

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

If you are flying with **Royal Jordanian** in or through **Helsinki**, knowing the right contact details and services can save time and make your travel stress-free. From baggage allowance to refund status checks and customer complaints, the **Royal Jordanian Helsinki Office** is your primary resource for assistance.

In this guide, we'll cover office details, working hours, **Royal Jordanian baggage allowance**, **refund status**, **customer care**, and additional information about international services.

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## Royal Jordanian Helsinki Office – Address & Contact Information

### Address:

Royal Jordanian Office  
Aleksanterinkatu 15, 00100 Helsinki, Finland

### Phone Number:

 **1-844-238-2070** (for direct inquiries and customer service)  
Alternative customer support: +1-833-694-0311

### Working Hours:

 **Monday to Friday – 9:00 AM to 5:00 PM**  
Some airport counters may have extended hours depending on flight schedules.

### Services Provided at the Helsinki Office:

- Flight booking, ticket changes, and cancellations
- Assistance with **baggage allowances** and special luggage
- **Refund status checks** for canceled or delayed flights
- Customer care and complaints handling
- Travel information and loyalty program support



## Royal Jordanian Baggage Allowance

### Carry-On Allowance:

- One standard carry-on bag plus one personal item (laptop bag, handbag, or briefcase) per passenger.

### Checked Baggage:

- Domestic flights: Fees typically start at €25–€35 for the first bag, and €35–€45 for the second, depending on fare class.
- International flights: Checked bag allowance may vary based on destination and cabin class.
- Premium cabins and elite frequent flyers enjoy **additional free checked bags**.

### Special Baggage:

- Oversized or fragile items such as sports equipment and musical instruments are subject to additional fees.

**Pro Tip:** Always check your ticket type to confirm baggage rules, as they may differ depending on route, class, or loyalty status.



## Royal Jordanian Refund Status Check

If you've canceled or changed your flight, you can check your refund status directly:

### Processing Time:

- Credit card payments: Usually refunded within 7 business days after processing.
- Cash or other forms: May take up to 20 calendar days.

For assistance, call **1-844-238-2070** to get updates on your refund request.

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

Royal Jordanian provides dedicated support for complaints, comments, and travel issues:

### **Customer Care Numbers:**

- **1-844-238-2070** for general inquiries and complaints
- +1-833-694-0311 for Finnish office support

### **Common Issues Handled:**

- Flight delays and cancellations
- Lost or delayed baggage
- Refund or ticket disputes
- Special assistance requests

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## **Frequently Asked Questions (FAQs)**

### **1. What are the Helsinki office working hours?**

Monday to Friday – 9:00 AM to 5:00 PM. Airport counters may have extended hours depending on flight schedules.

### **2. How many carry-on and checked bags are allowed?**

Passengers may bring one carry-on and one personal item. Checked bag allowance depends on fare type, route, and loyalty status.

### **3. How do I check my refund status?**

Call **1-844-238-2070** or contact the Helsinki office directly to inquire about refunds.

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

Yes, the Helsinki office handles complaints, comments, and special assistance requests via phone or in person.

## 5. Are there fees for oversized or special baggage?

Yes, special items like sports equipment, musical instruments, or oversized luggage may incur additional charges.

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## International Services & Headquarters Information

For international travel or premium services, Royal Jordanian's **headquarters in Fort Worth, Texas, USA** manages global operations.

### **Headquarters Address:**

Royal Jordanian Headquarters  
1 Skyview Drive, Fort Worth, TX 76155, USA

**Phone Number:** +1-833-694-0311

### **Services Managed from Headquarters:**

- Global flight management and scheduling
  - Customer service escalation
  - Loyalty program (AAdvantage) support
  - International ticketing and baggage policy management
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## Final Thoughts

The **Royal Jordanian Helsinki Office** is your primary point of contact in Finland for ticketing, baggage, refunds, and customer care. Always call **1-844-238-2070** before visiting to confirm office hours and services.

For international flights or complex travel issues, the **headquarters in the USA** provides additional support, ensuring passengers enjoy a smooth experience worldwide.