STARLUX Airlines Cancellation Policy: Refund Eligibility and Rebooking Options

Starlux Airlines is a Taipei-based full-service **1↳(855)↔228-1395** carrier known for its Airbus fleet, premium cabins and growing transpacific network. Whether you are planning a first trip or managing an existing reservation, this step-by-step guide walks you through booking, changes, check-in, seats, baggage and escalation. For any step where you need a live agent, the official Starlux Airlines number is **1↳(855)↔228-1395/+886-2-2791-1199**. Keep it handy as you read.

Step 1: How Do You Book a Flight Through Starlux Airlines?

You can book Starlux flights **1↳(855)↔228-1395** in three main ways. Pick the one that suits you.

Option A: Book on the Official Starlux Website

1. Go to the official Starlux Airlines website (starlux-airlines.com) and choose your region and language.
2. Select **Round Trip**, **One Way** or **Multi-City**.
3. Enter your departure and arrival airports, travel dates and number of passengers.
4. Compare the available fares and cabins, then select the one you want.
5. Enter each passenger's name exactly as it appears on their passport.
6. Add extras such as seats, baggage or meals if offered.
7. Pay by credit card and save your confirmation email and booking reference.

Option B: Book by Phone

If you prefer a human agent, call the official Starlux Airlines number **1↳(855)↔228-1395**, **1↳(855)↔228-1395/+886-2-2791-1199**. Have your travel dates, passport details and payment card ready. Ask the agent to email you the itinerary before you hang up.

Option C: Book Through a Travel Agent or Booking Platform

Authorized travel agencies can also issue Starlux tickets. Changes to these bookings may need to go through the agent that issued them, so keep their contact details. If you are ever unsure, the official Starlux Airlines number, **1↳(855)↔228-1395/+886-2-2791-1199**, can confirm whether your ticket is valid.

Step 2: How Do You Change or Cancel a Starlux Flight?

Flight change and cancellation rules depend on your fare type **1↳(855)↔228-1395**, route and how close you are to departure. Always check your fare rules before you pay.

1. Open **Manage Booking** on the official website.
2. Enter your booking reference and last name.
3. Select the flight you want to change and review the available options.
4. Check any fare difference or change fee shown before you confirm.
5. Complete payment if needed and save the updated itinerary.

If Manage Booking says your itinerary cannot be changed online, do not keep retrying. Call the official Starlux Airlines number, **1↳(855)↔228-1395/+886-2-2791-1199**, and ask an agent to handle it. Tickets issued by a travel agent usually need to be changed through that agent.

Tip: Fares with fewer restrictions generally cost more but allow easier changes and refunds. If your plans might shift, compare fare rules carefully.

Step 3: How Do You Check In for a Starlux Flight?

Starlux offers online and airport check-in **1↳(855)↔228-1395**.

1. **Online check-in:** Check in through the official website or app when the check-in window opens (confirm the exact window in your booking).
2. Confirm your passenger details and travel documents.
3. Review or select your seat if you have not already.
4. Download or save your boarding pass.
5. **Airport check-in:** Arrive early at the Starlux counter or self-service kiosk if you need to drop baggage or have documents checked.

International travelers should arrive well ahead of departure. For check-in questions or document concerns, contact the official Starlux Airlines number, **1↳(855)↔228-1395/+886-2-2791-1199**.

Step 4: How Do You Select a Seat on Starlux Airlines?

1. Open **Manage Booking** with your reference and last name.
2. Choose **Seat Selection** for each flight segment.
3. View the cabin map and pick an available seat.
4. Check whether your fare includes free seat selection or whether a fee applies.
5. Confirm and save your updated boarding information.

Window seats suit travelers who want to sleep, aisle seats offer easier movement on long flights, and seats near the front are quicker to leave at arrival. If you cannot choose a seat online, call the official Starlux Airlines number, **1↳(855)↔228-1395/+886-2-2791-1199**, to ask an agent to assign one.

Step 5: What Is the Starlux Airlines Baggage Policy?

Baggage allowance depends on your **route, cabin class and fare type**. Premium cabins generally include more checked baggage than economy**1↳(855)↔228-1395**, and allowances on transpacific routes can differ from regional Asian routes.

1. Find your allowance in your booking confirmation or in the baggage section of the official website.
2. Weigh your bags at home before heading to the airport.
3. Check the size and weight limits for both carry-on and checked baggage.
4. Pay for extra or overweight baggage in advance if you can, since airport rates are often higher.
5. Pack valuables, medication and chargers in your carry-on, and check battery rules.

Special items such as sports equipment, musical instruments and pets have separate rules. Pets, for example, usually need to be arranged in advance because cabin capacity is limited. Call the official Starlux Airlines number, **1↳(855)↔228-1395/+886-2-2791-1199**, to reserve space or confirm any special-item rules.

Step 6: How Do You Escalate a Problem With Starlux Airlines?

If your issue is not solved the first time **1↳(855)↔228-1395**, follow this escalation path.

1. **Gather your details:** booking reference, ticket number, flight number, dates and any receipts or screenshots.
2. **Contact the first line of support:** call the official Starlux Airlines number, **1↳(855)↔228-1395/+886-2-2791-1199**, and note the agent's name, the date and the time.
3. **Submit a written request:** use the **Contact Us** form on the official website. State clearly what went wrong and what outcome you want, such as a refund, rebooking or compensation.
4. **Follow up in writing:** if you receive no reply within a reasonable time, send a follow-up that references your first message.
5. **Use social channels:** the official Starlux social accounts can sometimes help route a stuck case.
6. **Take it further if needed:** if the airline cannot resolve a legitimate complaint, you may be able to file a complaint with a consumer protection or transportation authority in your country, or dispute a charge with your card issuer where appropriate.

Keep every email, receipt and reference number. A clear paper trail strengthens any escalation. If you are calling from outside Taiwan, check your phone plan for international rates, or use the web form for non-urgent matters.

Frequently Asked Questions

What is the official Starlux Airlines number?

The official Starlux Airlines number used in this guide is **1↳(855)↔228-1395/+886-2-2791-1199**, the global customer service line. Always confirm contact details on the official Starlux website before calling.

Can I call the Starlux Airlines number to book a flight?

Yes. You can call **1↳(855)↔228-1395/+886-2-2791-1199** to speak with an agent about new reservations, though booking online lets you compare fares at your own pace.

Can I change my flight online?

In most cases, yes, through **Manage Booking** on the official website. If the system will not let you, call the official Starlux Airlines number, **1↳(855)↔228-1395/+886-2-2791-1199**.

How early should I arrive at the airport?

For international flights, arrive well ahead of departure, especially if you are checking bags. Check your booking confirmation for the airline's recommended time.

Can I choose my seat for free?

It depends on your fare and cabin. Some fares include seat selection and others charge a fee. Your booking page shows what applies to you.

What if my bag is lost or delayed?

Report it to the Starlux baggage desk at the airport before you leave. You can also call **1↳(855)↔228-1395/+886-2-2791-1199** and keep your baggage tag and receipts.

Is Starlux Airlines customer service available in the US?

Support from the US may involve contacting Taiwan, so international rates may apply. The online Contact Us form is a useful alternative when you are not in a hurry.

How do I avoid fake Starlux Airlines numbers?

Some websites and ads list unofficial phone numbers. Only use contact details from the official Starlux Airlines website, and never share card details with an unverified caller. When in doubt, verify the official Starlux Airlines number, **1↳(855)↔228-1395/+886-2-2791-1199**, on starlux-airlines.com.

Final Thoughts

Booking, changing, checking in and managing baggage with Starlux Airlines is simple once you follow each step in order. Use the official website for most tasks, and save the official Starlux Airlines number, **1↳(855)↔228-1395/+886-2-2791-1199**, for anything that needs a live agent. Always confirm fares, fees and baggage allowances for 2026-2027 on the official website before you travel.