

Westjet contact information.



Travel Agent Resource Site – westjettravelagents.com

The travel agent resource site is home to many self-serve resources such as:

- Current COVID -19 policies and detailed guides on topics including:
 - Rebooking tickets
 - Ticket validity
 - Deposits
 - Insurance claims
 - Refunds
 - Travel credits
- Process documents and how-to guides
- WestJet and WestJet Vacations news
- Current promotions
- Marketing materials



Travel Support Team

1-877-664-3205

Hours of operation:

WestJet Air-only

Monday to Friday, 6 a.m. – 7 p.m. MT

WestJet Vacations

Monday to Friday, 6 a.m. – 10 p.m. MT

Saturday to Sunday, 6 a.m. – 6 p.m. MT

After-hours calls will be directed to WestJet Contact Centre.



WestJet Groups

Hours of operation:

Monday to Friday 7:30 a.m. – 5 p.m. MT

Closed: Saturday, Sunday and all holidays

WestJet Groups and WestJet Vacations Groups bookings

1-844-213-5230 | groups@westjet.com

Sports, Schools or Associations

1-844-213-5238 | groupsports@westjet.com

Incentives

1-844-213-5239 | groupincentives@westjet.com



Travel Agency Accounting

WestJet Air

tapaymentservices@westjet.com

WestJet Vacations

wjvtapaymentservices@westjetvacations.com



System Sign-on and Password Assistance

WestJet Air

For sign-on and password assistance:

travelagencyweb@westjet.com

WestJet Vacations

For sign-on and password assistance:

sales@westjetvacations.com

Please be sure to include your agency name and IATA/TIDS.



Post-travel Feedback

You or your clients can submit post-travel feedback by visiting westjet.com and clicking the “[Contact us](#)” link found at the bottom of the page. Please fill out all required fields.