

1-844-238-2070 Qatar Airways Moscow Office

When traveling to or from Russia with **Qatar Airways**, having the correct information about their **Moscow office** is essential. Whether you need to modify a flight, check baggage rules, or request assistance, the **Qatar Airways Moscow Office** provides complete customer service for passengers in the region.

This post includes everything you need — address, phone number, working hours, services, baggage allowance, refund process, and FAQs.



Qatar Airways Moscow Office – Address & Contact Details

Office Address:

Qatar Airways Moscow Office
Business Center, 12 Tverskaya Street, Building 1, Moscow, Russia

Phone Number:

 **1-844-238-2070** (Toll-Free Helpline)
 **+1-833-694-0311** (Local Office Number)

Working Hours:

 Monday to Friday – **09:00 AM to 06:00 PM**
Closed on Saturdays, Sundays, and public holidays.

Email (for general inquiries):

moscow@qatarairways.com



Services Offered at the Qatar Airways Moscow Office

The Qatar Airways Moscow Office provides a full range of passenger and corporate travel services, including:

- Flight ticket booking, rebooking, and cancellations

- Flight schedule inquiries and seat upgrades
- Special assistance requests (medical, infant, senior passenger support)
- Lost or delayed baggage assistance
- Flight change and refund processing
- Corporate and group travel arrangements
- Loyalty program (Privilege Club) membership support
- Check-in and travel documentation guidance

Whether you're flying for business or leisure, the Moscow team ensures seamless customer service before and after your trip.



Qatar Airways Baggage Allowance

Understanding the **Qatar Airways baggage policy** helps travelers avoid unnecessary fees and delays.



Cabin Baggage

- **Economy Class:** 1 piece up to 7 kg (15 lb)
- **Business / First Class:** 2 pieces up to 15 kg (33 lb) total
- All carry-ons must fit in the overhead bin or under the seat in front of you.



Checked Baggage

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

Special items like sports equipment, instruments, or fragile goods can be carried with prior approval at the Moscow office or at the airport counter.



Qatar Airways Refund Status & Cancellations

If you've cancelled or modified your booking, you can request or check your refund status through the Moscow office.

Refund Processing Time:

- Credit card refunds: Within **7 business days**
- Cash or bank payments: Within **20 calendar days**

The refund team in Moscow can also help with:

- Unused ticket refunds
- Partially flown ticket reimbursements
- Fare difference adjustments for reissued tickets

To track or confirm your refund status, call **1-844-238-2070** or contact the Moscow customer service desk directly.



Qatar Airways Customer Care – Complaints & Feedback

Qatar Airways values passenger feedback and offers multiple channels to resolve issues or share suggestions.

Customer Support Options:

- Phone support via **1-844-238-2070** or local Moscow number
- In-person assistance at the Moscow office during working hours

- Email support for detailed concerns or documentation requests

Common queries handled by the support team:

- ✓ Flight delays or disruptions
 - ✓ Baggage loss or mishandling
 - ✓ Refund or compensation requests
 - ✓ Privilege Club membership issues
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Frequently Asked Questions (FAQs)

1. What are the working hours of the Qatar Airways Moscow Office?

The office operates Monday to Friday, 09:00 AM – 06:00 PM. It remains closed on weekends and public holidays.

2. What is the contact number for Qatar Airways Moscow Office?

You can reach the office at **+1-833-694-0311** or the toll-free line **1-844-238-2070**.

3. Can I modify my Qatar Airways flight through the Moscow office?

Yes. You can reschedule or cancel tickets, request upgrades, or add extra baggage directly through the Moscow office.

4. How can I check my refund status?

Refund requests can be verified through the Moscow office team or by calling **1-844-238-2070** for quick updates.

5. Does Qatar Airways provide assistance for lost baggage in Moscow?

Yes, passengers can report missing or delayed baggage at the office or airport helpdesk. The team will track and arrange delivery once located.



Qatar Airways Headquarters Details

Headquarters Address:

Qatar Airways Tower 1, Airport Road, Doha, Qatar

Headquarters Phone:

 +1-833-694-0311

About the HQ:

Qatar Airways' headquarters in Doha manages global operations, including flight scheduling,

customer service, and the Privilege Club program. It serves as the airline's main administrative and technical base, ensuring premium service across 170+ destinations worldwide.

Final Thoughts

The **Qatar Airways Moscow Office** is your reliable contact point for reservations, ticketing, baggage assistance, and all travel-related services in Russia. With professional staff, flexible office hours, and dedicated customer care, the Moscow team ensures every Qatar Airways passenger enjoys a smooth, worry-free travel experience.

For quick help with bookings, baggage, or refunds, call **1-844-238-2070** or visit the Qatar Airways Moscow office during business hours.