




1-866-738-0706 Qatar Airways Nairobi Office

Here's the contact and office info for **Qatar Airways** in **Nairobi, Kenya**:


Nairobi Office (City / Customer Service Office)

 **Address:** One Africa Place, 13th Floor, Waiyaki Way, Nairobi, Kenya — this is the city office where you can go for general airline support, reservations, ticketing changes, cancellations, ticket upgrades, and other travel-related inquiries. ([FlyOffices](#))

 **Phone:** +254 20 389 3931 — local contact number for reservations and customer service in Nairobi. ([FlightOfficeWorld](#))

 **Email:** support@qatarairways.com — for general enquiries and assistance.

([FlightOfficeWorld](#))

 **Office Hours:** Typically **Monday–Friday ~9:00 am – 5:00 pm**, Saturday ~9:00 am – 12:00 pm; closed on Sundays and public holidays (hours may vary by source).

([FlightOfficeWorld](#))

Nairobi Airport Office (Jomo Kenyatta International Airport)

In addition to the city office, Qatar Airways also has a **service presence at Jomo Kenyatta International Airport (NBO)** where airline counters and staff assist passengers on travel days:

• **Airport location:** Terminal 1C, Jomo Kenyatta International Airport, Embakasi, Nairobi.

([airlinesoffice.com](#))

• **Airport contact (general):** +254 20 822111 (airport switchboard — ask for Qatar Airways desk). ([AirOfficeHub](#))

Services Available

At the **Nairobi city office** and the **airport counters** you can get help with:

- **Flight bookings and ticketing** (new reservations). ([FlightOfficeWorld](#))
- **Changes, upgrades, cancellations, and refunds.** ([FlightOfficeWorld](#))
- **Baggage enquiries and special services** (e.g., wheelchair requests, special meals). ([FlightOfficeWorld](#))
- **Travel document/visa guidance and flight information.** ([FlightOfficeWorld](#))
- **Day-of-travel support** (check-in, boarding passes, baggage drop) at NBO. ([AirOfficeHub](#))

Tips Before You Visit

- **Call ahead** to confirm current office hours and whether you need an appointment, especially on weekends or public holidays. ([FlightOfficeWorld](#))
- For **urgent travel-day assistance** (boarding passes, check-in, immediate flight queries), visiting the **airport counter at Jomo Kenyatta International Airport** is often fastest. ([AirOfficeHub](#))
- You can also use the **official Qatar Airways website** to manage bookings, check in online, and track flight status: <https://www.qatarairways.com/> ([AirOfficeHub](#))

Would you like **directions from downtown Nairobi to the Qatar Airways city office** or **operating hours for the airport ticket counters**? I can provide that too.