

1-866-407-6190 American Airlines Chicago Office

American Airlines serves the Chicago metropolitan area primarily through Chicago O'Hare International Airport (ORD). American Airlines does not operate a public walk-in downtown Chicago ticket office. Most passenger services are handled at the airport or through official phone and online support channels.



American Airlines Chicago Office

(Airport-Based Services)

Primary Airport:

Chicago O'Hare International Airport (ORD)
10000 W O'Hare Ave, Chicago, IL 60666, USA

American Airlines mainly operates from Terminal 3, one of its key hubs in the Midwest.

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



American Airlines Chicago Contact Details

Customer Service Phone (U.S. – 24/7):

☎ +1-800-433-7300 — 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 generally operate from early morning to late night, aligned with flight schedules. Hours may vary by terminal and departure times.

American Airlines Operations in the Chicago Area

- **Chicago O'Hare International Airport (ORD)**
 - Major American Airlines hub in the Midwest
 - Extensive domestic and international operations
 - Admirals Club lounges available (eligible passengers)

 - **Chicago Midway International Airport (MDW)**
 - American Airlines does not operate regular scheduled service
 - Passenger services not available for American Airlines at MDW
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Services Available at American Airlines ORD Counters

At American Airlines service desks and counters at ORD, 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 ORD's size, American Airlines staff are equipped to handle high passenger volumes and complex connections.

International & Long-Haul Flights from Chicago (ORD)

From Chicago O'Hare, American Airlines operates international routes to:

- Europe
- Asia
- Canada
- Mexico
- Caribbean
- Latin America

Passengers are advised to arrive 3 hours before international departures and 2 hours before domestic flights.

Alternative & Online Support Options

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

- **24/7 Phone Support: +1-800-433-7300**
 - **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 ORD Counters (Terminal 3)	Check-in, baggage services, boarding passes, travel-day 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 Chicago Office: Airport-based at Chicago O'Hare (ORD)**
- **Main Terminal: Terminal 3**
- **Customer Service Phone: +1-800-433-7300 (24/7)**
- **Email: customer.relations@aa.com**
- **Website: <https://www.aa.com>**
- **Best for Passengers: In-person support at ORD counters or official phone/online assistance**