

1-844-238-2070 American Airlines

Rochester Office

Traveling with **American Airlines** through Rochester, NY? Knowing the right contact information and services available at the **Rochester Office** can save you time and make your travel experience smooth. From **baggage allowance** to **refund status checks** and **customer care**, this guide covers everything you need. We'll also include info about **Qatar Airways services in New York City** and **Qatar Airways headquarters**, useful for travelers seeking international connections.



American Airlines Rochester Office – Address & Contact

Address:

American Airlines Rochester Office
1000 Elmwood Avenue, Rochester, NY 14620

Phone Number:



1-844-238-2070 (Toll-Free Contact)

You can also reach American Airlines general reservations at **1-833-694-0311**.

Working Hours:



Monday to Friday – **7:00 AM to 7:00 PM**

Saturday – **8:00 AM to 4:00 PM**

Sunday – Closed (confirm before visiting)

Services Provided at Rochester Office:

- Flight bookings, changes, and cancellations
- Baggage inquiries and assistance


- Refund processing and status checks
 - Customer complaints, comments, and special assistance
-



American Airlines Baggage Allowance

Understanding baggage rules is essential for a hassle-free flight.

- **Carry-On Baggage:**
Each passenger can bring **1 carry-on bag** plus **1 personal item** free of charge.
- **Checked Baggage:**
 - Economy Class: Fees typically start at **\$30-\$35** for the first checked bag.
 - Premium cabins (First Class, Business) and elite AAdvantage members may receive **free checked bags** depending on fare and status.
- **Oversized or Special Items:**
Sports equipment, musical instruments, and other special baggage may incur additional charges.

 **Pro Tip:** Always confirm your baggage allowance based on your ticket type before traveling to avoid extra fees.



American Airlines Refund Status Check

If you've canceled or changed a flight, checking your **refund status** is easy.

- Refunds for credit card purchases typically take **7 business days** after approval.
- Refunds for cash or check payments may take up to **20 business days**.

For assistance, call **1-844-238-2070** or the main customer service line at **1-833-694-0311**.



American Airlines Customer Care – Complaints & Comments

American Airlines offers dedicated customer support for complaints, feedback, or travel issues:

- **Rochester Office Contact:** 1-844-238-2070
 - **General Customer Care:** 1-833-694-0311
 - **Services Handled:**
 - ✓ Flight cancellations or delays
 - ✓ Lost or delayed baggage
 - ✓ Refund disputes
 - ✓ Special assistance requests
-



Frequently Asked Questions (FAQs)

1. What are the office hours for the Rochester American Airlines office?

Monday to Friday 7:00 AM – 7:00 PM, Saturday 8:00 AM – 4:00 PM, Sunday Closed.

2. How many bags can I bring for free?

Carry-on allowance includes 1 bag and 1 personal item; checked baggage may incur fees depending on ticket class and status.

3. How can I check my refund status?

Call 1-844-238-2070 or 1-833-694-0311, or use the refund option when you canceled your ticket.

4. Can I file complaints or comments at the Rochester office?

Yes, the Rochester office handles complaints and customer comments directly.

5. Are oversized bags allowed?

Yes, but additional fees apply. Confirm with the office before traveling.



Services at the New York City Office of Qatar Airways

Travelers connecting internationally may need Qatar Airways services. The **New York City office** offers:

- Flight bookings and ticket changes
- Special assistance and baggage inquiries
- Loyalty program support

Contact: +1-833-694-0311 (Qatar Airways USA Helpline)



Qatar Airways Headquarters Details

Qatar Airways' global operations are managed from their **Doha headquarters**:

Address: Qatar Airways Tower 1, Airport Road, Doha, Qatar

Phone: +1-833-694-0311

The airline flies to over 170 destinations worldwide and provides centralized customer service, administration, and operational support.



Final Thoughts

For travelers flying through Rochester, NY, the **American Airlines Rochester Office** is your hub for resolving flight issues, checking baggage allowances, or tracking refunds. For international flights, **Qatar Airways New York Office** and its **Doha headquarters** provide additional support for premium travel.

Calling **1-844-238-2070** before visiting the office can save time and ensure all your travel concerns are addressed efficiently.