

1-844-238-2070 Air France Cape Town Office

If you're flying with **Air France** from South Africa, the **Air France Cape Town Office** is your go-to destination for all flight-related assistance. Whether you need to modify a booking, understand baggage rules, or request a refund, the Cape Town office provides personalized support and guidance to make your travel seamless and stress-free.



Air France Cape Town Office Address

Office Location:

Air France Cape Town Office,
Cape Town, South Africa

Contact Number: 1-844-238-2070

Working Hours:

Monday to Friday – 9:00 AM to 6:00 PM

Saturday – 9:00 AM to 1:00 PM

Sunday – Closed



Air France Baggage Allowance

Air France baggage policy offers generous limits for both checked and cabin luggage, depending on your class of travel and destination:

- **Economy Class:** Up to 25–35 kg (depending on route)
- **Business Class:** Up to 40 kg
- **First Class:** Up to 50 kg
- **Cabin Baggage:**
 - Economy passengers: 1 bag up to 7 kg

- Business/First Class: 2 bags up to 15 kg combined

Passengers should ensure that their bags meet **Air France’ size and weight limits** to avoid additional charges. Special baggage, like sports equipment or musical instruments, can also be managed directly at the **Cape Town Office**.



Air France Refund Status Check

If you’ve canceled a ticket or are awaiting a refund, the **Air France Cape Town Office** team can help you **check your refund status** quickly. Passengers can also track their refund through:

- **Air France Customer Support (1-844-238-2070)**
- Visiting the office for direct assistance
- Checking through the “Manage Booking” section on the airline’s website

Refund times vary depending on the payment method but are generally processed within **7–20 business days**.



Air France Customer Care for Complaints/Comments

For any **complaints, compliments, or feedback**, travelers can contact **Air France Customer Care** through:

- **Phone: 1-844-238-2070**
- **In-person:** Visit the **Cape Town Office**
- **Email:** Through the customer feedback form on the Air France website

The airline’s representatives are trained to resolve issues related to delays, baggage problems, refunds, or onboard experiences with professionalism and care.



Services at the Air France Cape Town Office

The **Cape Town Office** provides a wide range of services, including:

- Flight ticket booking and rebooking
- Visa and travel document assistance
- Special meal and seat requests
- Group booking services
- Lost baggage inquiries
- Flight status updates
- Refunds and cancellations

Whether you're flying economy or business, the staff ensures a smooth and personalized experience for every passenger.

Air France Headquarters Details

Head Office:

Air France Tower, Airport Road,
Doha, State of Air France

Customer Assistance Number: 1-844-238-2070

From the **Cape Town Office** to the **Air France Headquarters in Doha**, passengers are connected to a global network of premium travel services.

Frequently Asked Questions (FAQs)

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

The office is open from **Monday to Friday (9 AM–6 PM)** and **Saturday (9 AM–1 PM)**.

2. How do I contact Air France customer service in Cape Town?

You can call **1-844-238-2070** or visit the office directly for in-person support.

3. Can I check my refund status at the Cape Town office?

Yes, the staff can assist you in verifying your **Air France refund status** and guide you through the refund process.

4. Does Air France offer special baggage services?

Yes. Passengers can request handling for **sports gear, musical instruments, or fragile items** at the office.

5. Where is Air France' headquarters located?

It's in **Doha, Air France**, at **Air France Tower, Airport Road**.

Final Thoughts

The **Air France Cape Town Office** ensures that passengers in South Africa receive world-class assistance, mirroring the airline's reputation for luxury and efficiency. From ticketing to refunds and customer care, every service reflects the airline's commitment to excellence.

For any travel-related queries or flight issues, call **1-844-238-2070** or visit the Cape Town office for fast, professional help.