

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

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



American Airlines Shanghai Office

(Airport-Based Services)

Primary Airport:

Shanghai Pudong International Airport (PVG)

6000 Yingbin Avenue, Pudong New Area,
Shanghai 201207, China

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

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



American Airlines Shanghai 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 Shanghai

✈ **Shanghai Pudong International Airport (PVG)**

- Major international gateway serving Shanghai
 - Long-haul international services (subject to operational schedules)
 - 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 Shanghai (PVG) Counters

At American Airlines service desks and counters at Shanghai Pudong 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 Shanghai

From Shanghai, American Airlines operates or connects passengers via long-haul international services 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
 - American Airlines Mobile App: Manage bookings, seat changes, upgrades, flight status, and real-time alerts
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What You Can Do at Each Location

Location	Main Purpose
American Airlines PVG 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 Shanghai Office:** Airport-based (PVG)
- **Primary Airport:** Shanghai Pudong International Airport (PVG)

- **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 Shanghai Pudong International Airport counters or official phone/online assistance