

# WestJet Update

January 2023

CCRA





# WestJet is investing in a transformation

Positioning our offering to better serve all inbound and outbound traveller segments

## WestJet's continued investments in growth, with the guest at our core:

- **Network breadth and schedules** | Optimizing schedules and density on key routes for business & leisure.
- **Onboard product** | Enhancing Premium guest offerings through meal options, 2x2 seating and lie-flat pods.
- **Calgary Flagship Elevation Lounge** | Our new lounge at YYC airport delivers a world-class experience.
- **WestJet Rewards enhancements** | Award-winning benefits and privileges that are continually evolving.
- **Partnerships** | Strategically partnering with airlines such as Delta Air Lines.
- **Digital options** | New technology, digital check-in and mobile app.



Network



787 Business Cabin



Elevation Lounge YYC



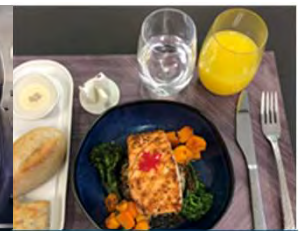
WestJet Rewards



Key Partnerships



2x2 Premium Seating



Enhanced Meals



# Building WestJet's recovery – Core strengths of WestJet



## Western Canada

Shifting resources to significantly grow our presence and network in the West.

Offering more direct, non-stop flights to communities.



## Leisure flying

Investing further in leisure and sun flying as a priority across Canada.

WestJet and Swoop will run more complementary networks and collectively meet the demand of leisure travellers.



## Low-cost advantage

Increasing efforts to maintain our successful low-cost structure and culture, to ensure relentless competitiveness and affordability for guests.

## Our fleet

With more destinations and an elevated onboard experience, our fleet of aircraft is taking guests further than ever before.

### The Boeing 787 Dreamliner

The newest addition to our WestJet family offers a personalized, luxurious travel experience that goes above and beyond guest expectations.

### The Boeing 737

Whether traveling for business or pleasure, our guests feel relaxed on their journey with our distinctly Canadian, uniquely WestJet service.

### The De Havilland of Canada Dash 8 400 and SAAB 340B

Connecting small and medium-sized communities to large destinations around the world.

[Learn more](#) ▶





# Schedule updates

- Year-round non-stop to London-Heathrow and Amsterdam from Calgary
- Starting April 30, 2023, non-stop service, 3x weekly between Calgary and Tokyo-Narita.
- New direct flights 3x weekly to Barcelona from Calgary starting May 6<sup>th</sup> and Edinburgh from Calgary starting May 17<sup>th</sup>, 2023
- Expanded existing codeshare with Air France to include four new destinations beyond Paris: Copenhagen, Oslo, Warsaw and Stockholm.
- Enhanced codeshares to Seoul (ICN) from Vancouver and Toronto with Korean Air and to Tokyo (NRT) from Vancouver with Japan Air
- Seasonal service to Dublin, Gatwick, Paris and Rome resuming Spring 2023



# WestJet Rewards



## Top tier benefits

### Priority services

- ✓ Check in
- ✓ Security
- ✓ Boarding
- ✓ Baggage



### Complimentary upgrades

With purchase of eligible fares



### Lounge access



### Advanced seat selection



### Free checked baggage



### Priority support



### SkyMiles benefits

**Top Ranked Loyalty Program**

bond. The Loyalty Report 2019

**A TOP RANKED LOYALTY PROGRAM IN CANADA**

bond. The Loyalty Report 2020

### Top Ranked Airline Loyalty Program in Canada

According to Bond Brand Loyalty's data as published in The Loyalty Report 2019 and 2020.



### Explore Platinum

Qualifying Spend	\$8,000 +
Earn	8%
Partner flights	100% more WestJet Dollars



### Explore Gold

Qualifying Spend	\$5,000 - \$7,999
Earn	5%
Partner flights	75% more WestJet Dollars



### Explore Silver

Qualifying Spend	\$3,000 - \$4,999
Earn (WestJet)	3%
Earn (Partner)	50% more WestJet Dollars



### Explore Teal

Qualifying Spend	Up to \$2,999
Earn	0.5%
Partner flights	Based on mileage and class of service





## WestJet and Delta

WestJet and Delta remain committed to developing a U.S. - Canada joint venture. Our partnership continues to develop, with recent updates providing access to reciprocal top-tier member benefits such as priority services, lounge access and more.

Our joint corporate solutions, extensive code-sharing, and reciprocal benefits provide a compelling and competitive corporate travel offer.

### Joint contracting

Our joint contract partnership with Delta enables a corporate partner to leverage the combined network, resources, and infrastructure of two leading carriers.

### Reciprocal benefits

WestJet Rewards members with Platinum and Gold status are provided access to top-tier member benefits such as use of SkyClub lounges, preferred seating, priority services, complimentary baggage allowance, and more.

### Extensive code-share

With well-positioned transit hubs and extensive code-share, our partnership means you have access to hundreds of additional destinations.







# Digital Transformation

## Simplifying guest interactions

- Automated upgrades at gate
- Travel documents in digital check-in
- More online payment options

## Automated guest support

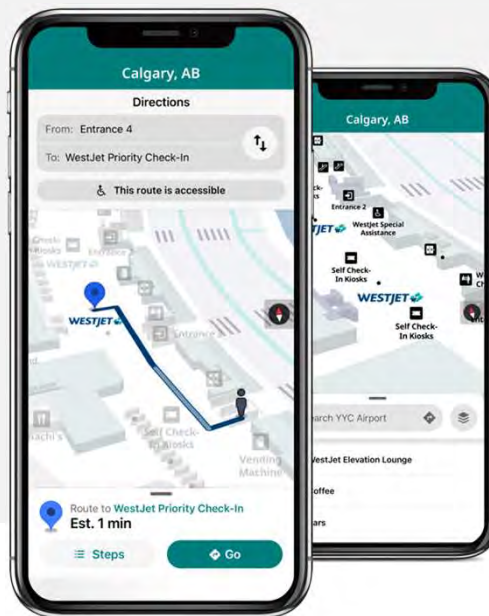
- Digital hotel and meal vouchers
- Self-serve options for schedule changes
- Longer term roadmap for guest-friendly recovery



## Boarding pass updated dynamically

Real-time updates when there is a flight level change related to:

- Departure gate
- Boarding time
- Departure time
- Arrival time



## Airport maps

- Available on iOS. Search and locate by name, category, or keyword for 10 airports
- Maps highlight WestJet points of interest including:
- Check-in counters
- Guest assistance desks
- Calgary's WestJet Elevation Lounge



## Other updates

- Simplified view of rewards and account information
- Easy access to staying connected and getting information on inflight services, information and entertainment





# Travel Agent Resource (TAR)



To give you support and information at your fingertips. We have a dedicated Travel Agent Resource site to provide the latest Westjet and Westjet Vacations information



## Navigation

Improve categorization of resources and overhaul menu options and site navigation.



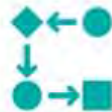
## Search

Activate ability to search by text string and create a traditional site map.



## Content

Create concise, easy to digest resource pages and articles and add new featured content.



## Functionality

Login to the site will no longer be required, and a form will provide agents the ability to provide feedback on site content and functionality.

**WESTJET** Book Westjet Book Westjet Vacations Book Westjet Vacations Groups

Home Resources News Training

**Summer schedule released**  
ORD, BOS, LON, LHR, BCD, BUR, GVA, CDG, FTO and many more!  
Learn more

**Latest News**  
Coronavirus (COVID-19) updates  
March 12, 2022

**IROP ticket reissue, and refund processes**

**Flight rebook process**  
Before rebooking any flight ensure you have reviewed our [IROP guidelines](#) and [IROP questions](#).

1. Rebook in original class of service in the same cabin  
1. For Basic (A, E), Express (J, K, T, X, S, H, Q, H), EcoNova (M, R, V), if the original class of service is not available, rebook at the next highest fare class up to and including Y class.  
2. For Premium (R, C), PremiumFlex (W), if the original class of service is not available, rebook at the next highest fare class up to and including W class.  
3. For Business (D, G), BusinessFlex (Z), if the original class of service is not available, rebook at the next highest fare class up to and including Z class.  
4. If a seat is not available in the same cabin, you will need to select a different flight.

**Ticket reissue process**  
Before rebooking any flight ensure you have reviewed our [IROP guidelines](#) and [IROP questions](#).

1. The ticket must be reissued as an exchange.  
2. Enter waiver code **F072H2NVQL** into the ticket endorsement field.  
3. Terms and conditions must be followed, or the refund will be subject to Agency Credit Memo (ACM) for the full value of the ticket and an ADM fee up to \$5,000 USD per ticket.

**Refund process**

1. Remove/cancel all flight segments from your reservation.  
2. Complete the refund in your GDS or IAR.  
3. Enter waiver code **F1F7278732** as your **IROP refund waiver code field**.  
a. If your GDS does not have a refund waiver code field, enter it in the PNR CR1 field before releasing the ticket.  
4. As source Commission is to be recalled at the time of the refund.  
5. Terms and conditions must be followed, or the refund will be subject to Agency Credit Memo (ACM) for the full value of the ticket and an ADM fee up to \$5,000 USD per ticket.

**Contact Us**

**Westjet**

Travel Support Team  
Seven days a week: 6 a.m. – 7 p.m. MT  
1-877-664-3205  
After-hours calls will be directed to the Westjet Contact Centre.

**Travel Agent Air Call Back**

Link: [www.westjettravelagents.com](http://www.westjettravelagents.com)

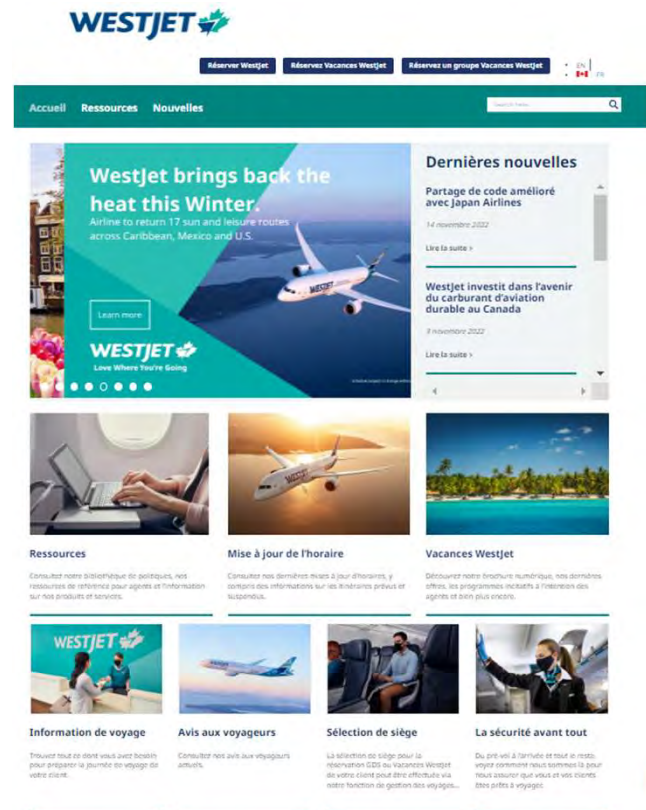


# Travel Agent Resource Site

To give you support and information at your fingertips. We have a dedicated travel agent resource site to provide the latest information on WestJet and WestJet Vacations.

- Our travel agent resource site will provide our latest news, travel information, resources and more.
- We've compiled a helpful answer to the FAQ to help you with all the self-service options.

<https://www.westjettravelagents.com>





# Travel Agent Resource Site (TAR)

## Scheduling a call back

### Request a call back from WestJet



**Travel Agent Air Call Back**

If you would like to request a call back from a Westjet agent about your client's air-only travel, click the "Travel Agent Air Call Back" button to schedule a time and we'll get in touch with you as soon as possible.

**WestJet Vacations Call Back**

If you would like to request a call back from a Westjet agent about your client's WestJet Vacations booking, click the "WestJet Vacations Call Back" button to schedule a time and we'll get in touch with you as soon as possible.

[Request a call back from WestJet – WestJet Travel Agents](#)

#### Callback Request

Schedule a callback for a later time

Available Dates

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Nov 27	Nov 28	Nov 29	Nov 30	Dec 1	Dec 2	Dec 3
Dec 4	Dec 5	Dec 6	Dec 7	Dec 8	Dec 9	Dec 10

Available Hours

9 AM	2 PM	3 PM	6 PM	10 PM	11 AM
12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
6 PM	7 PM	8 PM	9 PM	10 PM	11 PM

Available Time Slots

11:00 AM	11:15 AM	11:30 AM	11:45 AM
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Selected day/time

Today at 11:15 AM

Phone Number

XXX-XXX-XXXX

Cancel

Submit

# Fare options



Basic	Econo	EconoFlex	Premium	PremiumFlex	Business	BusinessFlex
<ul style="list-style-type: none"> <li>• Advance seat selection for a higher fee</li> <li>• Checked bags for a fee (higher fee for Transatlantic)</li> <li>• Onboard menu items available for purchase</li> </ul>	<ul style="list-style-type: none"> <li>• Advance seat selection for a fee</li> <li>• Checked bags for a fee</li> <li>• Onboard menu items available for purchase</li> <li>• WestJet Rewards earn</li> <li>• Change/cancel for a fee</li> </ul>	<ul style="list-style-type: none"> <li>• Advance standard seat selection</li> <li>• One checked bag</li> <li>• Onboard menu items available for purchase</li> <li>• WestJet Rewards earn</li> <li>• No fee to change/cancel on flights within Canada</li> </ul>	<ul style="list-style-type: none"> <li>• Extra leg and elbow room</li> <li>• Two checked bags</li> <li>• Inflight food and beverages</li> <li>• WestJet Rewards earn</li> <li>• Priority check-in and screening *</li> <li>• Priority boarding and baggage</li> </ul>	<ul style="list-style-type: none"> <li>• Extra leg and elbow room</li> <li>• Two checked bags</li> <li>• Inflight food and beverages</li> <li>• WestJet Rewards earn</li> <li>• Priority check-in and screening *</li> <li>• Priority boarding and baggage</li> <li>• No fee to change</li> <li>• Full refund for cancel</li> </ul>	<ul style="list-style-type: none"> <li>• Spacious pods with lie-flat seats</li> <li>• Two checked bags</li> <li>• Dine Anytime meal service and beverages</li> <li>• WestJet Rewards earn</li> <li>• Priority check-in and screening *</li> <li>• Priority boarding and baggage</li> <li>• Change/cancel for a fee</li> </ul>	<ul style="list-style-type: none"> <li>• Spacious pods with lie-flat seats</li> <li>• Two checked bags</li> <li>• Dine Anytime meal service and beverages</li> <li>• WestJet Rewards earn</li> <li>• Priority check-in and screening *</li> <li>• Priority boarding and baggage</li> <li>• No fee to change</li> <li>• Full refund for cancel</li> <li>• Lounge access *</li> </ul>

\*At select airports. For more information visit [westjet.com/ourfares](https://westjet.com/ourfares)





# Travel Agent Resource Site (TAR)

## Fare Bundles

### How to identify Basic fares

- Basic fares are filed in various booking classes
- For Basic fares filed in booking class A:
  - The seventh character of the fare basis code will be "B" to indicate the Basic fare bundle.
  - The first character of the fare basis code will be A to match the booking class.
- For Basic fares filed in booking class E:
  - The seventh character of the fare basis code will be "B" to indicate the Basic fare bundle.
  - The first character of the fare basis code could be L, K, T, X, S, N, Q or H and will **not** match the booking class.

### How to identify Econo fares

- Econo fares are filed in L, K, T, X, S, N, Q or H
- The seventh character of the fare basis will be "E" to indicate the Econo bundle.
- The first character of the fare basis code will be L, K, T, X, S, N, Q or H to match the booking class.

### How to identify EconoFlex fares

- EconoFlex fares are filed in various booking classes
- For EconoFlex fares filed in booking classes M or Y:
  - The seventh character of the fare basis will be "F" to indicate the EconoFlex bundle.
  - The first character of the fare basis code will be M or Y to match the booking class.
- For EconoFlex fares filed in booking class B:
  - The seventh character of the fare basis will always be "F" to indicate the EconoFlex bundle.
  - The first character of the fare basis code may be L, K, T, X, S, N, Q, H, or B and may not match the booking class.

### How to identify Premium and PremiumFlex fares

- Premium fares are filed in booking classes R and O
  - The seventh character of the fare basis will always be "P" to indicate the Premium bundle.
  - The first character of the fare basis code will be R or O to match the booking class.
- PremiumFlex fares are filed in booking classes W and the bundle ranges in price.
  - The seventh character of the fare basis will always be "R" to indicate the PremiumFlex bundle.
  - The first character of the fare basis code will be W to match the booking class.

### How to identify Business and BusinessFlex fares

- Business fares are filed in booking classes D and C, and the bundle ranges in price.
  - The seventh character of the fare basis will always be "N" to indicate the Business bundle.
  - The first character of the fare basis will be D or C to match the booking class.
- BusinessFlex fares are filed in booking class J and the bundle ranges in price.
  - The seventh character of the fare basis will always be "J" to indicate the BusinessFlex bundle.
  - The first character of the fare basis will be J to match the booking class.

How to identify  
WestJet fare  
bundles in the  
GDS – WestJet  
Travel Agents



**Congratulations on your 10-year Anniversary**  
**Thank you for your partnership**



# 10th Anniversary

## “Win Free Air & Cash” Promotion

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### PRIZE\*:

Correctly answer the WestJet quiz and be automatically entered to win one roundtrip flight for two (2) guests on any regularly scheduled WestJet flight within Canada and the United States including Hawaii, plus \$500 cash!

\*Prize subject to terms & conditions provided by WestJet.

[TAKE THE QUIZ](#)