

+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)

Haneda Airport, 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
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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
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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