



## Conference/Convention Promise

*Thank you for choosing WestJet for your convention/conference travel needs. We will do our utmost to ensure that your travel experience is fun, friendly, and affordable. Outlined below is our promise to you, our guest, regarding your convention / conference travel booking.*

### Booking

- Flight schedule information is available on our website [www.westjet.com](http://www.westjet.com)
- Please call WestJet Conference/Convention Department @ 1-877-952-4696

### Payment

- Full payment is at the time of booking. Fares are non-refundable.
- WestJet accepts Visa, MasterCard, American Express.
- Please include your WestJet 'Reservation Code' with all payments, names, and other correspondence.

### Cancellation

# of Days Prior to Departure	Cancellation Fee	Credit / Refund
Up to 2 hours prior to departure	\$50.00 (+ GST) fee per person	Balance of funds will be assigned to a future travel credit good for one year from date of cancellation towards another WestJet booking
Less than 2 hours prior to 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

### Change

- WestJet does not charge for name changes up to 24 hours prior to the initial departure time. Each name change after that time is subject to a \$50.00 (+ GST) fee.
- Itinerary changes are subject to a \$50.00 (+ GST) fee and any difference in fare per person. Payment is required at the time of the change.

### Other stuff

For questions regarding identification requirements, security, baggage allowance and other valuable travel tips please refer to our website [www.westjet.com](http://www.westjet.com) under 'Travel Info'

'Web Check In' is available 24 hours prior to flight departure via [www.westjet.com](http://www.westjet.com) or [mobile@westjet.com](mailto:mobile@westjet.com) if checking in with a handheld device.