



More self-serve tools for your clients

We're introducing new functionality ahead of the busy holiday season that's designed to create a smoother, more reliable travel experience. These updates give your clients more self-serve options, making it easier for you to support them in the event of a flight disruption.

Below, you'll find an overview of what's changing and what it means for you. To ensure your clients receive important notifications about their journey and have the best possible experience, please **add their email address in the CTCE field**.

What's changing

If your client is affected by a flight disruption or irregular operations, they will receive an email advising that we're working on moving them to a new flight. We will automatically rebook them and send a follow-up email with their updated flight details.

Keeping the updated itinerary

If your client would like to travel on the flight we selected for them, no further action is required. A confirmation email will be sent to your client containing their updated itinerary only – no ticketing information will be included. Your client will still be required to check in for the new flight.

Changing to an alternative flight

If your client would like to select an alternative option, they can do so using the link provided in the email.

Important to note

- This functionality is only used in the event of a flight disruption.
- At this time, if your client uses the new self-serve option, you will **not** receive a QQ message advising you of the change. Please review the booking to see which flight your client has been rebooked on.
- Your client may only select an alternate flight to/from the same airport they originally booked.

- This does not apply to segments operated by other airlines.
- If your client's booking is impacted and they make a change, you will still receive commission and retain control of the booking.
- Your client may choose to cancel and receive a refund. They can do so using [Manage Trips](#). For WestJet Agent Direct and WestJet Biz bookings, refunds will be processed automatically. For GDS bookings, your client will be directed to contact you.

To see a sample of the confirmation email your clients will receive if they choose to travel on the flight we selected for them, please visit the travel agent resource site.

SEE SAMPLE EMAIL

BOOKING RESOURCES

[Travel Agent Resource Site](#)

[Book a WestJet flight](#)

[Book a WestJet Vacations package](#)

[WestJet Biz](#)

ELEVATE YOUR TRAVEL

[Airport Lounges](#)

[Business Cabin](#)

[Premium Cabin](#)

[WestJet Rewards](#)

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We have our guest's well-being at heart and will always put Safety Above All.



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