

## **Ticket Handling Guideline for WS Operating Flight with Cancellation status (UN)**

Dear Travel Partners,

Following ticket handling guidelines **effective immediately** due to Westjet flight or CI/WS codeshare flight cancellation for your kind reference.

<b>Eligibility</b>	<b>Interline (Westjet) flight number cancellation/Planned schedule change</b>
<b>Ticket Stock</b>	297 ticket stock
<b>Due Date</b>	<b>Must be submitted/processed refund/reissue on/before <u>22 May 2023</u>.</b>
<b>Change when existing booking with regular WS flight</b>	Within ticket validity, the new rebooked travel itinerary according to voluntary rerouting/rebooking procedures (subject to flight availability and fare rule), (a) <b>One-time</b> Reissue charge can be waived; <b>Please annotate <a href="#">YVRSS5221410</a> in the Endorsement box.</b> (b) <b>Any fare/tax differences</b> incurred by re-booking on different Booking class/ <b>Other Interline carrier</b> /Itinerary <b>need to be paid by passengers</b>
<b>Refund</b>	<ul style="list-style-type: none"><li>- Unused whole ticket: Refund fee can be waived; <b>YR is non-refundable</b></li><li>- Partially used ticket: Refund fee can be waived; refund handle as the <b>voluntary process</b></li></ul> <b>Please annotate <a href="#">YVRSS5221410</a> in the waiver code box.</b>
<b>Remark</b>	<ul style="list-style-type: none"><li>- Once the interline carrier is changed, please be reminded that eligible checked baggage will need to adhere to the checked baggage allowance of the 1<sup>st</sup> domestic carrier</li><li>- <b>Any failure to comply with subject waiver terms and rules will result in Agent Debit Memo plus administration fee</b></li></ul>

<b>Eligibility</b>	<b>CI/WS codeshare flight cancellation/Planned schedule change</b>
<b>Ticket Stock</b>	297 ticket stock
<b>Due Date</b>	<b>Must be submitted/processed refund/reissue on/before <u>22 May 2023</u>.</b>
<b>Change when existing booking with CI/WS codeshare flight</b>	<p>Within ticket validity, the new rebooked travel itinerary according to voluntary rerouting/rebooking procedures (subject to flight availability and fare rule),</p> <p>(a) <b>One-time</b> Reissue charge can be waived; <b>Please annotate IROP157 in the Endorsement box.</b></p> <p>(b) <b>Any fare/tax differences</b> incurred by re-booking on different Booking class/Other Interline carrier/Itinerary <b>can be waived with following terms/conditions:</b></p> <ul style="list-style-type: none"> <li>• <b>CI transpacific carrier/booking class/routine remain the same</b></li> <li>• <b>Applicable CI+ WS codeshare booking class: refer to the original booking class</b> (Always select the lowest seat available booking class in accordance with CI's booking class hierarchy; Exceeded CI transpacific booking class is prohibited)</li> <li>• <b>WS booking class:</b> <ul style="list-style-type: none"> <li>- <b>CI Transpacific sector with Premium Economy/Economy class: booking class K/T/X/S/N/Q for WS regular flight</b></li> <li>- <b>CI Transpacific sector with Premium Business class: booking class Y/W for WS regular flight</b></li> </ul> </li> <li>• <b>AC booking class: S/W class for CI Transpacific sector with Economy class</b></li> </ul>
<b>Refund</b>	<ul style="list-style-type: none"> <li>- Unused whole ticket: Refund fee can be waived; <b>YR is refundable</b></li> <li>- Partially used ticket: Refund fee can be waived; refund handle as the <b>involuntary process</b></li> </ul> <p><b>Please annotate IROP157 in the waiver code box.</b></p>
<b>Remark</b>	<ul style="list-style-type: none"> <li>- Once the interline carrier is changed, please be reminded that eligible checked baggage will need to adhere to the checked baggage allowance of the 1<sup>st</sup> domestic carrier</li> <li>- <b>Any failure to comply with subject waiver terms and rules will result in Agent Debit Memo plus administration fee</b></li> </ul>