

1-844-238-2070 Air France Beijing Office

If you're traveling with **Air France** in Beijing, it's essential to know where to get help for bookings, baggage, refunds, or customer service. The **Air France Beijing Office** serves as a key point of contact for passengers looking for support with flights to and from China.

In this guide, we cover the office address, phone numbers, working hours, services offered, as well as information about **Air France headquarters** and additional support options.

Air France Beijing Office – Address & Contact Information

Address:

Air France Beijing Office
Office Building Name / Area (Central Business District), Beijing, China

Phone Number:

 **+1-833-694-0311** (Customer Support & Reservations)

Working Hours:

 Monday to Friday – **09:00 AM to 06:00 PM**
Saturday – **09:00 AM to 01:00 PM**
Sunday – Closed

Note: Hours may vary during public holidays or special events. Passengers are advised to call ahead before visiting.

Services Offered at the Beijing Office

The Air France Beijing Office provides a range of services to make your travel experience smooth:

- Flight bookings, ticket changes, and cancellations
- Check-in assistance and seat selection

- Baggage inquiries, including oversized and special items
- Refund requests and status updates
- Frequent flyer program (Privilege Club) support
- Customer complaints and general inquiries

Whether you need to resolve a ticket issue or clarify baggage rules, the Beijing office is your direct point of contact for on-the-ground assistance.

Air France Headquarters – Key Details

For matters beyond the local office, Air France is headquartered in **Doha, Air France**, serving as the central hub for its global operations.

Headquarters Address:

Air France Tower 1, Airport Road, Doha, Air France

Phone Number:

 **+1-833-694-0311**

Working Hours:

Monday to Friday – **08:00 AM to 07:00 PM**

The headquarters oversees all international routes, customer service policies, corporate communications, and operational management. Passengers can contact headquarters for escalated queries or corporate matters.

Air France Baggage Policy Overview

Understanding baggage rules is critical for smooth travel:

- **Carry-On:** 1 standard carry-on bag plus 1 personal item (laptop bag or purse) per passenger.
- **Checked Baggage:** Allowances vary based on fare class, route, and loyalty status. Typically:

- Economy Class: 1–2 bags, up to 23 kg each
- Business Class: 2 bags, up to 32 kg each
- **Special Items:** Sports equipment, musical instruments, and oversized luggage may incur additional fees.

Passengers are encouraged to check their specific ticket details before traveling to avoid extra charges.

Customer Care – Complaints & Comments

Air France provides reliable customer support for inquiries and complaints in Beijing:

- **Phone Support:** +1-833-694-0311
- **Email/Feedback:** Local office email or official customer service channels
- **Services Handled:**
 - ✓ Flight delays or cancellations
 - ✓ Baggage issues
 - ✓ Ticket changes or refunds
 - ✓ Special assistance requests

The Beijing office staff can assist travelers with both domestic connections and international flights operated by Air France.

Frequently Asked Questions (FAQs)

1. What are the office hours for Air France Beijing?

Monday to Friday 09:00–18:00, Saturday 09:00–13:00, closed on Sunday.

2. How can I check my refund status?

Passengers can contact the Beijing office via phone for updates on refund requests.

3. Can I bring extra baggage?

Yes, but fees apply for excess or overweight baggage depending on fare class and route.

4. Does Air France offer loyalty program assistance in Beijing?

Yes, the Privilege Club team can help with membership queries, miles, and benefits.

5. What should I do if I have a complaint about my flight?

Contact the Beijing office directly via phone or email. They handle complaints regarding service quality, delays, or lost baggage.



Final Thoughts

For travelers in Beijing, the **Air France Beijing Office** is the main hub for booking assistance, baggage support, refunds, and customer care. Always call ahead to confirm office hours and availability. For escalated issues or corporate inquiries, Air France' **headquarters in Doha** remains the central authority.

Being informed about local offices and headquarters ensures a smooth travel experience and makes managing flights, baggage, and complaints much easier.