



Specialty Sales Team
 5055 - 11th Street N.E.
 Calgary AB T2E 8N4

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
- Attendees should complete and submit their booking request forms by fax to 1-800-582-7072 or email to conventions@westjet.com.

Payment

- Full payment is at the time of booking. Fares are non-refundable.
- WestJet accepts Visa, MasterCard, American Express, and Diners Club / Enroute.
- 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 \$40.00 (+ GST) fee.
- Itinerary changes are subject to a \$40.00 (+ 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 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.



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CONFERENCE
2009 Land Summit
QC # 5770

For Travel May 17-25,2009 to/from Vancouver only

Requested by: _____ Date: _____

Confirmation to be sent by: Fax: _____

or Email: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Guest Name(s): _____

Home Phone #: _____ Alternate Phone #: _____

Flight Times

Please refer to our current schedule or visit our website at www.westjet.com

Destination:

From: _____ **To:** _____

Outbound date: _____ Flight #: _____

Connecting Flight#: _____

Return date: _____ Flight #: _____

Connecting Flight #: _____

Credit Card # : _____ **Expiry Date:** _____

Name of cardholder: _____

Fax Completed Information To: 1-800-582-7072 or call our Specialty Sales Department at 1 888 493 7853

WestJet Specialty Sales Team
Telephone: 1-888-493-7853
Fax: 1-800-582-7072
Monday to Friday 6:00am to 7:00pm (Mountain Time)
Saturday & Sunday 8:00am to 4:30pm (Mountain Time)