

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

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



American Airlines Tokyo Office

(Airport-Based Services)

Primary Airports:

Haneda Airport (HND)

Hanedakuko, Ota City, Tokyo 144-0041, Japan

American Airlines operates select international services from Haneda Airport, offering convenient access closer to central Tokyo.

Narita International Airport (NRT)

1-1 Furugome, Narita, Chiba 282-0004, Japan

American Airlines operates long-haul international services from Narita International Airport, handling check-in, ticketing, and passenger assistance at designated counters within the international departures terminals.

⚠ Important: There is no separate city-center ticket office in Tokyo. For ticketing, check-in, baggage, and same-day travel issues, visit American Airlines counters at HND or NRT, or use official support channels.

📞 American Airlines Tokyo 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 Tokyo

Haneda Airport (HND)

- International gateway closer to central Tokyo
- Long-haul transpacific services
- Premium cabin services available for eligible passengers

Narita International Airport (NRT)

- Major international hub serving Tokyo region
- Long-haul transpacific flights to the United States
- Dedicated check-in counters for Business and premium travelers

Services Available at American Airlines Tokyo (HND & NRT) Counters

At American Airlines service desks and counters at Haneda and Narita airports, 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 Tokyo

From Tokyo, 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
- 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 HND Counters	Check-in, baggage services, boarding passes, international travel assistance
American Airlines NRT 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 Tokyo Office:** Airport-based (HND & NRT)
- **Primary Airports:** Haneda Airport & Narita International Airport
- **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 Tokyo airport counters or official phone/online assistance