

1-844-238-2070 Royal Jordanian Ho Chi Minh City Office

For travelers flying with **Royal Jordanian** in Vietnam, having the correct contact information and office details in **Ho Chi Minh City** can make managing bookings, baggage, refunds, and complaints much easier.

In this guide, we cover the **office address**, phone number, working hours, **Royal Jordanian baggage allowance**, **refund status check**, **customer care for complaints/comments**, and FAQs to help you plan your trip smoothly.



Royal Jordanian Ho Chi Minh City Office – Address & Contact Information

Address:

Royal Jordanian Ho Chi Minh City Office
2nd Floor, Saigon Trade Center
37 Ton Duc Thang Street, District 1, Ho Chi Minh City, Vietnam

Phone Number:

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

You can also reach Royal Jordanian main reservations and customer service via their international helpline.

Working Hours:

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

Saturday – **9:00 AM to 12:00 PM**

Closed on Sundays and public holidays

Services Provided at the Ho Chi Minh City Office:

- Flight ticketing, cancellations, and changes
- Baggage inquiries and special baggage handling
- Refund requests and status updates

- Customer care support for complaints and comments
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Royal Jordanian Baggage Allowance

Carry-On Allowance:

Passengers are allowed **1 carry-on bag** and **1 personal item** (laptop bag, purse, or backpack) free of charge.

Checked Baggage:

- Standard Economy fares generally include **1 free checked bag** depending on route. Additional checked bags have fees.
- Business or First Class and AAdvantage elite members enjoy extra free baggage allowance.

Tips:

- Check the specific fare and route details before traveling.
 - Oversized or overweight bags may incur additional fees.
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Royal Jordanian Refund Status Check

If you've canceled or changed your flight, you can check your **refund status** by contacting the Ho Chi Minh City office or via the Royal Jordanian customer service.

Processing Time:

- Credit card refunds: Typically within **7-10 business days** after processing.
- Cash payments: Up to **20 business days**.

For tickets purchased through travel agencies, contact the agency for refund updates. However, any service fees paid directly to Royal Jordanian may still be refunded by the airline.

Royal Jordanian Customer Care for Complaints/Comments

Royal Jordanian ensures that customer concerns are addressed promptly.

- **Customer Care Number (Vietnam/International):** 1-844-238-2070
 - **Common Issues Handled:**
 - ✓ Flight delays or cancellations
 - ✓ Lost or delayed baggage
 - ✓ Refund or ticket issues
 - ✓ Special assistance or accessibility requests
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Frequently Asked Questions (FAQs)

1. What are the office hours of Royal Jordanian in Ho Chi Minh City?

Monday to Friday: 9:00 AM – 5:00 PM, Saturday: 9:00 AM – 12:00 PM, closed Sundays.

2. How many bags can I take on Royal Jordanian flights?

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

3. How do I check my refund status?

Contact the Ho Chi Minh City office at **1-844-238-2070** or reach customer service for updates.

4. Can I file a complaint or comment?

Yes, Royal Jordanian customer care handles complaints via phone or at the Ho Chi Minh City office during office hours.

5. What if my bag is overweight or oversized?

Extra fees apply. It's recommended to check the airline's baggage policy for specific weight limits and charges.

Final Thoughts

The **Royal Jordanian Ho Chi Minh City Office** is the key point of contact for travelers in Vietnam, whether you need assistance with tickets, baggage, refunds, or complaints.

For smooth travel experiences, keep the office phone number (**1-844-238-2070**) handy and plan your visits according to the office hours.

By knowing the baggage rules, refund process, and customer care options, your journey with **Royal Jordanian** can be much easier and stress-free.