1-844-238-2070 Royal Jordanian Nairobi Office

For travelers flying with **Royal Jordanian** in Kenya, knowing the right contact information and services available at the **Nairobi office** can make your trip much smoother. Whether you have questions about baggage allowance, refund status, or need to reach customer care, this guide covers everything you need to know.

🏢 Royal Jordanian Nairobi Office – Address & Contact Information

Address:
Royal Jordanian Office
Delta Towers, Kenyatta Avenue, Nairobi, Kenya

Phone Number:
📞 **1-844-238-2070** (Toll-Free Support)
You can also contact Royal Jordanian reservations at **+254 20 272 6900** for local assistance.

Working Hours:
🕐 Monday to Friday – **8:00 AM to 5:00 PM**
Saturday – **8:00 AM to 1:00 PM**
Sunday – Closed

Services Available at the Nairobi Office:

- Flight ticket bookings, cancellations, and changes

- Baggage enquiries and assistance for special items

- Refund status checks and updates

- Customer care support for complaints and feedback

🧳 Royal Jordanian Baggage Allowance

Understanding baggage rules before you fly can save time and avoid extra fees.

- **Carry-On Allowance:**
  Each passenger may bring **1 carry-on bag** and **1 personal item** free of charge.

- **Checked Baggage:**

  - Economy class: Usually **1 free checked bag** depending on the route; additional bags incur fees.

  - Business and First Class: Up to **2 free checked bags**, with weight limits of 50 lbs per bag.

- **Oversized or Special Baggage:**
  Musical instruments, sports equipment, and large items may require additional handling fees.

Tip: Always confirm baggage allowance with your ticket class before departure to avoid surprises at the airport.

💸 Royal Jordanian Refund Status Check

If you've canceled or changed your flight, you can easily check your **refund status**.

Refund Processing Times:

- Credit card purchases: Typically processed within **7 business days**.

- Cash/check payments: Can take up to **20 calendar days**.

For assistance, contact Royal Jordanian **1-844-238-2070** or the local Nairobi office. They can provide updates on pending refunds or eCredits.

☎️ Royal Jordanian Customer Care for Complaints/Comments

Royal Jordanian values passenger feedback and provides support for issues or complaints.

Contact Details:

- Toll-Free Customer Care: **1-844-238-2070**

- Local Reservations & Support: **+254 20 272 6900**

- Services: Flight changes, lost baggage, refunds, and general inquiries

FAQ – Quick Answers:

Question	Answer
How long does it take for a refund to appear?	Credit card refunds are usually processed within 7 business days; other forms may take up to 20 days.
Can I get a refund for a non-refundable ticket?	Non-refundable tickets may be eligible for eCredits valid for future travel.
What if my bag is delayed or lost?	Contact customer care immediately at 1-844-238-2070 for assistance and tracking.
Are there fees for overweight baggage?	Yes, fees apply depending on the route and bag weight.

🌐 Services at the Nairobi Office of Royal Jordanian & Headquarters Details

Services at the Nairobi Office:

- Flight bookings and ticket changes

- Special assistance and baggage handling

- Customer service for refund and complaint resolution

Royal Jordanian Headquarters:

- Address: 4333 Amon Carter Blvd, Fort Worth, Texas, USA

- Phone: +1-833-694-0311

- Operating hours: Monday–Friday, 8:00 AM – 5:00 PM CST

Royal Jordanian is a global carrier with flights connecting Nairobi to multiple international destinations. The headquarters in Fort Worth manages overall operations, while local offices handle passenger support.

✈️ Final Thoughts

The **Royal Jordanian Nairobi Office** is your primary contact point for ticketing, baggage, refunds, and customer care while traveling to or from Kenya. For immediate assistance, calling **1-844-238-2070** ensures your concerns are addressed promptly.

Understanding **baggage allowances**, **refund policies**, and office services before your trip can save time, reduce stress, and make your journey with Royal Jordanian smooth and hassle-free.