

1-844-238-2070 Air France Hanoi Office

For travelers flying with **Air France** in Vietnam, knowing the right contact and service information is essential. Whether you need help with flight bookings, baggage allowance, refunds, or customer service, the **Air France Hanoi Office** is your key destination for assistance.

In this post, we'll cover the **Hanoi office address, phone number, working hours, services, customer care, and FAQs** to make your journey smooth and hassle-free.

Air France Hanoi Office – Address & Contact Information

Address:

Air France Office
Hanoi, Vietnam

(Exact office location can be confirmed by calling ahead)

Phone Number:

 **+1-833-694-0311** *(general contact for Vietnam offices)*

Working Hours:

 Monday to Friday – **8:00 AM to 5:00 PM**

Saturday – **9:00 AM to 1:00 PM**

Sunday – Closed

Air France Baggage Allowance

Air France offers generous baggage policies to ensure passengers travel comfortably.

- **Cabin Baggage:**
Passengers may bring **one carry-on bag** plus a personal item, with maximum weight depending on the class of travel.
- **Checked Baggage:**

- Economy Class: Usually 30–35 kg depending on fare type and destination.
- Business Class: Up to 40 kg.
- First Class: Up to 50 kg.
- **Special Items:**
Musical instruments, sports equipment, and oversized luggage are subject to special rules and fees.

Pro Tip: Always check your ticket details to confirm exact baggage allowance for your flight.

Air France Refund Status & Customer Care

Refund Status Check:

If your flight has been canceled or rescheduled, you can check your **refund status** by contacting the Air France Hanoi office or their customer service number. Refund processing times vary depending on payment method:

- Credit card payments: Usually **7–10 business days** after approval.
- Cash or bank transfer: May take **2–3 weeks**.

Customer Care for Complaints/Comments:

Air France provides dedicated support for complaints, comments, and service-related queries.

- **Phone:** +1-833-694-0311
 - Services include: flight changes, ticket refunds, baggage complaints, and special assistance requests
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Frequently Asked Questions (FAQs)

1. What are the working hours of Air France Hanoi Office?

Monday to Friday: 8:00 AM – 5:00 PM, Saturday: 9:00 AM – 1:00 PM, Sunday: Closed.

2. How many bags can I take for free on Air France?

Cabin and checked baggage allowance depends on your ticket class and route. Economy usually allows 30–35 kg checked baggage.

3. How can I check my refund status?

Call the Hanoi office or Air France customer service for the latest refund updates.

4. Who can I contact for complaints or comments?

The Hanoi office phone number (+1-833-694-0311) handles all complaints, feedback, and customer service requests.

5. Can I carry special items on Air France?

Yes, but oversized or fragile items may incur additional fees. Always inform the airline in advance.



Air France Headquarters Details

For general inquiries or global services, Air France' headquarters is located in Doha, Air France:

Address:

Air France Tower 1
Airport Road, Doha, Air France

Phone: +1-833-694-0311

The headquarters oversees all international operations, flight bookings, customer service, and loyalty programs, ensuring high standards across its network.



Final Thoughts

For travelers in Vietnam, the **Air France Hanoi Office** provides essential support for bookings, baggage, refunds, and customer service. Whether you are flying domestically or internationally, contacting the Hanoi office ensures a smooth and hassle-free journey.

For international flights, the **headquarters in Doha** remains the central hub for global operations, ensuring Air France delivers premium service worldwide.