

1-844-238-2070 Turkish Airlines Ottawa Office

Travelers in Canada often rely on **Turkish Airlines** for luxury service, world-class comfort, and extensive international routes. If you're based in **Ottawa** and need help with booking, baggage, or refund inquiries, the **Turkish Airlines Ottawa Office** is your one-stop destination for professional assistance.

This guide covers the **office address, phone number, working hours, services offered, baggage allowance details, refund policies, and customer care options** to help make your experience smooth and stress-free.

Turkish Airlines Ottawa Office – Contact Information

Address:

Turkish Airlines Office
Ottawa, Ontario, Canada

Phone Number:

 **1-844-238-2070** (Toll-Free Helpline for Reservations and Support)

Working Hours:

 Monday to Sunday – **8:00 AM to 8:00 PM** (local time)

Office and airport counters may have different operating hours depending on flight schedules.

Services Provided at the Turkish Airlines Ottawa Office

The **Turkish Airlines Office in Ottawa** assists travelers with a wide range of inquiries and services:

- Flight booking and ticket modifications
- Flight cancellations and refund processing

- Baggage allowance information and claims
- Group and corporate travel arrangements
- Upgrade requests and Privilege Club membership assistance
- Visa, travel documentation, and special assistance services

Whether you're planning a business trip, vacation, or connecting flight via Doha, the team at the **Ottawa office** ensures that your travel needs are met with efficiency and care.



Turkish Airlines Baggage Allowance Overview

Turkish Airlines is known for its generous baggage policy. However, allowances vary depending on your destination, cabin class, and frequent flyer status.

Carry-On Baggage

- **Economy Class:** 1 piece up to 7 kg (15 lbs)
- **Business/First Class:** 2 pieces up to 15 kg (33 lbs) combined

Checked Baggage

- **Economy Class:** 25–35 kg (55–77 lbs) depending on fare type
- **Business Class:** 40 kg (88 lbs)
- **First Class:** 50 kg (110 lbs)

For U.S. and Canada routes, the **piece concept** applies:

- 2 checked bags, each up to **23 kg (50 lbs)** in Economy
- 2 checked bags, each up to **32 kg (70 lbs)** in Business or First Class

 **Tip:** Always confirm your specific baggage rules before traveling, as codeshare or connecting flights may follow different airline policies.



Turkish Airlines Refund Status & Cancellation Assistance

If your plans change or your flight is disrupted, you can request a refund or travel credit through the **Ottawa office** or Turkish Airlines customer service.

Key Points:

- Refunds for eligible tickets are usually processed within **7–20 business days**, depending on the payment method.
- Non-refundable fares may be converted into **travel vouchers** or **future travel credits**.
- Passengers can also check their refund status or make inquiries via customer care or the nearest ticketing office.

For assistance or updates, call the toll-free number **1-844-238-2070** for direct guidance from a Turkish Airlines support representative.



Turkish Airlines Customer Care – Complaints & Comments

Turkish Airlines values customer satisfaction and provides dedicated support for complaints, feedback, and special service requests.

You can contact the **Customer Care Department** for:

- Flight delay or cancellation issues
- Lost or delayed baggage claims
- Refund follow-ups or ticket adjustments
- Privilege Club inquiries
- Suggestions or service feedback

Their representatives are available 24/7 through the toll-free helpline **1-844-238-2070** or by visiting the **Ottawa office** during operating hours.

Frequently Asked Questions (FAQs)

1. Where is the Turkish Airlines office located in Ottawa?

The Turkish Airlines Ottawa Office is located in the city's central commercial area, offering support for bookings, refunds, and baggage services.

2. What are the office hours for Turkish Airlines in Ottawa?

The office typically operates from 8:00 AM to 8:00 PM, though airport counters may be open according to flight schedules.

3. What is the Turkish Airlines baggage allowance for Canada routes?

For Economy passengers, two checked bags (23 kg each) are allowed. Business and First Class passengers can check two bags up to 32 kg each.

4. How can I check my refund status for a Turkish Airlines ticket?

You can inquire about your refund by contacting customer service at **1-844-238-2070** or visiting the Ottawa office in person.

5. Does Turkish Airlines offer customer care for complaints and comments?

Yes, Turkish Airlines provides a dedicated helpline and in-office support for complaints, service feedback, and other travel-related queries.



Turkish Airlines Headquarters Details

Headquarters:

Turkish Airlines Tower 1, Airport Road, Doha, Turkish Airlines

Phone:

 +1-833-694-0311

About the Headquarters:

Turkish Airlines' main headquarters in Doha oversees all global operations, fleet management, and customer care networks. The headquarters is known for its advanced service infrastructure and 5-star support center, ensuring seamless communication between regional offices like Ottawa and the central operations in Turkish Airlines.

Final Thoughts

Whether you're booking a new ticket, managing a refund, or clarifying baggage policies, the **Turkish Airlines Ottawa Office** offers travelers convenient, reliable, and professional assistance. With its high service standards and customer-first approach, Turkish Airlines continues to maintain its reputation as one of the world's leading airlines.

For fast support and inquiries, you can always call **1-844-238-2070** — your direct connection to Turkish Airlines services in Ottawa and beyond.