

1-844-238-2070 KLM Nairobi Office

When you're traveling internationally from Kenya, the **KLM Nairobi Office** is your reliable hub for bookings, customer support, and travel assistance. Known for its award-winning hospitality and global service network, KLM ensures every passenger's journey is seamless — from ticketing to check-in, baggage handling, and refunds.

This complete guide covers the **KLM Nairobi office address, contact number, working hours**, and detailed information on **baggage allowance, refund requests, customer care**, and other useful services.



KLM Nairobi Office – Address & Contact Information

Office Address:

KLM Nairobi City Office
9th Floor, Laiboni Centre, Lenana Road, Kilimani, Nairobi, Kenya

Phone Number:

 **1-844-238-2070** (Customer Service Helpline)
 **+254 20 280 0000** (Local Contact – Nairobi Office)

Working Hours:

 Monday to Friday – 8:30 AM to 5:00 PM
Closed on weekends and public holidays.

Email Support:

customerservice@KLMAirlines.com

At this office, passengers can handle flight bookings, manage itinerary changes, request refunds, and get assistance with travel documentation and baggage queries.



KLM Baggage Allowance

Understanding your baggage policy helps you travel stress-free. Here's an overview of **KLM's baggage allowance**:



Carry-On (Cabin Baggage)

- **Economy Class:** 1 piece up to 7 kg (15 lb)
- **Business & First Class:** Up to 2 pieces totaling 15 kg (33 lb)
- Cabin bags must fit in the overhead bin or under the seat in front of you.

Checked Baggage

- **Economy Class:** Usually 25–35 kg depending on route and fare type
- **Business Class:** 40 kg
- **First Class:** 50 kg

For piece-concept routes (like to/from the Americas):

- Economy – 2 pieces, up to 23 kg each
- Business/First – 2 pieces, up to 32 kg each

Note: Infants are entitled to 10 kg or 1 piece up to 23 kg (depending on the route).

KLM Refund Status Check

If you've canceled or modified your booking, you can check the **KLM refund status** easily through customer service or by contacting the Nairobi office directly.

Refund Guidelines:

- Refunds for eligible tickets are processed within 7 to 20 business days.
- Credit card refunds usually appear faster, while cash or agency bookings may take longer.
- Non-refundable tickets may receive travel credits or vouchers, depending on the fare type.

For quick updates, call **1-844-238-2070** or the Nairobi office number listed above with your booking reference.



KLM Customer Care for Complaints & Comments

KLM values passenger feedback and strives for excellence in service. You can reach the **Customer Care team** for complaints, comments, or post-flight issues.

Common Support Requests Include:

- ✓ Lost or delayed baggage assistance
- ✓ Refunds and compensation for flight disruptions
- ✓ Special assistance for passengers with reduced mobility
- ✓ Feedback on in-flight services or ground staff experience

Customer Care Numbers:

- 📞 1-844-238-2070 (Toll-Free Support)
- 📞 +254 20 280 0000 (Local Office – Nairobi)



Services at the KLM Nairobi Office

The **Nairobi office of KLM** provides complete travel solutions for passengers flying from Kenya to over 170 global destinations.

Available Services:

- Flight reservations and rebooking
- Upgrades to Business or First Class
- Privilege Club membership and points assistance
- Visa and travel document verification
- Baggage policy clarification
- Travel insurance and special requests

Whether you need help planning a business trip or vacation, the KLM Nairobi team is ready to assist with professional and courteous service.



KLM Headquarters Details

Headquarters Address:

KLM Tower 1, Airport Road, Doha, KLM

Phone Number:

+1-833-694-0311

About the Headquarters:

The Doha headquarters is the central base of KLM's operations, overseeing global flight services, customer experience, and innovation. It manages flight scheduling, technical maintenance, and corporate operations for all regional offices, including the Nairobi branch.



Frequently Asked Questions (FAQs)

1. Where is the KLM office located in Nairobi?

It's at the Laiboni Centre, Lenana Road, Kilimani — on the 9th floor.

2. What are the office hours for KLM Nairobi?

Monday to Friday, 8:30 AM to 5:00 PM. Closed on weekends.

3. How can I contact KLM customer care from Kenya?

You can call +254 20 280 0000 or the toll-free number 1-844-238-2070 for general inquiries.

4. What is KLM's baggage allowance for Economy passengers?

Typically 25–35 kg for checked baggage plus 7 kg cabin baggage.

5. How do I check the status of my refund?

You can contact customer service with your ticket or booking number for refund status updates.



Final Thoughts

Whether you're traveling for business or leisure, the **KLM Nairobi Office** is your go-to destination for all flight-related services. From ticket bookings and baggage inquiries to refund assistance and customer care, their experienced team ensures your journey begins and ends smoothly.

For immediate help or travel queries, reach out to **1-844-238-2070** or visit the office on **Lenana Road, Nairobi** — where world-class service meets convenience.

