



# *NEWSFLASH!*

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## **WESTJET ISSUES WITH WEB AND SABRE BOOKING TOOLS**

On October 16, 2009 WestJet implemented a new reservation system. This new system requires that all bookings have a Pay-per-seat Purchase Option that at this time **is not working consistently with Sabre and is not compatible with Online Booking Tools at this time**. The projected date for the resolution of this problem is unknown.

Until this problem has been corrected, **we cannot guarantee that all WestJet bookings will have seats assigned where requested, and these reservations cannot be completed through the Travel Resources Online Booking Tool** you may have been using. The tool will still provide all flight schedules and pricing options available but will NOT allow you to complete the reservation.

### **WHAT TRAVEL RESOURCES IS DOING AS AN INTERIM MEASURE:**

- All bookings for WestJet should be called into our Reservations Team. They will process the booking for you and advise if there is an issue with seats.
- If you are an Online Booking Tool user, the fee will be the same as the Online Booking Fee.
- If the call is after hours our Emergency assistance centre will process the booking for you.

WestJet thanks you for your understanding during this transition. Travel Resources is working together with WestJet to have this issue resolved for you as quickly as possible. We apologize for the inconvenience.

Should you have any questions or concerns, do not hesitate to contact Selina Johnston directly at:

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