



Group Sales Team  
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## 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 Groups Department @ 1-888-493-7853

### Payment

- Full payment is at the time of booking. Fares are non-refundable.
- WestJet accepts Visa, MasterCard, and American Express.
- Please include your WestJet confirmation number 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 paid will be placed in a credit file 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

- Identification is required.
- RBC Travel insurance now available for purchase at [www.westjet.com](http://www.westjet.com) under “Partners”.
- WestJet’s maximum liability for lost or damaged luggage is \$250 per person per incident. WestJet assumes no liability for fragile, valuable, or perishable articles. Guests will be asked to complete a Luggage Liability Release form upon check-in for these items.
- In the event of a flight delay due to weather, WestJet is not responsible for any additional costs such as meals, accommodation, or travel on alternate carriers. Should a delay occur, we will do our best to assist you in reaching your final destination with the least amount of inconvenience possible. Specific options will be advised as required.