

## Meeting/convention promise

Thank you for choosing WestJet for your meeting/convention 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 travel experience.

### Booking

- Visit [www.westjet.com](http://www.westjet.com) to book your flight, using the applicable promo code and coupon code.
- Discount only applies to flights marketed and operated wholly by WestJet, and are not applicable when travelling with our code-share, interline or other airline partners.
- Percentage based discount is applied to base fare excluding taxes, fees and charges. Taxes, fees and charges are extra.

### Payment

- Full payment is due at the time of booking.
- Bookings made via [www.westjet.com](http://www.westjet.com) (with your promo code) may be paid by American Express<sup>®</sup>, MasterCard<sup>®</sup>, Visa<sup>®</sup> and Visa Debit<sup>®</sup>.
- WestJet Dollars<sup>®</sup> are accepted for payment only when signed into your profile and booking your flight via [www.westjet.com/redeem-rewards](http://www.westjet.com/redeem-rewards).
- Travel Bank payments cannot be made in conjunction with the use of a promo code, via [www.westjet.com](http://www.westjet.com). If you would like to use Travel Bank as your form of payment, please contact our Group Sales department at 1-877-952-4696.

### Change and cancellation

- Changes and cancellations to reservations are accepted up to two hours prior to flight time. Depending on the fare class booked, fees, applicable taxes and surcharges may apply for each guest cancelling. Please contact the Group Sales team for specific terms and conditions.

### Name changes

- WestJet does not charge for name changes up to 24 hours prior to the initial departure time. Each name change after that time may be subject to a fee.