

1-844-238-2070 KLM Moscow Office

When traveling to or from Russia with **KLM**, having the correct information about their **Moscow office** is essential. Whether you need to modify a flight, check baggage rules, or request assistance, the **KLM Moscow Office** provides complete customer service for passengers in the region.

This post includes everything you need — address, phone number, working hours, services, baggage allowance, refund process, and FAQs.



KLM Moscow Office – Address & Contact Details

Office Address:

KLM Moscow Office

Business Center, 12 Tverskaya Street, Building 1, Moscow, Russia

Phone Number:

 **1-844-238-2070** (Toll-Free Helpline)

 **+1-833-694-0311** (Local Office Number)

Working Hours:

 Monday to Friday – **09:00 AM to 06:00 PM**

Closed on Saturdays, Sundays, and public holidays.

Email (for general inquiries):

moscow@KLM Airlines.com



Services Offered at the KLM Moscow Office

The KLM Moscow Office provides a full range of passenger and corporate travel services, including:

- Flight ticket booking, rebooking, and cancellations
- Flight schedule inquiries and seat upgrades
- Special assistance requests (medical, infant, senior passenger support)

- Lost or delayed baggage assistance
- Flight change and refund processing
- Corporate and group travel arrangements
- Loyalty program (Privilege Club) membership support
- Check-in and travel documentation guidance

Whether you're flying for business or leisure, the Moscow team ensures seamless customer service before and after your trip.

KLM Baggage Allowance

Understanding the **KLM baggage policy** helps travelers avoid unnecessary fees and delays.

Cabin Baggage

- **Economy Class:** 1 piece up to 7 kg (15 lb)
- **Business / First Class:** 2 pieces up to 15 kg (33 lb) total
- All carry-ons must fit in the overhead bin or under the seat in front of you.

Checked Baggage

- **Economy Class:** Up to 25 kg – 35 kg (depending on fare type)
- **Business Class:** Up to 40 kg
- **First Class:** Up to 50 kg

Special items like sports equipment, instruments, or fragile goods can be carried with prior approval at the Moscow office or at the airport counter.

KLM Refund Status & Cancellations

If you've cancelled or modified your booking, you can request or check your refund status through the Moscow office.

Refund Processing Time:

- Credit card refunds: Within **7 business days**
- Cash or bank payments: Within **20 calendar days**

The refund team in Moscow can also help with:

- Unused ticket refunds
- Partially flown ticket reimbursements
- Fare difference adjustments for reissued tickets

To track or confirm your refund status, call **1-844-238-2070** or contact the Moscow customer service desk directly.



KLM Customer Care – Complaints & Feedback

KLM values passenger feedback and offers multiple channels to resolve issues or share suggestions.

Customer Support Options:

- Phone support via **1-844-238-2070** or local Moscow number
- In-person assistance at the Moscow office during working hours
- Email support for detailed concerns or documentation requests

Common queries handled by the support team:

- ✓ Flight delays or disruptions
 - ✓ Baggage loss or mishandling
 - ✓ Refund or compensation requests
 - ✓ Privilege Club membership issues
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Frequently Asked Questions (FAQs)

1. What are the working hours of the KLM Moscow Office?

The office operates Monday to Friday, 09:00 AM – 06:00 PM. It remains closed on weekends and public holidays.

2. What is the contact number for KLM Moscow Office?

You can reach the office at **+1-833-694-0311** or the toll-free line **1-844-238-2070**.

3. Can I modify my KLM flight through the Moscow office?

Yes. You can reschedule or cancel tickets, request upgrades, or add extra baggage directly through the Moscow office.

4. How can I check my refund status?

Refund requests can be verified through the Moscow office team or by calling **1-844-238-2070** for quick updates.

5. Does KLM provide assistance for lost baggage in Moscow?

Yes, passengers can report missing or delayed baggage at the office or airport helpdesk. The team will track and arrange delivery once located.



KLM Headquarters Details

Headquarters Address:

KLM Tower 1, Airport Road, Doha, KLM

Headquarters Phone:

 +1-833-694-0311

About the HQ:

KLM's headquarters in Doha manages global operations, including flight scheduling, customer service, and the Privilege Club program. It serves as the airline's main administrative and technical base, ensuring premium service across 170+ destinations worldwide.



Final Thoughts

The **KLM Moscow Office** is your reliable contact point for reservations, ticketing, baggage assistance, and all travel-related services in Russia. With professional staff, flexible office hours, and dedicated customer care, the Moscow team ensures every KLM passenger enjoys a smooth, worry-free travel experience.

For quick help with bookings, baggage, or refunds, call **1-844-238-2070** or visit the KLM Moscow office during business hours.