



FLY WITH WESTJET CARGO'S **CAMPUS'AIR!**

Are you a student or work at a university?

Do you need to move your personal belongings before the new term?

Here is **ALL you need to know** about shipping with us!



WHAT IS CAMPUS'AIR?

The Campus'Air initiative is part of WestJet Cargo's ongoing commitment to investing in our communities and providing affordable air cargo options to students and staff. Students and employees of participating Canadian universities receive a 50% discount on our published freight rates applicable to domestic shipments of personal effects. Standard booking fees will still apply. Discounts cannot be combined with other existing offers.



WHO IS ELIGIBLE FOR CAMPUS'AIR?

All current students and employees of participating universities qualify. Your student or staff email must be active and able to send and receive emails, which is needed to verify your status. Note that the student or staff member must be either the sending or receiving party and present valid ID at the warehouse.



HOW CAN I OBTAIN A QUOTE AND BOOK MY SHIPMENT?

The easiest way to obtain a shipping quote for Campus'Air is to call or email the WestJet Cargo contact center at 1-866-952-2746 or westjet@support.westjetcargo.com. To proceed with a booking after receiving a quote, you must validate your student email. This can be achieved by sending us a completed form from your student email. You can access this form on our website or have the customer service team send it to you directly.



WHAT TYPES OF SHIPMENTS ARE ALLOWED FOR CAMPUS'AIR?

Shipments are limited to personal effects sent domestically. All cargo is screened for safety and compliance at our warehouse locations upon drop off.

EXAMPLES OF ACCEPTABLE ITEMS ARE:

- Clothing
- Household items
- Pedal bikes
- Books
- Most electronics, on the condition that batteries are removed
- Sports Equipment
- Other similar personal effects

EXAMPLES OF INELIGIBLE ITEMS ARE:

- Laptops or other devices with permanent batteries
- Retail goods or any items intended for sale or commercial use
- Food or other perishable items
- Live animals
- Construction materials or other bulk items in large quantities
- High value items such as jewelry, precious metals, passports, etc.



HOW LONG DOES IT TAKE FOR MY SHIPMENT TO ARRIVE?

Most shipments will arrive in under 24 hours, subject to flight availability and connecting options. Expected time of arrival will be provided at the time of booking.

WHAT ARE THE PACKAGING REQUIREMENTS FOR SHIPPING WITH WESTJET CARGO?

All items should be packed in sturdy boxes and soft packing materials such as bubble wrap or clothing to protect fragile items. Plastic bags or damaged boxes are not acceptable 'containers' for air transport. Label each box clearly with the airway bill number (provided at booking), origin and destination city, number of pieces (i.e. Box 4/14). For more guidelines on shipment packaging, ask one of our customer service agents. Top tip – To pack shipments in the most cost-effective manner we recommend packing your boxes densely to maximize cost-value. Try to avoid half-filled boxes and minimize the size of oddly shaped objects.



ARE THERE ANY ITEMS THAT ARE FORBIDDEN FOR SHIPMENT WITH WESTJET CARGO?

Yes, there are certain items that are prohibited from shipping on an aircraft. Some examples of these are:

- Bear spray
- Lighter fluid
- Adhesives and sealants
- Mace and pepper spray
- Fireworks or firecrackers

FULL LIST AVAILABLE ON

<https://www.westjet.com/en-ca/baggage#restricted-items>



CAN I SEND MY PERSONAL EFFECTS OUTSIDE OF CANADA?

While WestJet Cargo regularly sends cargo internationally, Campus'Air does not currently apply to international shipments. The reason is that we require international shipments to be facilitated by a freight forwarder, who prepares the customs documentation and other paperwork. We may open this up in the future.



WHAT SHOULD I DO IF MY SHIPMENT IS DELAYED OR LOST?

If your shipment is delayed or lost, please contact WestJet Cargo customer service immediately, providing your airway bill number and any relevant details. Our team will investigate and resolve the issue as quickly as possible.



DOES WESTJET CARGO OFFER INSURANCE FOR MY BELONGINGS?

While WestJet Cargo does not offer insurance to protect the value of your belongings, you may be entitled to claim amounts governed by the Montreal Convention for lost or damaged cargo.



WHAT SHOULD I DO IF I NEED HELP WITH MY SHIPMENT?

If you need assistance with your shipment, please contact the WestJet Cargo contact center at 1-866-952-2746 or westjet@support.westjetcargo.com. You can also visit our website for more shipping information westjetcargo.com.

INTERESTED ?

Contact the WestJet Cargo contact center at **1-866-952-2746** or westjet@support.westjetcargo.com.