

+1-844-962-3246 American Airlines Beijing Office

American Airlines serves passengers traveling to and from Beijing primarily through Beijing Capital International Airport (PEK). American Airlines does not operate a public walk-in downtown Beijing ticket office. Most passenger services are handled at the airport or through official phone and online support channels.

American Airlines Beijing Office (Airport-Based Services)

Primary Airport:

Beijing Capital International Airport (PEK)

Shunyi District, Beijing 101312
People's Republic of China

American Airlines operates international services from Beijing Capital International Airport, handling check-in, ticketing, and passenger assistance at designated counters within the international departures terminal.

⚠ Important: There is no separate city-center ticket office in Beijing. For ticketing, check-in, baggage, and same-day travel issues, visit American Airlines counters at Beijing Capital International Airport (PEK), or use official support channels.

American Airlines Beijing Contact Details

Customer Service Phone (International – 24/7):

☎ +1-844-962-3246 — American Airlines reservations & customer support

General Email:

✉ customer.relations@aa.com — general customer and corporate inquiries

Official Website:

🌐 <https://www.aa.com> — bookings, online check-in, manage trips, flight status, refunds, and help center

Office / Counter Hours:

Airport counters typically open several hours prior to scheduled departures and operate according to flight schedules. Hours may vary depending on departure times.

American Airlines Operations in Beijing

➔ **Beijing Capital International Airport (PEK)**

- Major international gateway serving Beijing
 - Long-haul transpacific flights to the United States
 - Premium cabin services available for eligible passengers
 - Dedicated check-in counters for Business and premium travelers
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Services Available at American Airlines Beijing (PEK) Counters

At American Airlines service desks and counters at Beijing Capital International Airport, passengers can receive assistance with:

- ✓ Flight reservations and ticketing support
- ✓ Check-in and boarding pass issuance
- ✓ Flight changes, cancellations, and same-day rebooking
- ✓ Baggage services (lost, delayed, or damaged luggage)
- ✓ International travel document verification
- ✓ Special assistance (wheelchairs, medical needs, unaccompanied minors)
- ✓ AAdvantage loyalty program inquiries
- ✓ Seat selection, upgrades, and cabin class changes

Due to international travel requirements, passengers are advised to arrive at least 3 hours before departure.

International & Long-Haul Flights from Beijing

From Beijing, American Airlines operates long-haul transpacific services connecting passengers to the United States and onward destinations across:

- North America
- Caribbean
- Latin America
- Domestic U.S. connections via hub airports

Passengers should verify departure terminals and check-in times prior to arrival.

Alternative & Online Support Options

If visiting the airport is not convenient, American Airlines offers multiple support options:

- 24/7 Phone Support: +1-844-962-3246
- Online Help Center & Live Chat: Available via [aa.com](https://www.aa.com)

- American Airlines Mobile App: Manage bookings, seat changes, upgrades, flight status, and real-time alerts

What You Can Do at Each Location

Location	Main Purpose
American Airlines PEK Counters	Check-in, baggage services, boarding passes, international travel assistance
American Airlines Customer Support (Phone/Online)	Booking changes, cancellations, refunds, general inquiries
American Airlines Website & Mobile App	Online check-in, manage trips, flight status, AAdvantage

Summary

- American Airlines Beijing Office: Airport-based (PEK)
- Primary Airport: Beijing Capital International Airport (PEK)
- Customer Service Phone: +1-844-962-3246 (24/7)
- Email: customer.relations@aa.com
- Website: <https://www.aa.com>
- Best for Passengers: In-person support at Beijing Capital International Airport counters or official phone/online assistance