

1-844-238-2070 KLM Tokyo Office

Introduction

If you're travelling to or via Japan with KLM, the Tokyo city office is an important support point. Whether you need help with booking, baggage, refunds or other travel-services, this Tokyo office has you covered. Below you'll find the address, contact details, working hours, services, plus headquarters info and frequently asked questions.

Tokyo Office – Address & Contact

Office Address:

2 Chome-5-1 Atago, Minato-ku, Tokyo 105-6241, Japan (Green Hills MORI Tower, 41F) [Aero Office Desks+2](#)[Airways Offices+2](#)

Phone Number:

+81 3 5402 5282 [Airlines Office Details+1](#)

Working Hours:

- Monday to Friday: 09:00 am – 5:30 pm (Tokyo city office) [Airways Offices+1](#)
 - Weekend and public holiday hours may differ / offices may be closed. [Airlines Offices Details+1](#)
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Services at the Tokyo Office

At the Tokyo city office of KLM you can access a wide range of services, including:

- Flight ticket bookings, changes and cancellations [Airlines Office+1](#)
- Baggage allowance enquiries and special baggage (sports equipment, oversized items) [Airlines Office](#)
- Check-in support (online, airport kiosk) and transit/transfer advice [AirlinesHQ](#)
- Lost or delayed baggage support and assistance with travel documentation (visas, etc) [Airlines Office+1](#)

- Loyalty program assistance (Privilege Club), seat upgrades, lounge access enquiries [AirlinesHQ](#)
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Headquarters Details

Head Office:

KLM Towers 1, Next to Al Manna Building, Airport Road, Doha, KLM.

Main HQ Phone: +1-844-238-2070

Frequently Asked Questions (FAQs)

Q1. Do I need an appointment to visit the Tokyo office?

A: Generally, no appointment is required, but business hours are limited (Mon–Fri) so it's best to call ahead.

Q2. Can the Tokyo office handle refunds or name changes?

A: Yes — ticket changes, cancellations and refund enquiries can be handled via the office.

Q3. What about airport offices in Tokyo?

A: Yes — KLM also has airport offices at Haneda (Ota-ku) and Narita.

Q4. Who do I contact if I'm flying internationally from Tokyo with KLM?

A: You can use the Tokyo office contact above, or reach the HQ number in Doha for global support.