

# 1-844-238-2070 Royal Jordanian Hamburg Office

If you're flying with **Royal Jordanian** from Hamburg, Germany, knowing the office details, baggage rules, refund procedures, and customer support options can save time and avoid stress. This guide provides all essential information for passengers looking to visit or contact the **Royal Jordanian Hamburg Office**.

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## Royal Jordanian Hamburg Office – Address & Contact Information

### **Address:**

Royal Jordanian Hamburg Office  
Ballindamm 36, 20095 Hamburg, Germany

### **Phone Number:**

 **1-844-238-2070** (Toll-Free Support)

You can also contact the main Royal Jordanian customer care number: **+1-833-694-0311**

### **Working Hours:**

 Monday – Friday: **9:00 AM – 5:00 PM**

Saturday & Sunday: Closed

### **Services Provided at the Hamburg Office:**

- Flight ticket booking, changes, and cancellations
  - Baggage enquiries and assistance with special items
  - Refund status checks
  - Customer care for complaints, suggestions, or service issues
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## Royal Jordanian Baggage Allowance

Understanding your baggage allowance is crucial for smooth travel with Royal Jordanian.

- **Carry-On Allowance:**  
Passengers are allowed **1 carry-on bag** and **1 personal item** (like a laptop bag or handbag) free of charge.
- **Checked Baggage:**
  - Fees vary by route and fare class. Generally, the first checked bag is **up to 23 kg**, and the second checked bag may incur additional fees.
  - Premium cabin passengers and elite AAdvantage members often receive free checked baggage.
- **Special Items:**  
Sports equipment, musical instruments, or oversized luggage require special handling and may incur extra charges.

 **Tip:** Always verify your fare rules before traveling, as baggage policies can vary by flight type and destination.

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## **Royal Jordanian Refund Status Check**

Passengers who cancel flights or request refunds can check the **refund status** via customer service.

### **Processing Time:**

- Credit card refunds: Typically within 7–10 business days after approval.
- Other payment methods may take longer depending on the bank or method used.

For assistance with refunds, contact **1-844-238-2070** or the local German office number **+1-833-694-0311**.

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## **Royal Jordanian Customer Care for Complaints/Comments**

Royal Jordanian prioritizes customer feedback. For complaints, comments, or service inquiries, the customer care team is ready to assist.

#### Contact Details:

- **Toll-Free (US & International):** 1-844-238-2070
  - **Hamburg Office:** +1-833-694-0311
  - **Services Offered:**
    - ✓ Flight delays or cancellations
    - ✓ Lost or delayed baggage
    - ✓ Refund or compensation queries
    - ✓ Special assistance requests
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## Frequently Asked Questions (FAQs)

### 1. What are the Royal Jordanian Hamburg office hours?

The office operates Monday to Friday from **9:00 AM to 5:00 PM**. It is closed on weekends.

### 2. How many bags can I take for free on Royal Jordanian?

Carry-on: 1 bag + 1 personal item. Checked baggage fees depend on fare type, cabin class, and route.

### 3. How can I check my refund status?

Call **1-844-238-2070** or the Hamburg office at **+1-833-694-0311** to get updates on refund processing.

### 4. Can I contact Royal Jordanian for complaints or suggestions?

Yes, contact the customer care team via the toll-free number or the local Hamburg office.

### 5. Does Royal Jordanian allow oversized or special baggage?

Yes, but fees apply. Make sure to declare special items in advance.

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## Other Services and Airline Headquarters Information

While this article focuses on Royal Jordanian, passengers sometimes also inquire about other airlines like **Qatar Airways**. In general:

- **Qatar Airways Services in Hamburg** may include flight bookings, ticket changes, and customer assistance for international flights.
  - **Qatar Airways Headquarters:** Qatar Airways is headquartered in **Doha, Qatar** at Qatar Airways Tower 1, Airport Road.
    - Phone: +1-833-694-0311
    - They provide global support for bookings, baggage inquiries, and loyalty programs.
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## **Final Thoughts**

For travelers flying with **Royal Jordanian from Hamburg**, the local office is your first point of contact for baggage issues, ticket changes, refunds, and customer support. Keep the phone number **1-844-238-2070** handy for quick assistance.

For international travelers or premium services, airlines like **Qatar Airways** also have offices and headquarters to provide additional support. Being informed before your journey ensures a smoother and stress-free experience.