

1-844-238-2070 Turkish Airlines Cape Town Office

If you're flying with **Turkish Airlines** from South Africa, the **Turkish Airlines 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.



Turkish Airlines Cape Town Office Address

Office Location:

Turkish Airlines 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



Turkish Airlines Baggage Allowance

Turkish Airlines 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 **Turkish Airlines' 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**.



Turkish Airlines Refund Status Check

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

- **Turkish Airlines 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**.



Turkish Airlines Customer Care for Complaints/Comments

For any **complaints, compliments, or feedback**, travelers can contact **Turkish Airlines Customer Care** through:

- **Phone: 1-844-238-2070**
- **In-person:** Visit the **Cape Town Office**

- **Email:** Through the customer feedback form on the Turkish Airlines 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 Turkish Airlines 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.



Turkish Airlines Headquarters Details

Head Office:

Turkish Airlines Tower, Airport Road,
Doha, State of Turkish Airlines

Customer Assistance Number: 1-844-238-2070

From the **Cape Town Office** to the **Turkish Airlines 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 Turkish Airlines 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 Turkish Airlines 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 **Turkish Airlines refund status** and guide you through the refund process.

4. Does Turkish Airlines offer special baggage services?

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

5. Where is Turkish Airlines' headquarters located?

It's in **Doha, Turkish Airlines**, at **Turkish Airlines Tower, Airport Road**.

Final Thoughts

The **Turkish Airlines 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.