



NEWS RELEASE

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Plaza Premium Lounge Supports Essential Travel With Re-Openings Across the Globe

Wellbeing Ambassadors will take care of travellers; food service is tailored and modified for heightened hygiene

As a part of reviving the travel industry, Plaza Premium Lounge re-opens selected locations globally to ensure travellers a worry-free journey. Together with airlines and airport partners, the re-openings will help alleviate the stresses of travel by offering travellers a safe space to relax before their journey ahead.

With constant uncertainty from the pandemic, many travellers are worried and reluctant to travel. "As a pioneer and innovator of airport hospitality this is a crucial time for us to work with our airline and airport partners to rebuild trust and assurance in travel by providing a safe environment for travellers at the airport," shares Song Hoi-see CEO and Founder of Plaza Premium Group. Plaza Premium Lounge has resumed operations globally and are serving passengers from over 100 airlines including American Airlines, Air China, Air France, British Airways, Cathay Pacific, China Eastern Airlines, China Southern Airlines, Etihad Airways, Eva Air, Garuda Indonesia, Japan Airlines, Qatar Airways, Singapore Airlines, Turkish Airlines, Virgin Atlantic, WestJet and Xiamen Air in Hong Kong, Macau, Taipei, Vancouver, Jakarta, Phnom Penh, Kuala Lumpur, Kota Kinabalu, Kuching, Penang, Langkawi, New Delhi, Hyderabad and Abu Dhabi. For more details on the openings and hours, please visit us [here](#).

To further strengthen safety and hygiene protocols, Plaza Premium Lounge (Gate 1) at Hong Kong International Airport, where Plaza Premium Group headquarters is located, has reopened after a renovation to reconfigure zoning and introduce smart self-ordering system for travellers to choose made-to-order dishes. "We are committed to continuously enhancing our lounges, which have become an integrated component of a journey especially during and post pandemic as travellers seek a safe and worry-free environment to relax and enjoy prior to boarding," continues Mr. Song. "Guests' and our staff's health and wellbeing is of utmost importance to us."

Recently, Plaza Premium Group has conducted a survey on "What's Next in Airport Hospitality" gathering insights from over 200 travel industry partners on the needs of travellers. The survey findings reinforce that traveller's needs and behaviours has shifted with hygiene and safety measures being top priority. In response to the 'new normal' the Group launches "[We Care for Your Wellbeing](#)" programme to introduce a series of health and safety measures including body temperature checks, frequent sanitisation of all surfaces, provision of hand sanitisers at different areas, encouraging social distancing and having a tailored minimalistic approach to food options to minimise human contact.



Frequent sanitisation of all areas to safeguard both travellers and employees



Reconfigured zoning of private spaces to encourage social distancing

More images of wellbeing measures at Plaza Premium Lounge available in the link below:

<https://plaza-network.box.com/s/o1uj3t3bm27c19h19fu1js3u9cwc6pup>

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About Plaza Premium Lounge

Plaza Premium Lounge is the world's first and largest award-winning independent airport lounge network. It offers all travellers, regardless of airlines or class of travel, a lounge experience in a class of its own. The brand's footprint spans over 35 major international airports and includes Greater China (Hong Kong, Macao, mainland, Taiwan), Southeast Asia (Cambodia, Indonesia, Malaysia, Philippines, Singapore), Australia, Americas (Brazil, Canada), Europe (Finland, Italy, U.K.), India and the Middle East (Oman, Saudi Arabia, United Arab Emirates).

The brand has been awarded the "World's Best Independent Airport Lounge" for four consecutive years from 2016 to 2019 at the Skytrax World Airline Awards, the global benchmark of aviation excellence, as well as the "Best Independent Airport Lounge 2018" by *Business Traveller Asia Pacific* magazine. In 2020, Plaza Premium Lounges at Hong Kong International Airport and Kuala Lumpur International Airport are re-certified with ISO 9001:2015 on provision of quality airport lounge services.

To learn more: www.plazapremiumlounge.com

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About Plaza Premium Group

With a mission to *Make Travel Better*, Plaza Premium Group is the pioneer and industry leader in innovating global airport hospitality services and facilities in over 170 locations of 46 international airports across the world. Established in 1998 and headquartered in Hong Kong, the group comprises five core business segments – airport lounges Plaza Premium First and Plaza Premium Lounge; airport terminal hotels Aerotel and Refreshhh by

Aerotel; airport meet & greet services ALWAYS and a range of Airport Dining concepts. In addition to its own brands, Plaza Premium Group provides airport hospitality solutions to leading airlines, alliances and corporates around the world, including but not limited to Cathay Pacific Airways, Singapore Airlines, Lufthansa, China Southern Airlines, Star Alliance, SkyTeam, American Express and many more.

The Group has won more than 60 accolades in the last five years, including “World’s Best Independent Airport Lounge” for four consecutive years from 2016 to 2019 at the Skytrax World Airline Awards, the global benchmark of aviation excellence, and “Best Airport Lounge Operator” for 2018 & 2019 by *TTG Asia* magazine. In 2020, the Group has successfully been awarded ISO 9001:2015 for Hong Kong Headquarters, proving the quality management in providing airport lounge services. In addition, the group’s Founder and CEO Mr. Song Hoi-see was named Ernst & Young Entrepreneur of The Year and Master Entrepreneur of The Year 2018 Malaysia.

Plaza Premium Group currently employs over 5,000 staff and serves more than 16 million global passengers annually. By continuously innovating and striving to surpass travellers’ expectations of airport experiences, the group is growing exponentially across major international airports globally.

To learn more: www.plazapremiumgroup.com

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Media Contacts:

Global:

Maggie Leung, Senior Manager, PR & Corporate Communications

T: +852 3960 1595

maggie.leung@plaza-network.com

Stephanie Li, Assistant Manager, PR & Corporate Communications

T: +852 3960 1456

stephanie.li@plaza-network.com