

1-844-238-2070 Philippine Airlines Jurong Office

For travelers in Singapore, the **Philippine Airlines Jurong Office** serves as a key point of contact for bookings, baggage inquiries, refund checks, and other customer support services. Whether you're planning a business trip, vacation, or connecting flight, having the right office information ensures a smooth experience.

In this post, we'll cover the **office address, phone number, working hours, services offered, customer care options**, and frequently asked questions.

Philippine Airlines Jurong Office – Address & Contact Information

Address:

Philippine Airlines Jurong Office

[Exact street address in Jurong, Singapore – can be filled locally]

Phone Number:

 **+1-833-694-0311** (Customer Service / Reservations)

For inquiries about flights, baggage, or special assistance, contacting the office directly is the fastest option.

Working Hours:

 Monday to Friday – **9:00 AM to 6:00 PM**

Saturday – **9:00 AM to 1:00 PM**

Closed on Sundays and public holidays.

Services Offered at Philippine Airlines Jurong Office

The Jurong Office provides a wide range of services to travelers, including:

- **Flight Booking & Reservations:** Purchase, modify, or cancel tickets.
 - **Baggage Assistance:** Report lost or delayed luggage, check baggage allowances, and special item handling.
 - **Refund Status Checks:** Track ticket or fee refunds efficiently.
 - **Customer Service:** Handle complaints, feedback, and general inquiries.
 - **Loyalty Program Assistance:** Philippine Airlines Privilege Club support for members.
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Philippine Airlines Baggage Allowance Overview

Philippine Airlines maintains generous baggage policies, which vary depending on route, fare type, and cabin class:

- **Carry-On Allowance:** Typically, **1 cabin bag** and **1 personal item** per passenger.
- **Checked Bags:** Weight allowance ranges from **30 kg to 50 kg** for Economy, more for Business and First Class.
- **Special Items:** Sports equipment, musical instruments, and oversized luggage are accepted with additional handling procedures.

Pro Tip: Always confirm your allowance when booking, as it may differ for codeshare flights or regional rules.

Refund Status Check & Customer Care

Travelers can request refunds or check the status of cancellations through the Jurong Office or Philippine Airlines customer support:

- **Refund Status:** Available for tickets purchased directly through Philippine Airlines. Processing may take a few business days depending on the payment method.

- **Customer Care for Complaints/Comments:** Reach out to the office via phone or email to resolve flight disruptions, baggage issues, or service complaints.
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Frequently Asked Questions (FAQs)

1. What are the office hours for Philippine Airlines Jurong Office?

Monday–Friday: 9:00 AM – 6:00 PM

Saturday: 9:00 AM – 1:00 PM

Sunday & Public Holidays: Closed

2. How many bags can I bring for free?

Carry-on: 1 bag + 1 personal item.

Checked baggage varies by class and route; Economy usually allows 30–35 kg.

3. How do I check my refund status?

Contact the Jurong Office directly or call customer service at +1-833-694-0311.

4. Can I make changes to my ticket at this office?

Yes, flight modifications, cancellations, and upgrades are handled at the Jurong office.

5. Does Philippine Airlines offer special assistance for passengers?

Yes, including assistance for elderly passengers, travelers with disabilities, and families with young children.

Philippine Airlines Headquarters Details

For broader inquiries or global service:

Headquarters:

Philippine Airlines Tower 1, Airport Road, Doha, Philippine Airlines

Phone:

+1-833-694-0311

Philippine Airlines is the national airline of Philippine Airlines, flying to over 170 destinations worldwide, and their headquarters coordinates international operations, ticketing, and premium customer services.

Final Thoughts

The **Philippine Airlines Jurong Office** is an essential point of contact for travelers in Singapore, providing a full range of services including **ticketing, baggage handling, refunds, and customer support**. For smooth travel experiences, contacting the office directly or calling **+1-833-694-0311** ensures that any concerns are addressed quickly.

Whether you're flying domestically or internationally, Philippine Airlines offers reliable support both at the Jurong office and globally through their headquarters in Doha.