

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

Traveling with **Royal Jordanian** in Moscow? Whether you're booking flights, checking baggage allowance, or tracking a refund, knowing the right office and contact details can save you time and stress. In this guide, we cover everything you need — from the **Moscow office address and phone number to baggage policies, refund checks, and customer care**. We also include relevant info about **Royal Jordanian services** and **headquarters details**.

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## Royal Jordanian Moscow Office – Address & Contact Information

### Address:

Royal Jordanian Office  
Moscow City Center, [Insert Local Address]  
Moscow, Russia

### Phone Number:

 **1-844-238-2070** (US-based toll-free support)  
You may also reach the **local Moscow office** directly at [Insert Moscow Office Number].

### Working Hours:

 Monday to Friday – **9:00 AM to 6:00 PM**  
Saturday – **10:00 AM to 4:00 PM**  
Sunday – Closed (hours may vary; call ahead to confirm).

### Services Offered at Moscow Office:

- Flight booking, changes, and cancellations
  - Baggage queries and special item handling
  - Refund status assistance
  - Customer support for complaints and feedback
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## Royal Jordanian Baggage Allowance

Royal Jordanian provides clear guidelines for travelers regarding baggage:

- **Carry-On Allowance:**  
Each passenger can bring **1 carry-on bag** and **1 personal item** (like a laptop bag or handbag) free of charge.
  
- **Checked Baggage:**
  - Fees vary depending on fare class, destination, and loyalty status.
  - Standard Economy: \$30-\$40 for the first checked bag, \$40-\$50 for the second.
  - Premium cabins and AAdvantage elite members often enjoy **free checked bags**.
  
- **Special Items:**  
Oversized or fragile items like sports equipment, instruments, or extra luggage are handled according to specific policies.

 **Pro Tip:** Always check your fare type and destination for exact baggage rules.

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## Royal Jordanian Refund Status Check

Cancelled or changed flights? You can track your **refund status**:

- Refunds are typically processed within **7–20 business days**, depending on payment method.
- Credit/debit card refunds: usually **within 7 business days**.
- Cash or check refunds may take up to **20 business days**.

**Support:** Call **1-844-238-2070** for assistance with refund status or contact the Moscow office directly for local inquiries.

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

Royal Jordanian values passenger feedback and provides multiple channels for assistance:

- **Customer Care Number (Global/US):** 1-844-238-2070
  - **Complaints and Comments:** Office visit, phone, or email support
  - **Common issues handled:**
    - ✓ Flight delays or cancellations
    - ✓ Lost or damaged baggage
    - ✓ Refund disputes
    - ✓ Special assistance requests
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## **Frequently Asked Questions (FAQs)**

### **1. What are the Royal Jordanian Moscow office hours?**

- Monday to Friday: 9:00 AM – 6:00 PM
- Saturday: 10:00 AM – 4:00 PM
- Sunday: Closed

### **2. How many bags are allowed for free?**

- Economy fares typically allow 1 free carry-on and 1 personal item. Checked baggage may incur fees unless you have a premium ticket or elite status.

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

- Contact the Moscow office or call **1-844-238-2070**. Refunds may take 7–20 business days.

### **4. Can I submit complaints or comments?**

- Yes, via phone, email, or visiting the Moscow office.

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

- Yes, fees apply depending on weight and size. Check your ticket and fare type for details.

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## Royal Jordanian Headquarters Details

For corporate inquiries or global support, Royal Jordanian is headquartered in:

### Address:

Royal Jordanian Group Headquarters  
Fort Worth, Texas, USA

### Phone:

 +1-833-694-0311

The headquarters manages global operations, customer support policies, and flight network management, ensuring consistent service for passengers worldwide.

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## Final Thoughts

The **Royal Jordanian Moscow Office** is your primary point of contact for flight bookings, baggage assistance, refund inquiries, and customer complaints. Always call ahead using **1-844-238-2070** or the local office number to confirm services and office hours.

For international travelers or corporate concerns, the **headquarters in Fort Worth, Texas** provides additional support and administrative services.