

# Business Traveller FAQs

## WestJet BIZ Program

1. How do I sign up for a Business Traveller profile?
  - a. [Click here](#) to request the CEA Administrator to send you an invite. After **receiving the invite, you can create a new profile while accepting the "Invite" or select "Use Existing Profile" and enter your 9-digit ID(or unique email) and password to join the BIZ program.**
  
2. I've received a 9-digit WestJet ID, what do I do with this?
  - a. **When you accept the email "Invite" from your BIZ CEA Administrator, you can select "Use Existing Profile" and enter your 9-digit ID(or unique email) and password to join the BIZ program.**
  
3. How do I link my existing 9-digit WestJet Rewards number to my company?
  - a. **Request an "Invite" from your BIZ Administrator and choose "Use Existing Profile" when accepting "Invite".** There is an option to reset password as well, please be sure to "logout" from [WestJet.com](http://WestJet.com) if you reset your password and "Accept" the email invitation again.
  
4. How do I start booking?
  - a. Once you have updated your contact information when accepting your "Invite", you can begin booking through <http://WestJetBIZ.WestJet.com> by clicking "Book travel" in the menu.
  
5. I need to change my personal information in my profile, how do I do this?
  - a. You can login and edit your information on the BIZ site or alternately go to [WestJet.com](http://WestJet.com) and login using the same credentials, and edit any necessary information.
  
6. How do I refund or exchange my ticket?
  - a. You can log into the BIZ webpage and change or cancel most bookings. If your BIZ booking is not eligible for online changes, you will be prompted to contact the Travel Support Team at 1(877)664-3205. Have your WestJet ID, company number (C113186), and 6 letter Booking Record Locator Number on hand.