

Giving Form To Customer Feedback

Tokyo International Air Terminal Corporation



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We are continuously improve our services according to the valuable opinions and requests we have received from our customers.

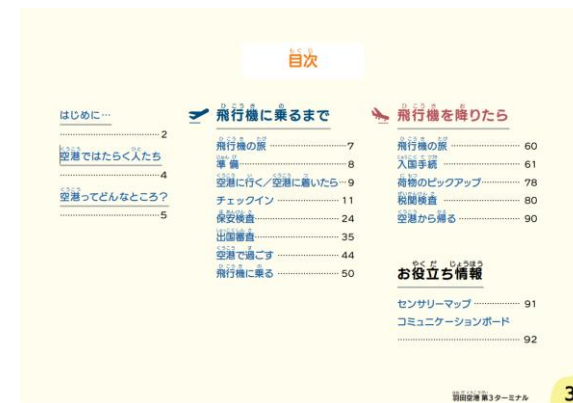
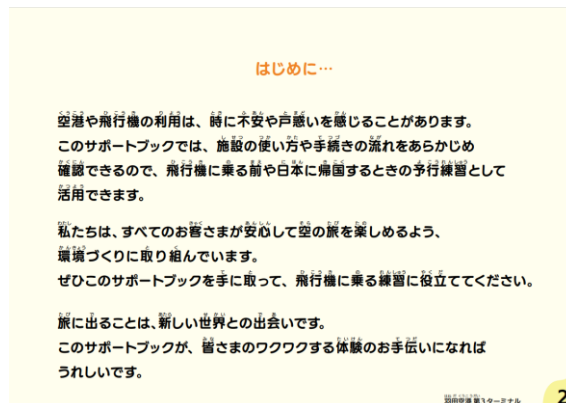
Here you will find some examples of improvements we have made by acting on the feedback we received from our customers.

We will continue our efforts to enhance our services to be a passenger terminal building that our customers would want to come back again.

お客さまの声

- This is my first time using the airport. Once I arrive, where should I go and what should I do first?
- My mother has trouble walking, so it's difficult for her to walk long distances or for extended periods. Is there any assistance available?
- I have a Developmental Disorders, and I'm anxious about using the airport, so I thought it would be helpful to have a guide I could review in advance.

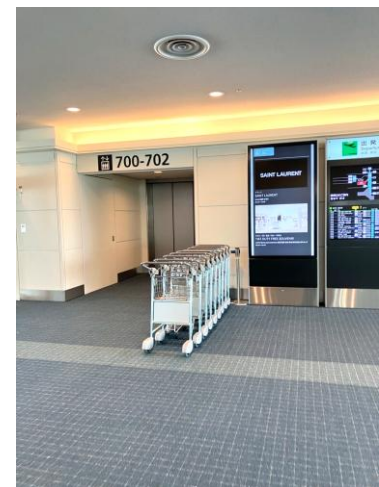
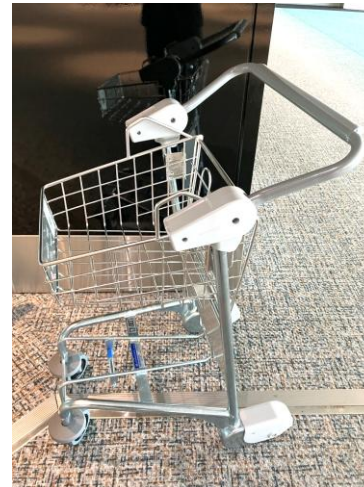
To support those who feel anxious about using the airport, we will publish the "[Haneda Airport Experience Support Book](#)" on Website.



お客様の声

- I would like a small cart like the one in Terminal 3.
- There were no baggage carts in the international departure area of Terminal 2, which made it very difficult.
- There were no baggage carts at all in the departure area, so I had to carry my baggage all the time. This was inconvenient.

A mini cart with brakes has been installed near the information counter on the second floor of the departure area of Terminal 2.



We are pleased to announce the opening of a Halal-certified restaurant.

お客さまの声

- I want more choices of Halal food.
- I would like to be able to eat Halal food and buy Halal marked souvenirs.
- It would be helpful to have more Halal dining options in the terminal.

We opened a Halal-certified restaurant, “Honolu Premier Air HANEDA,” in the general area of Terminal 3.



【Store Outline】

Name: Honolu Premier Air HANEDA
Location: Terminal 3, 4th floor,
Edokoji

お客様の声

- There are not enough chairs on the departure floor. I would like a place to sit.
- I would like more seats for people waiting to check in.
- Compared to other international airports, there are fewer seats for resting. Some people sit on the floor.
- More chairs are needed for pregnant women.

Three hip chairs have been installed in pairs near counters D and G. They are located in the departure lobby on the third floor of Terminal 3.



A packing area has been set up in the departure lounge.

お客様の声

- It would be nice if there was a space for packing luggage.
- The number of people using the packing space is large and the waiting time in line is long, so please increase the number of spaces.
- I need a space for organizing excess baggage at check-in.

Three packing spaces have been set up in the Departure Lobby on the 3rd floor of Terminal 3.

- Next to the north atrium
- Next to the south atrium
- In front of the N counter

