



Important update on travel to Cuba

Aligning with our focus to put guests and crew first and protect the integrity of our operation, the WestJet Group has made the decision to begin an [orderly wind down](#) of our winter operations to Cuba. This is inclusive of WestJet, Sunwing Vacations, WestJet Vacations and Vacances WestJet Quebec.

To lessen the strain on local resources, starting today, the WestJet Group has suspended sales for service to Cuba and will leverage aircraft departing for Cuba to safely bring our guests currently vacationing in destination back home. All aircraft dispatched to Cuba will carry sufficient fuel to safely depart without reliance on local fuel availability.

Action required for guests currently in Cuba

If your client is in Cuba and scheduled to return home on or after February 17, 2026, they can change to an earlier date for no fee or difference in fare. To process the change, please use the enhanced flexible change/cancel waiver code. Detailed instructions can be found on our advisory page on the [travel agent resource site](#).

Action required for guests with upcoming travel to Cuba

If your client is scheduled to travel to Cuba between now and April 25, 2026, they can cancel and receive a refund to original form of payment. Commission will be recalled. Please use the enhanced flexible change/cancel waiver code to cancel the segments and refund your client.

If your client prefers to travel at a later date, please cancel the flight segments and leave the ticket in open status. When your client is ready to rebook, use the enhanced flexible change/cancel waiver code to make the exchange. Commission will not be recalled in this scenario. Please reference the [travel agent resource site](#) for instructions on using the waiver code.

Thank you for supporting our shared clients. We appreciate your patience and understanding.

[TRAVEL ADVISORY PAGE](#)

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



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Return flights from VRA and HAV

If your clients are currently in **Varadero (VRA)** or **Havana (HAV)** with return travel originally scheduled **on or before February 17, 2026**, please contact the Travel Support Team at 1-877-664-3205 for assistance with reaccommodation. At this time, you will be unable to self-serve any changes due to system limitations.

If your clients are scheduled to return from Varadero or Havana after February 17, 2026, but would like to change to an earlier date, the Travel Support Team can also assist with these requests.

We appreciate your partnership and support in assisting our shared clients.

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