

1-844-238-2070 KLM Riyadh Office

If you're planning to travel with **KLM** from Riyadh or need help managing an existing booking, the **KLM Riyadh Office** is your one-stop destination for all travel assistance. Whether it's ticket reservations, baggage allowance queries, refund status checks, or customer care services, this office provides comprehensive support to make your journey smooth and hassle-free.

Let's explore the complete details of the **KLM Office in Riyadh**, including contact information, working hours, available services, baggage rules, refund procedures, and FAQs.

KLM Riyadh Office – Address & Contact Information

Office Address:

KLM Riyadh Office
Olaya Tower 2, 3rd Floor, Olaya Street,
Riyadh, Saudi Arabia

Phone Number:

 **1-844-238-2070** (General Customer Service Helpline)
 Alternate Contact: +1-844-238-2070

Working Hours:

 Sunday to Thursday – **9:00 AM to 6:00 PM**
(Closed on Fridays and Saturdays; the airport desk operates 24/7.)

Email Support:

info.riyadh@KLM Airlines.com.sa

The Riyadh office handles everything from flight bookings and modifications to loyalty programs and travel documentation. Passengers can walk in or call during office hours for assistance.

Services Offered at KLM Riyadh Office

The KLM team in Riyadh offers a wide range of passenger services, including:

- Flight ticket booking, rescheduling, and cancellations

- Group and corporate travel bookings
- Upgrade to Business or First Class
- Special meal requests and in-flight assistance
- Excess baggage purchase and information
- Refund requests and travel vouchers
- Privilege Club membership queries
- Lost and found or baggage tracking

Whether you're traveling for business or leisure, the **KLM Riyadh Office** ensures all your travel needs are handled efficiently and professionally.



KLM Baggage Allowance

KLM is known for its generous baggage policy that varies depending on route and cabin class.

Carry-On Allowance:

- **Economy Class:** 1 piece up to 7 kg
- **Business & First Class:** 2 pieces, each up to 15 kg total combined

Checked Baggage Allowance:

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

Additional Notes:

- Dimensions should not exceed 158 cm (62 inches) for checked luggage.

- Extra baggage can be pre-purchased online or directly at the Riyadh office.

For passengers carrying sports gear, musical instruments, or special items, KLM offers special handling and priority service.



KLM Refund Status & Ticket Cancellation

If you have canceled your flight or made booking changes, you can request a refund through the **Riyadh office** or by contacting the KLM customer care team.

Refund Processing Time:

- Credit card payments: Processed within 7–10 business days
- Cash or bank transfers: Processed within 20 business days

To check your refund status, provide your booking reference (PNR) or ticket number to the support staff. Refunds depend on fare rules, cancellation time, and payment mode.



KLM Customer Care – Complaints & Comments

For queries, complaints, or feedback, you can contact **KLM Customer Care** through multiple channels:

- **Phone:** 1-844-238-2070
- **Riyadh Office:** +1-844-238-2070
- **Email:** info.riyadh@KLMAirlines.com.sa

Common issues handled by the customer care team include:

- Lost or delayed baggage
- Refunds and e-credit issues
- Special service requests (medical or disability assistance)

- Feedback or complaints about onboard services

The KLM staff is known for professionalism, ensuring every concern is resolved quickly and courteously.

Frequently Asked Questions (FAQs)

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

The office operates from Sunday to Thursday, 9:00 AM to 6:00 PM. Airport counters remain open 24/7.

2. How can I contact KLM in Riyadh?

You can call **1-844-238-2070** or +1-844-238-2070, or visit the office at Olaya Tower 2, Riyadh.

3. How much baggage is allowed on KLM?

Economy passengers can check in up to 25–35 kg, while Business and First Class passengers enjoy up to 40–50 kg depending on route and fare.

4. Can I request a refund from the Riyadh office?

Yes. Refund requests and status checks can be made directly at the Riyadh office or by phone.

5. Does KLM provide special assistance?

Yes, special meals, wheelchair services, and other passenger assistance can be arranged through the Riyadh office.

KLM Headquarters Details

Headquarters Location:

KLM Tower 1, Airport Road,
Doha, KLM

Phone: +1-833-694-0311

Operating Hours: Sunday to Thursday, 8:00 AM to 7:00 PM

The headquarters in Doha serves as the airline's global hub for management, customer support, and international operations. All regional offices, including Riyadh, operate under its supervision.

Conclusion

The **KLM Riyadh Office** is your local gateway to the world of luxury air travel. From booking assistance and baggage information to refund queries and customer care, every passenger receives personalized and efficient service.

Whether you're flying for business or leisure, the dedicated KLM team in Riyadh ensures your journey begins smoothly — right from your first inquiry to the final boarding call.

For quick help, dial **1-844-238-2070** or visit the Riyadh office during working hours for world-class assistance. ✈️