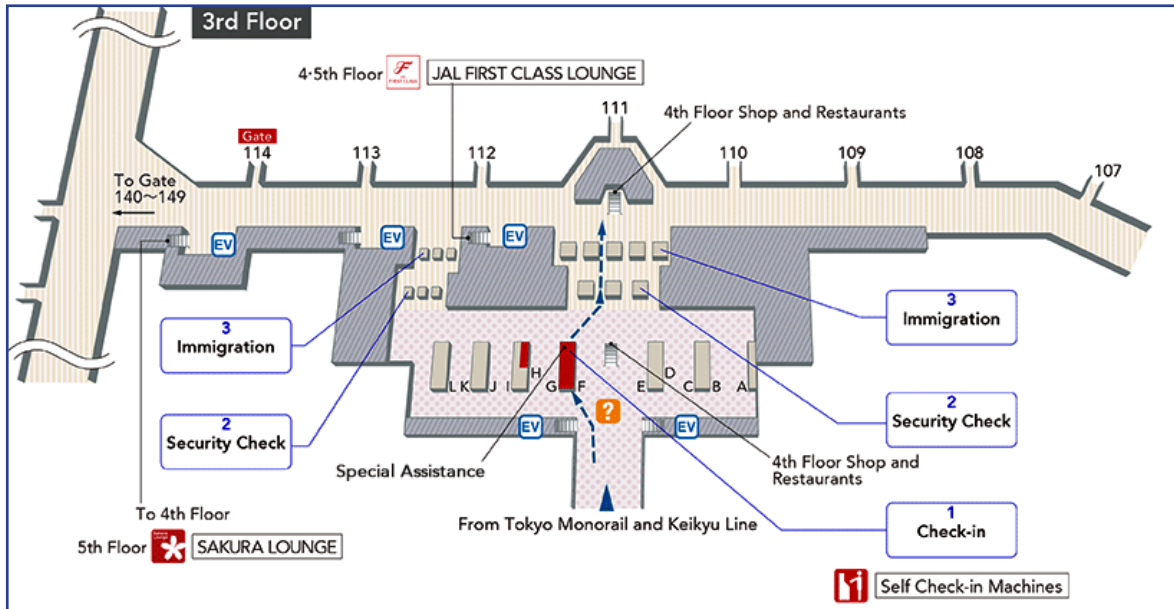


HND - Tokyo Haneda International Airport Tokyo Customs



Carnet & Customs Instructions

Carnet users must have their carnets validated both when arriving and departing.

- 1) Bring Carnet and items to the check-in counter of the passenger's flight airline company. There is no special Customs counter for ATA Carnet validation in the Haneda Airport.
- 2) Ask the airline staff to call a Customs officer to check the items with ATA Carnet.
- 3) Generally, whenever the check-in counter is open, Customs clearance can be done at Customs at each passenger terminal in Haneda airport. The passenger does not have to make a reservation for Customs procedures.

Airport Information

Website: Haneda Airport Passenger Terminal

Customer Service Information Center: 03-5757-8111

Operating Hours: 5:00-24:00 (Domestic), 24 hours (International)

Note: There is a tablet phone for video calls with sign language at Terminal 3. In addition, there are "information phones" at Terminal 2 international routes and Terminal 3 at various locations in the building.

Parking: [Parking](#) | [Access](#) | [Haneda Airport Passenger Terminal \(tokyo-haneda.com\)](http://Haneda Airport Passenger Terminal (tokyo-haneda.com))

Haneda Branch Customs

Customs Counselors Service:

050-5533-6962 (Check-in baggage and carry-on baggage)

050-5533-6988 (Air-cargo)

Email: tyo-gyomu-sodankan@customs.go.jp

Information is accurate as of September 1st, 2021 but can change at any time.

Please allow sufficient time to locate customs and get your carnet validated should the location of customs change due to conditions beyond our control.

Language Aid

Present this language aid to be directed to the nearest Customs area in this Airport.

Please direct me to the nearest Customs area. (English)

この空港内で一番近いを税関を教えてください。 (Japanese)

Carnet HelpLine® 1-800-ATA-2900

E-Mail carnets@atacarnet.com

Telephone 1-847-852-3100

Website www.atacarnet.com

