

1-844-238-2070 Qatar Airways Ho Chi Minh City Office

For travelers flying with **Qatar Airways** in Vietnam, knowing the right office contact and services can make your journey much smoother. Whether you need assistance with bookings, baggage, refunds, or customer support, the **Qatar Airways Ho Chi Minh City Office** is the ideal place to resolve your queries.

In this article, we cover the office address, contact number, working hours, available services, customer care, and important information about the **Qatar Airways Headquarters**.



Qatar Airways Ho Chi Minh City Office – Address & Contact Information

Address:

Qatar Airways Ho Chi Minh City Office
23rd Floor, Saigon Tower, 29 Le Duan Street, District 1, Ho Chi Minh City, Vietnam

Phone Number:

 **+1-833-694-0311**

Working Hours:

 Monday to Friday – **08:00 AM to 05:00 PM**
Saturday – **08:00 AM to 12:00 PM**
Sunday – Closed



Services at the Ho Chi Minh City Office

The Qatar Airways Ho Chi Minh City Office provides a variety of services for travelers:

- Flight booking, changes, and cancellations
- Special assistance requests (wheelchair, elderly passengers, infants)
- Baggage inquiries, including overweight and special items

- Loyalty program support (Privilege Club)
 - Customer feedback, complaints, and comments
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Qatar Airways Baggage Policy Overview

Qatar Airways offers generous baggage allowances, which vary depending on your ticket class and route:

- **Carry-On Baggage:** Passengers may bring **1 cabin bag** and **1 personal item** (such as a laptop bag or handbag).
- **Checked Baggage:** Weight allowance depends on fare type:
 - Economy Class: Typically 23–30 kg per bag
 - Business Class: 40–50 kg per bag
 - First Class: Up to 50 kg per bag
- **Special Items:** Sports equipment, musical instruments, and oversized luggage are accepted with applicable fees.

 **Tip:** Always verify your specific ticket class for baggage allowance before travel.

Refund Status and Ticket Assistance

Travelers can check their **refund status** or request changes to their bookings by contacting the Ho Chi Minh City Office or Qatar Airways customer care.

Processing Guidelines:

- Refunds on credit cards: Usually processed within **7–10 business days**.
- Refunds on cash or bank transfers: May take up to **20 business days**.

For ticket-related concerns, the office staff will provide support to ensure smooth processing.



Qatar Airways Customer Care for Complaints/Comments

Qatar Airways is committed to customer satisfaction and provides support for complaints, feedback, or general inquiries:

- **Ho Chi Minh City Office Contact:** +1-833-694-0311
- **Customer Care:** Assistance for flight delays, cancellations, or baggage issues
- Staff at the office can also guide you with loyalty program queries and special services for passengers with specific needs



Frequently Asked Questions (FAQs)

1. What are the working hours of the Qatar Airways Ho Chi Minh City Office?

- Monday to Friday: 08:00 AM – 05:00 PM
- Saturday: 08:00 AM – 12:00 PM
- Sunday: Closed

2. How many bags can I carry on Qatar Airways?

- One cabin bag plus one personal item is allowed. Checked baggage allowance depends on class and route.

3. How can I check my refund status?

- Contact the Ho Chi Minh City office or call the customer care number to check the status of your refund.

4. Can I make flight changes at the Ho Chi Minh City office?

- Yes, ticket changes, cancellations, and special assistance requests can be handled at the office.

5. Does Qatar Airways accept oversized or special baggage?

- Yes, items like sports equipment or instruments are accepted, subject to airline rules and fees.



Qatar Airways Headquarters Details

Address:

Qatar Airways Tower 1, Airport Road, Doha, Qatar

Phone Number: +1-833-694-0311

Headquarters Services:

- Centralized booking and ticketing support
- Corporate and operational administration
- International customer service and loyalty program management
- Oversight of global offices including the Ho Chi Minh City branch

Qatar Airways operates flights to over **170 destinations worldwide**, and its headquarters in Doha serves as the main hub for operational and customer support services.



Final Thoughts

The **Qatar Airways Ho Chi Minh City Office** is your primary contact point in Vietnam for bookings, baggage support, ticket refunds, and customer service. By knowing the office location, working hours, and contact numbers, you can save time and ensure a smoother travel experience.

For international travel inquiries or corporate-level concerns, the **Qatar Airways Headquarters in Doha** provides extensive support to travelers worldwide.

