

WestJet statement to Go Public

On December 26, 2022, the Gurney's departing flight travelling between Victoria and Calgary was delayed by 71 minutes. The delay was within WestJet's control but required for safety reasons. Unfortunately, this caused the Gurney's to miss their connecting flight to San Diego.

In accordance with the requirements of Canada's Air Passenger Protection Regulations (APPR), when there is a flight disruption that is within the carrier's control but required for safety, the airline must first endeavour to provide alternate travel arrangements on the original carrier or a commercial partner of the original carrier within 9 hours of the original departure. Unfortunately WestJet was unable to do so in this instance. When that is the case, the APPR then requires carriers to provide either (i) alternate travel arrangements on the original carrier, a commercial partner of the carrier, or any other airline within 48 hours of the original departure, or (ii) a refund of the disrupted flights if that is the passenger's preference. In this case WestJet did provide new flights within the required 48 hours period and thereby met the first requirement. Despite that the alternate flights provided met the requirements of the APPR, the Gurney's determined that the new flights did not meet their needs, and thereupon WestJet further complied with the second requirement by promptly providing the Gurney's a refund of their original flights when they expressed such was their preference. In short, WestJet's actions throughout were in compliance with the applicable requirements of the APPR.

With respect to the events that followed, WestJet does not comment on matters before the courts.