

+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

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



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