



We're improving our family seating process

Effective **March 23, 2026**, we're improving the way families are seated together when travelling with children under 14 years old at the time of travel.

To deliver a more consistent experience for our shared clients, a new automated process will assign seats shortly after booking if seats have not been pre-selected. This ensures families are seated in compliance with Air Passenger Protection Regulations (APPR) and provides added peace of mind.

Benefits

Seats will now be automatically assigned 26 hours after ticketing for new bookings or flight changes where seats are not already selected. This earlier, proactive assignment helps:

- Provide your clients with greater confidence and peace of mind ahead of travel
- Increase overall seat availability
- Ensure families are seated together in compliance with APPR
- Reduce last-minute seating challenges for your clients and WestJet airport teams

Eligible bookings

All WestJet bookings are eligible for automatic, no-charge family seating assignment when the following apply:

- The itinerary includes at least one child under 14 years old at the time of travel
- The flight is operated by WestJet
- Seats have not already been voluntarily selected by your client at time of booking

When these conditions are met, the booking will automatically flow into the post-ticketing seating process, and seats will be assigned within the family seating parameters.

How the automated family seating tool works

If a seat was not already selected at the time of booking, the seating tool will automatically assign seats together at no charge based on guest age, booking details and aircraft layout.

If seats together are not available, the tool will follow APPR guidelines:

- **Children under 5:** Seated directly beside their accompanying adult, not separated by an aisle unless aircraft layout requires it.
- **Children aged 5-11:** Seated in the same row, separated by no more than one seat or aisle.
- **Children aged 12-13:** Seated no more than two rows away from their accompanying adult.

When seats are successfully assigned, your client will receive an email notification with their seat assignments. If no suitable seats exist, you may call the Travel Support Team or your client can receive support with seat assignments from our airport team.

Please ensure your client's email address is included on the booking so they receive important notifications about their reservation.

Important notes

- Your clients may choose their own seats or change the seats they were automatically assigned; however, seat fees may apply depending on the selection.
- If seats are still unassigned 72 hours before departure, our existing pre-departure process will attempt to seat families together. Your clients will be notified of their seat assignment ahead of travel.
- For bookings made within 26 hours of departure, the automated tool may not run. Your clients can select seats during check-in. If no suitable seats are available at check-in, an airport agent can assign seats at no cost.

Thank you for your continued support as we roll out this enhancement to help deliver a more consistent family seating experience for our shared clients.

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

