

1-866-829-1086 United Airlines Rochester Office

Here's complete information about the **United Airlines Rochester Office** — where it's located, how to contact it, and what services you can expect when traveling through the area:



United Airlines Rochester Office (New York, USA)

The **United Airlines Rochester Office** is the airline's local presence in **Rochester, New York**, serving passengers through its airport location at **Frederick Douglass – Greater Rochester International Airport (ROC)**. This office functions as the main place for in-person customer assistance, ticketing, check-in support, and other travel-related services when flying with United. (airlinesofficedesk.com)



Office / Airport Location

- **Address:** 1200 Brooks Avenue, Rochester, NY 14624, United States — located inside **Frederick Douglass – Greater Rochester International Airport**. (airlinesofficedesk.com)
- **Airport Code:** ROC ([Airlines-Office](https://airlinesofficedesk.com))
- **General Airport Contact (ROC):** +1 585-753-7000 (airport information) ([Airlines-Office](https://airlinesofficedesk.com))

This location operates as the United customer service and ticketing counter area where employees can assist travelers directly on travel days. (airlinesofficedesk.com)



Contact Information

Here are the primary ways to contact the United Airlines Rochester Office or related support channels:

United Airlines Rochester Office

- **Phone (U.S. Reservations & Customer Support):** +1-800-864-8331 — United's main U.S. customer service line for reservations, flight changes, baggage questions, and other inquiries. ([Airlines-Office](https://airlinesofficedesk.com))
- **Email:** UnitedAirlines@united.com — listed general contact email on office directories. (airlinesofficedesk.com)
- **Official Website (Online Services):** <https://www.united.com> — for booking, check-in, flight status, and managing your reservation. (airlinesofficedesk.com)

Airport Information:

- **Frederick Douglass – Greater Rochester International Airport:** +1 585-753-7000 (general airport contact for terminal and airline desk info). ([Airlines-Office](#))

Note: Some office listings show typical business hours (e.g., weekdays), but since this office is at the airport, service hours are generally aligned with United flight schedules — often available early and late as flights operate. ([FlyOffices](#))



Services Offered at the Rochester Office

United Airlines staff at the Rochester airport counter can assist with a wide range of travel needs:

✓ Flight Reservations & Ticketing

- Buy new tickets or modify existing reservations.
- Help with seat assignments and upgrades. ([FlyOffices](#))

✓ Check-In & Boarding Support

- In-person check-in before your flight.
- Printing boarding passes for departures. ([airlinesofficedesk.com](#))

✓ Baggage Services

- Checked baggage drop-off before departure.
- Help with delayed, damaged, or missing baggage reports. ([Airlines-Office](#))

✓ Flight Changes & Disruptions

- Assistance with rebooking due to delays or cancellations.
- Information on refunds, travel vouchers, or accommodation options if covered by airline policies. ([FlyOffices](#))

✓ Special Travel Assistance

- Support for passengers needing wheelchairs or mobility help.
- Assistance with unaccompanied minors or other specialized requests. ([FlyOffices](#))

United staff can answer questions about **United MileagePlus® loyalty program benefits**, special baggage (e.g., sports equipment), and travel documentation requirements. ([FlyOffices](#))

United Airlines at ROC Airport

United operates regular service out of **Greater Rochester International Airport (ROC)**, connecting Rochester to United's broader network through major hubs like Chicago–O'Hare, Newark, Washington-Dulles, and others (based on current schedules). (airlinesofficedesk.com)

Ticket counters and support desks at ROC usually open **several hours before the first departure** and remain staffed according to flight operations. Check-in typically begins about **three hours before scheduled international departures** and **two hours before domestic flights**. ([Book Ticket](#))

Tips for Travelers

✓ Arrive Early:

For smooth processing, arrive at the airport at least:

- **2 hours before domestic departures**
- **3 hours before international flights**

This ensures time for check-in, baggage drop, and security. ([Book Ticket](#))

✓ Use Online Tools:






United's website and mobile app allow you to:

- Check in up to 24 hours before departure
- Download your boarding pass to your phone
- View real-time flight status before arriving at the airport. (airlinesofficedesk.com)

✓ Be Cautious of Third-Party Numbers:

Only use official United contact methods from trusted sources (like united.com or your booking confirmation) to avoid scams — unofficial phone numbers found online may connect to third-party agents. ([Reddit](#))

Summary

-  **Office Location:** United Airlines office and service desks at **1200 Brooks Avenue, Rochester, NY 14624**, inside **Frederick Douglass – Greater Rochester International Airport (ROC)**. (airlinesofficedesk.com)
-  **Main Phone:** **+1-800-864-8331** (United U.S. customer service). ([Airlines-Office](#))
-  **Email:** **UnitedAirlines@united.com** (general contact). (airlinesofficedesk.com)
-  **Services:** Ticketing, check-in, baggage help, flight changes, and special assistance for passengers. ([FlyOffices](#))
-  **Airport Info:** ROC Airport general phone **+1 585-753-7000**. ([Airlines-Office](#))

If you'd like, I can provide **step-by-step directions to the United counter at the airport** or help you connect through United's official online support channels!