



Travelling with WestJet? Here's What You Need to Know

On August 3, 2026, WestJet and the Canadian Union of Public Employees (CUPE), representing WestJet cabin crew members, reached a tentative agreement, bringing the labour disruption to an end. WestJet has begun a gradual resumption of operations. However, a full return to the regular flight schedule will take several days, and some flights may continue to be affected while the airline repositions aircraft and crew.

Voyages Bergeron is closely monitoring the situation and supporting its clients to help them determine the best option based on their reservation.

In brief

Does your reservation include a WestJet flight between July 30 and August 6, 2026?

Depending on your reservation, you may be eligible for one of the following options:

- Modify your trip without a change fee (a fare difference may apply).
- Cancel your reservation and receive a full refund in the form of a future travel credit.
- Keep your reservation if you still wish to travel. WestJet is gradually resuming operations and may continue to re-accommodate affected travellers on the next available flight, including with other airlines when possible.

If your flight is cancelled, please monitor your emails closely. The applicable travel providers will communicate directly with affected travellers regarding the available options.

Who is affected?

These measures apply to travellers who booked a package through Vacances Sunwing or Vacances WestJet Québec that includes a WestJet flight departing from or arriving in Canada between July 30 and August 6, 2026.

Available options

1. Modify your reservation

Eligible travellers may make a one-time change to their reservation without a change fee.

Requests must be made no later than four hours before the scheduled departure time.

Depending on the new package selected:

- If the new package price is higher, the fare difference must be paid;
- If the new package price is lower, the difference will generally be issued as a future travel credit, in accordance with the tour operator's conditions.

Eligible travellers may also cancel their reservation without cancellation fees.

2. Cancel your reservation

Cancellation requests must be made no later than four hours before the scheduled departure time.

Travellers will receive a full refund in the form of a future travel credit, which can be used toward a future booking in accordance with the tour operator's conditions.

3. Travelling as planned

If you wish to keep your reservation, no action is required at this time.

WestJet is gradually resuming operations. However, some flights may still be modified or cancelled while the airline restores its full schedule.

If your flight is affected, WestJet will continue working to re-accommodate travellers on the next available flight, including with other airlines when possible.

If you no longer wish to travel, please contact your Voyages Bergeron travel advisor to review the options available to you.

Is your departure scheduled by August 6?

Although the labour disruption has ended, the return to normal operations will take place gradually over the coming days.

If your departure is scheduled by August 6, 2026, we recommend that you:

- Check your flight status on your departure airport's website before leaving for the airport;
- Monitor your emails and text messages for any updates regarding your reservation;
- If your departure is within the next 24 hours and you have not received any communication regarding your reservation, contact your Voyages Bergeron travel advisor. Our team will review your file and inform you of the available options.

Already at your destination?

Travellers whose return flight is scheduled between July 30 and August 6, 2026 may also be eligible for certain flexibility measures.

Depending on availability, options may include:

- Moving your return flight earlier once, without a change fee or fare difference;
- Extending your stay without additional charges for the air portion of the package (additional accommodation costs remain the traveller's responsibility);
- Requesting a refund for unused hotel nights in the event of an eligible early return.

If your return flight is affected, or if you have not received any communication within 24 hours before your departure, please contact your destination representative, supported by NexusTours, at 1-855-706-3987. They will assist you and provide information regarding the options available based on your situation.

Voyages Bergeron is here for you

Our team remains in communication with the travel providers involved and is closely monitoring the situation to quickly share any new information with our clients.

We continue to follow affected files and work with our partners to support travellers throughout the gradual resumption of operations.

If your reservation is affected, we will assist you through the process and explain the options available based on your specific situation.

Last updated: August 3, 2026 at 9:45 a.m.