



Dear travel partner,

On March 16, Prime Minister Trudeau made an explicit declaration to all Canadians abroad that it is time to come home. Based on this statement and the recommendations to Canadians to control the spread of the coronavirus COVID-19, we have made impactful decisions related to our operations.

On Sunday, March 22 at 11:59 p.m. MDT, we will suspend scheduled commercial operations for all international and transborder flights for a 30 day period. To be clear, this means our final commercially scheduled flights from international and transborder destinations will depart on Sunday night by 11:59 p.m. local time; after that, we will be operating rescue and repatriation flights with our partners. Effective immediately, international and transborder flights are no longer available for sale during this 30 day period.

There may be flights available for your clients to return to Canada prior to 11:59 p.m. local time on Sunday March 22. If your clients are unable to secure a flight back to Canada on WestJet, please have them contact the Canadian Government via travel.gc.ca to register for possible repatriation.

Starting Wednesday, March 18 at 11:59 p.m. MDT to Sunday, March 22 at 11:59 p.m. MDT, WestJet will suspend all ticket sales for travel departing from Canada to international and transborder destinations, so we are no longer sending Canadians out of the country and can instead focus on bringing them home.

To assist Canadians in returning home on short notice, we are in the process of lowering prices on our remaining seats into Canada in all cabins.

In addition, we will also reduce our domestic schedule by approximately 50 per cent. At this point, all network changes are in place for the next 30 days.

WestJetters are known for our level of care and this situation is no different. While this is a difficult time, we now have the responsibility as a Canadian airline to bring our citizens home.

We understand that you may have questions about this announcement. **We will share more information on our network changes and cancellation process as soon as possible.**