier rates and charges. The remainder of the booking price will be refunded back to the original form of payment. Cancellations made less than 21 days before departure will result in 100% forfeit of the amount paid. To cancel your vacation, please call WestJet Vacations during business hours.

Changes

Changes will be accepted 21 days or more before departure, subject to a $75 CAD change fee plus GST per guest. Vacations booked with round-trip Plus fares will not be charged the change fee. All vacations are subject to applicable supplier rates and charges. Changes are re-booked at current retail price. A change of property is treated as a cancellation. One name change is permitted outside of 21 days or more prior to departure per booking for a change fee of $75 CAD plus GST; hotel and other suppliers also have fees that may be applicable. To change your vacation, please call WestJet Vacations during business hours.

No shows

Missed flights or unused vacation components are non-refundable and non-creditable. Refunds are not provided in the event of an early departure. In the event that a guest does not check into their hotel on the original arrival date, subsequent nights will be cancelled without refund or credit.

Travel insurance

WestJet Vacations strongly encourages guests to purchase travel insurance for their vacation. Please visit www.westjet.com/guest/en/travel-insurance/index.shtml or call 1-866-379-7281 for more information or to purchase travel insurance from RBC Insurance. WestJet Vacations is not acting as an agent of RBC Insurance.

Exclusions

Personal incidental charges are the responsibility of the guest and unless otherwise noted, prices do not include local and long distance charges, internet charges, gratuity, bellman, housekeeping, all personal expenses, and any other services not listed as included in the vacation price. Airport transfers are not included in the vacation unless specified on the itinerary.

Checked and excess baggage

Checked baggage is subject to weight, size and piece restrictions. Fees may be combined. For example, if a bag is a second piece, and is also overweight, both fees will apply.

A fee of $25 will be charged for the first piece of checked baggage on flights within Canada or to and from the U.S. A fee of $35 will be charged for the second piece of baggage on all flights (including international flights), and $100 for a third or fourth piece on all flights. Vacations booked with a Plus fare receive 2 free checked bags. A fee of $75 fee will be charged for overweight or oversized baggage on all flights. Fees are charged in the currency of the reservation. Based on the location of fee payment, conversion to Canadian dollars or to local currency may occur. Applicable taxes are charged on these fees.

Baggage, including sporting equipment, may be up to 157 cm (62 in.) in combined dimensions (length + width + height), and weigh up to 23 kg (50 lb.). Oversized (up to 204 cm/80 inches in combined dimensions) or overweight baggage (more than 23 kg/50 lb. but not exceeding 45 kg/100lb.) will be accepted on a space available basis to all destinations except Jamaica or Trinidad and Tobago (where WestJet only permits one golf bag, per guest, which may be oversize).

Each guest in a confirmed seat is permitted up to four bags (on WestJet’s 737 aircraft, based on availability) and three bags (on WestJet’s Q400 aircraft, based on availability), with the exception of guests travelling to Jamaica or Trinidad and Tobago - destinations which are restricted to a maximum of two pieces of checked baggage per guest in a confirmed seat (with the exception of one golf bag containing golf clubs which may be a third piece).
Carry-on baggage

WestJet allows each guest to bring one carry-on item. WestJet also allows one personal item, per guest, on flights to all destinations. In all cases the items must fit into the sizing devices and may not exceed the applicable measurements outlined below:

- Carry-on item: Maximum size of 53 cm x 23 cm x 38 cm (21 in. x 9 in. x 15 in.)
- Personal item: Maximum size of 41 cm x 15 cm x 33 cm (16 in. x 6 in. x 13 in.)

Check-in and airport arrival

For everything you need to know to make sure you get to your flight on-time, visit www.westjet.com/guest/en/travel/basics/check-in/. For flights within Canada, the recommended check in time is 90 minutes before flight departure. For flights to and from international destinations or the United States, the recommended check in time is 120 minutes before flight departure. You must be through security and customs, if applicable, and at your departure gate 40 minutes before the scheduled departure of your flight. If you arrive at the gate less than 10 minutes before departure, you risk losing your reserved seat. WestJet Vacations is not responsible for missed flights, transfers, or any portion of onward travel due to late arrival at the gate.

ID requirements

Domestic: For flights within Canada, all guests aged 18 and over will be required to present one piece of valid government issued photo ID showing their name, date of birth and gender. If a valid government issued photo ID is not available, then two pieces of valid government issued non-photo ID will be required, one of which must show name, date of birth and gender. ID is not required for children under the age of 12; however, it is recommended.

International: Travellers are responsible for obtaining and carrying all necessary documentation such as, but not limited to: visa, passport, citizenship card, birth certificate, vaccination certificates and certified legal letter for children travelling with only one parent. Identification must meet the requirements set by immigration authorities in each country. WestJet and WestJet Vacations strongly recommend that you contact your destination country’s embassy for your specific entrance requirements. It is the guest’s responsibility to ensure they have the appropriate identification and travel documentation for their flight as WestJet is not responsible for denied entry.

Privacy policy

WestJet Vacations is committed to protecting the privacy of your personal information and has developed a privacy policy to comply with the Personal Information Protection and Electronic Documents Act, which is available at www.westjet.com/guest/en/privacy.shtml.

Requirements of government authorities

Because of the nature of the airline industry, and concerns with respect to safety and security, there may be situations in which WestJet is required by legal authorities to collect, use or disclose personal information about you, particularly when you are travelling with us, without your knowledge or consent. Information that we are required to collect by any Canadian, U.S. or international government authorities, depending on your boarding location and destination, may include, as required by such authorities, your full name, date of birth, citizenship, gender, passport number and country of issuance, U.S. Visa number, Resident Alien card number, the means by which you paid for your flight, details as to how it was booked, and any other personal information collected by us as set out in this policy or as required by such government authority.

Register your travel with foreign affairs

Foreign Affairs offers a registration service for all Canadians travelling or living abroad. This service is provided so that government officials can contact you to assist with an emergency in a foreign country, such as a natural disaster or civil unrest, or inform you of a family emergency at home. Please visit Travel.gc.ca to register.
Hotel check-in/checkout

Check-in and check-out times vary by property and may not coincide with flight arrival and departure times. All-inclusive privileges begin at the time of check in and end at time of check out. All guests who wish to check out later than the specified hotel check-out time are required to pay any additional charges that the hotel will impose upon them directly to the hotel.

Room preferences

WestJet Vacations will forward requests for specific room types, bedding configurations and other room requests to the hotel. We cannot guarantee they will be available.

Hotel ratings

WestJet Vacations has developed a rating guide to help you choose the property that best suits your needs and budget. Our ratings are based on WestJet Vacations’ assessment of each property’s available facilities, services, location and amenities. WestJet Vacations strives to ensure that the descriptions on our website are current at all times; however, for reasons beyond our control, changes can occur which may affect our ratings. As such, our hotel rating system should be used as a guideline only and is subject to change without notice. Any photographs appearing on westjetvacations.com are for your information only and are not guaranteed to be an exact representation of what a property will resemble upon arrival.

Hotel descriptions and construction

WestJet Vacations will make every effort to ensure that the hotel information described online is current and accurate however we cannot be held responsible for changes to hotel services or inconveniences as a result of hotel construction.

Hotel service

If you have any questions or you are not satisfied with your accommodation while at your destination, please contact the hotel management directly or your WestJet Vacations local representative.

Car rental

Drivers must be a minimum of 21 years of age (minimum 25 years of age for rentals in some U.S. locations · please confirm with location directly) and hold a valid major credit card (non-prepaid American Express, MasterCard or Visa). A cash deposit may also be required. There may be a daily surcharge for renters under 25 years old. Rates shown include unlimited mileage. Additional authorized drivers, taxes, insurance and fees are paid locally to the car rental company. Car rental rates are based on a 24 hour period. Vehicles must be returned on or before the pickup time on the rental agreement or they may be subject to additional charges. WestJet Vacations strongly recommends the purchase of car insurance with your vehicle rental. The car rental company reserves the right to refuse any request for rental, including requests for persons under age, persons not in possession of a recognized full and valid driver’s license, persons unable to satisfy credit or cash requirements, or persons who, in the opinion of car rental company, constitute a risk.

Guest with special needs

Travelling abroad with a special need can pose unique challenges. International accessibility services and amenities may not meet Canadian or American standards and may differ from location to location. In some cases they may not be available at all. Although WestJet Vacations strives to ensure that appropriate arrangements are made to make your vacation a remarkable experience, we cannot guarantee the availability of or access to accommodations for guests with special needs in destinations outside of Canada and the U.S. WestJet Vacations is not liable for any costs, damages, or losses, whether directly or indirectly, arising from or related to the lack of any such access or accommodations. Please call us at 1-877-737-7001 so that we can help ensure your vacation needs are met and provide you with a list of our current hotel partners that may be able to meet your travel needs.
Tickets and vouchers

WestJet utilizes a ticketless reservation system. You do not require a paper ticket for your flight. In most cases, vouchers or tickets are not required to redeem for hotel, car, activities or services. A piece of photo identification is enough to redeem vacation services. You will be notified if a voucher is required for any part of your vacation. Multiple guests traveling on the same itinerary but booked on separate bookings will not be identified as a group, will not receive group services, and may be subject to cancellation.

Advisory

When travelling, you should recognize and respect the social and political standard of living. This includes religion, local practices, political systems and the conditions of utilities, services and accommodation which may differ from those found in your own country. WestJet Vacations will not assume responsibility for any services including water, electricity, security, sanitary conditions, pools, food and beverage, which may be interrupted or suspended during your stay. Food, water and beverages may not be on par with the North American standard. You must assume sole responsibility for any illness suffered while travelling or upon return due to the quality of the food, water and beverages.

Liability of suppliers

WestJet Vacations makes arrangements with suppliers who provide travel services such as air travel, hotel accommodation, bus travel, sightseeing, attractions, car rental or other services included in your package. Although we try our best to choose the most reputable suppliers, we cannot be responsible for their acts and omissions. The package components are subject to the conditions imposed by these suppliers, and their liability may, in turn, be limited by their tariffs, conditions of carriage, tickets and vouchers and international conventions and arrangements. WestJet Vacations acts only in the capacity of an agent for guests or the supplier of goods and services rendered. As such, we maintain no control over the personnel, equipment, operations or goods of the supplier. When you fly to and from your destination, WestJet’s tariffs apply, including limits on and/or exclusions of liability. WestJet Vacations assumes no responsibility for a schedule change by WestJet nor any additional costs (accommodation, meals, etc) caused by flight delays or misconnections.

Aircraft schedule changes and delays

Flight times, airlines and type of aircraft are subject to change and substitution. WestJet Vacations will make every effort to inform guests of any changes. You are urged to contact WestJet 24 hours before departure, to reconfirm flight times. We will accommodate you if your flight is delayed. We will not assume responsibility for expenses incurred as a result of flight delays. You must contact your hotel and/or car rental company in the event that you are delayed beyond the expected time of arrival. You can also contact WestJet Vacations at 1-877-737-7001 if alternate travel arrangements are required.

Flights

Flight numbers 3100 to 3899 are operated by a WestJet Encore Q400. Visit www.westjet.com/guest/en/help/encore.shtml for more information on WestJet Encore.

Force majeure

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, lightning, 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, lock-out, labour dispute or other industrial disturbance whether involving WestJet or WestJet Vacations employees, the employees of its suppliers or others upon whom 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 operation;

• Others upon whom 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 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 Vacations or of its suppliers.

### Liability of WestJet Vacations

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 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 the 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 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 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 Vacations for reasons which are beyond its control (Force Majeure or other situations) and where 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 Vacations reserves the right to refuse any booking and decline any guest(s) at any time. In all cases, the liability of WestJet Vacations for any loss, damage or injury, whether physical or mental, arising from its own acts, omissions or negligence, is limited to the price of the package booked.

### Feedback

We appreciate hearing about your experience with us. If you would like to provide us with feedback, please visit [www.westjet.com/guest/en/contact/index.shtml](http://www.westjet.com/guest/en/contact/index.shtml) and select the share your experience link. You may also send us a letter to WestJet Campus, Attention: Guest Relations, 22 Aerial Place N.E. Calgary, Alberta Canada T2E 3J1.