



Travel with a light heart and a smile.

Airserve Personal Travel Services



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Available 365 days a year, our friendly Meet & Greet service is the perfect client solution for stress-free travel in Japan.

With dedicated offices in Japan's six main airports (Narita, Haneda, Nagoya Chubu, Kansai International, Osaka Itami, and Fukuoka), Airserve can quickly adjust to changes in schedule or circumstances.

The Airserve assistant assigned to your client will monitor flight status and will be in the airport arrival lobby to greet your clients after luggage retrieval and customs inspection.

The Airserve assistant can provide assistance with document handling, train or bus ticket purchasing, Japan Rail Pass voucher redemption, currency exchange, SIM card and Wi-Fi router rental.

Your clients will be escorted to the boarding point of their ground transportation, including Limousine Bus, train, or taxi.

If needed, the Airserve assistant can inform your client's associates of arrival time, train car, or seat number.

Our Services

Meet & Greet Service

Our Meet & Greet Airport Service includes:

- Currency exchange assistance
- Japan Rail Pass coordination and redemption
- Train / bus ticket assistance and purchasing
- Personalized escort and assistance for ground transportation boarding
- Tailored services to accommodate any need



Airserve also provides Meet & Greet Train Service at major train stations in Tokyo, Osaka, Kyoto, Nagoya, and Fukuoka.

Due to their sheer size and complexity, train stations in Japan can be busy, confusing, and very difficult to navigate—especially after a long international flight. Based on your client's requirements, Airserve provides Meet & Greet Train Service for changing trains and changing stations. Forwarding your client's itinerary in advance will provide all the details needed for a quick and easy train station experience. With the Meet & Greet Train Escort plan, your clients will be accompanied to their final destination with full service guidance and assistance. Escort plans can be further customized to accommodate any travel itinerary.

Airport Limousine Bus Service Package Plan

Airport Limousine Bus Service is a very convenient and comfortable way for your clients to transit between airport and hotel. The Airport Limousine Bus Package Plan includes the Airserve Meet & Greet Service, including escort assistance to ground transportation departure points.

Limousine Buses run throughout the day with fares that are competitive—often more affordable than a private car service or taxi.





Private Limousine / Taxi Service

Airserve can book Limousine or Taxi services for your clients, providing a more efficient, stress-free transit to hotels or other accommodations. Our professional drivers will be on standby, waiting for your client's arrival and escort to the departure point. Travelers can bypass long queues and language difficulties with transit that caters to their schedule. Private cars and taxis are available in a wide variety of sizes from sedan to van and larger.

Airserve's Private Limousine / Taxi Service includes the personalized Meet & Greet Service, transportation hire with chauffeur, toll, and parking fees included.



Luxury car brands such as BMW and Mercedes Benz are available on request.



Wi-Fi Router Rental Service

In Japan, public Wi-Fi is not widely available. Airserve's high-quality Wi-Fi Router Rental Service provides always-on internet access that fits in pocket or bag.

Pricing is competitive and includes a spare, rechargeable battery and comprehensive insurance package. Wi-Fi rental is stress-free, without any complicated forms or procedures.

Airserve staff will deliver the device to your client's on their arrival and will be on-hand with personalized instruction.

Airserve staff will pick up the devices on arrival at all major international airports in Japan.



Company Overview


Airserve Co., Ltd. has long been one of Japan's most prestigious travel agencies, specializing in VIP Attending Services in airports across Japan.

Whether traveling for business or pleasure, Airserve provides ideal customer care combined with legendary Japanese hospitality. Your clients can rely on our team of efficient, experienced, and committed professionals for personalized travel services in all major airports in Japan, including Narita, Haneda, Nagoya Chubu, Kansai International, Osaka Itami, Kobe, Fukuoka, and Chitose.

Our outstanding, personalized travel services include:

- Meet and greet assistance, including airport ground travel assistance, JR Passes, currency exchange, portable Wi-Fi service, and smooth, secure transfer to and from the airport.
- Luxurious limousine services to and from airports, hotels, and any other destinations for individuals or small groups.
- Travel Earphone - an indispensable voice guidance tool to make your client's travel more comfortable.

Our services can be tailored for any client need or circumstance – contact us for more information.

Company Profile	
Registered Company Name	Airserve Co., Ltd. (Hankyu Hanshin Toho Group)
Date of Incorporation	September, 2001 (Start of Operations: October, 2001)
Capital	55 million Japanese Yen
Representative Director	Mr. Shinya Tsutsumi
Workforce	449 employees (as of April, 2017)
Headquarters	14F New Pier Takeshiba South Tower, 1-16-1 Kaigan, Minato Ward Tokyo 105-0022 Japan TEL: +81- (0) 3-6745-8230 FAX: +81- (0) 3-6745-8234
Business Hours	Monday to Friday, 9:30-18:30, Closed Saturday, Sunday, and national holidays
Description of Services	<ul style="list-style-type: none"> • Send-off and greeting services at the following airports: Narita (Tokyo) , Haneda (Tokyo) , Nagoya Chubu, Kansai International (Osaka) , Itami (Osaka) , and Fukuoka • Assistance to travelers, including the purchasing and delivery of bus and train tickets • Inbound travel services • Emergency assistance services • Travel Earphone and Multi-Language Travel Earphone translation device sales and rental service • Employee dispatch service license number: 13-302250 • Travel agent license number: DAI 2-6836
Branches	<p>Two Headquarters: East and Westbound Six Airport Branches</p>  <p>Central Japan International Airport</p> <p>Osaka International Airport (Itami)</p> <p>Fukuoka Airport</p> <p>Kansai International Airport</p> <p>Tokyo Main Branch East Japan Sales Headquarters</p> <p>Narita International Airport</p> <p>Haneda International Airport</p> <p>West Japan Sales Headquarters</p>