***West Jet Bereavement Fares***

WestJet offers bereavement fares to those who are experiencing an imminent death or have had a death in their family\*

These fares:

* may only be booked by calling 1-888-937-8538 (1-888-WESTJET)
* require some additional general information at the time of booking. We may call you if we need to know a little more
* are available on our Econo, Flex and Plus Lowest fares
* do not include travel on our partner airlines
* require that travel be completed within a 14 day period
* offer maximum flexibility with no fees. We encourage you to look for a lower price on our website before booking a bereavement fare, but please note that these fares would be subject to a change fee, if applicable.

\*For the purposes of bereavement travel, family includes:

* Aunt/uncle
* Brother/sister (including common law, in-law, step)
* Child (including common law, in-law, step)
* Executor
* Grandchild (including great-grandchildren)
* Grandparent (including great-grandparents)
* Legal guardian and spouse of legal guardian
* Nephew/niece
* Parent (including common law, in-law, step)
* Spouse (including common law, same sex)

Civic funeral fares

WestJet offers discount fares to guests travelling to a funeral for firefighters, police officers, military personnel and emergency services personnel who have died in the line of duty.

These fares:

* may only be booked by calling 1-888-937-8538 (1-888-WESTJET)
* require some additional general information at the time of booking. We may call you if we need to know a little more
* are available on our Econo, Flex and Plus Lowest fares
* do not include travel on our partner airlines
* require that travel be completed within a 14 day period
* offer maximum flexibility with no fees. We encourage you to look for a lower price on our website before booking a bereavement fare, but please note that these fares would be subject to a change fee, if applicable.

***Air Canada Bereavement Fares***

Air Canada offers reduced bereavement fares if you need to travel because of an imminent death or a death in your immediate family.

## About our Bereavement Policy

**Our bereavement policy applies to:**

* [Immediate family members](https://www.aircanada.com/ca/en/aco/home/plan/special-assistance/bereavement-fares.html#Immediate_Family)
* Any flight marketed and operated by Air Canada, Air Canada Rouge or Air Canada Express
* Any Economy Class fare, except for our North America Basic fare
* Bereavement travel that occurs within 10 days of booking and that does not exceed 60 days

**Our bereavement policy does not apply to** [codeshare flights](https://www.aircanada.com/ca/en/aco/home/book/routes-and-partners/star-alliance-and-other-airline-partners.html) or flights operated by another airline

## How to Obtain Bereavement Fares

If you [contact us by phone](https://www.aircanada.com/ca/en/aco/home/fly/customer-support/contact-us.html) to request a bereavement fare, we’ll ask you to provide the following information:

* the name of the family member
* the relationship of dying or deceased to the customer
* the name of the hospital or residence, as well as the attending physician’s name, address and phone number, or
* the name, address and phone number of the memorial or funeral home, along with the date of the memorial or funeral.

If you’re purchasing your ticket at an Air Canada airport ticket counter, we’ll ask you for:

* a copy of the death certificate or
* a letter from the attending physician or hospital defining the imminent death of your family member.

**If you have already travelled** and would like to obtain a refund, we ask that you submit your request within 90 days of the date when your ticket was issued. To do so, kindly complete our [Ticket Refund Application formOpens in New WindowExternal site which may not meet accessibility guidelines.](https://refundservices.business.conduent.com/aircanada/refunds/create).

When you do, please attach one of the following:

* a copy of the death certificate,
* a Statement of Death issued by the coroner or the funeral director
* a letter from the attending physician or hospital (original or copy)
* a Registration of Death issued by a provincial government

You may also submit your refund request by writing to:

Air Canada, Refund Services
P.O. Box 6475,
Winnipeg, Manitoba, R3C 3V2
Canada

## Who is Considered Immediate Family

For the purposes of bereavement travel, immediate family includes:

**Spouse**(includes common law, same sex partners and ex-spouse),
**Child**(includes / step / grand / great grand),
**Parent**(includes step / grand / great grand / in-law / common law in-law),
**Son or daughter**(includes step / in-law / common law in-law),
**Brother, sister**(includes step / half / in-law / common law in-law),
**Legal guardian and spouse of legal guardian**(with proof of judgement)

All above **include**in-laws of a same sex partner.

***Porter Bereavement Fares***

Porter does not offer bereavement fares.