

## **Plaza Premium Lounge wins Skytrax Award for third consecutive year**

*Worldwide Passengers Rank Plaza Premium Best for Lounge  
Facilities and Service Standards*

**18 July 2018, London** - Plaza Premium Lounge, the world's largest independent airport lounge network, has won the "World's Best Independent Airport Lounge" accolade from Skytrax for its London Heathrow T2 Departures Lounge at the 2018 World Airline Awards held at London's Langham Hotel today. Plaza Premium Lounges in Hong Kong, Vancouver and Brisbane International Airport have also been recognised among the Top 10 Best Independent Airport Lounges in the world.



*Mr Song Hoi-see, Plaza Premium Group's Founder and CEO (centre, with the Award), Jonathan Song, Business Development Director (5<sup>th</sup> from left), together with the London's Operation and Service team members received the Skytrax award of "2018 World's Best Independent Airport Lounge"*

At the London awards ceremony, Mr Song Hoi-see, founder and CEO of Plaza Premium Group commented: "We are thrilled that our London Heathrow Terminal 2 (T2) Plaza Premium Lounge has won the award for the *World's Best Independent Airport Lounge*. This prestigious accolade is one that we are proud to have won for

three consecutive years. Voted for by millions of travellers is a true testament to the popularity of our facilities and service, continuing recognition for Plaza Premium Lounge's achievements. As we celebrate our 20<sup>th</sup> anniversary this year, this recognition marks another significant milestone for the team to continue to enhance customer experience with our Core Values: Service Excellence, Innovation and Teamwork."

"2018 has been an exciting year as we have expanded to over 160 locations across 41 international airports. I would like to take this chance to thank our guests, partners and especially the Plaza Premium Lounge team from the winning locations and around the world for creating the best lounge experience for our guests," added Mr Song.

In the past 12 months, the award-winning lounge network has added new airport locations in different continents including London Heathrow Terminal 5, Rome Fiumicino, Melbourne, Jakarta, Riyadh and Dammam. An expansion plan in China and the United States is also in the pipeline. This month, a new, redefined lounge concept - Plaza Premium First, has been launched to offer an elevated lounge experience for elite travellers.

Referred as the 'Oscars of the aviation industry', the prestigious Skytrax's World Airline Awards are voted by millions of passengers who have taken part in the largest annual global airline customer satisfaction survey. The survey and awards process are totally independent and free of any airline influence or interference in final results from a worldwide audience of airport travellers.

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#### **About Plaza Premium Group**

Headquartered in Hong Kong, Plaza Premium Group is the pioneer and industry leader in providing Premium Airport Services in over 160 locations of 41 international airports across the world, with a collective goal of 'enhancing your airport experience'. The Group comprises four core airport services, Airport Lounge, Airport Transit Hotel, Airport Meet & Greet Service, and Airport Dining. In the past few years, The Group has won more than 60 accolades, including the 'World's Best Independent Airport Lounge' for three consecutive years from 2016 to 2018 at the Skytrax World Airline Awards, the global benchmark of aviation excellence.

The Group currently employs nearly 5,000 staff and serves over 14 million passengers around the world annually. The Group is dedicated to providing quality services and possesses proprietary knowledge in airport hospitality industry. By continuously surpassing travellers' expectation, the Group's network is rapidly growing across major international airports around the world. For more details, visit [www.plazapremiumgroup.com](http://www.plazapremiumgroup.com)

### **About Plaza Premium Lounge**

Plaza Premium Lounge, the world's largest independent airport lounge network, gives travellers a haven away from the hustle and bustle of the airport, a home away from home, by providing a space with top-notch services and facilities for travellers departing, transiting and arriving at 41 major international airports around the world. In July 2018, an extension of the flagship brand, Plaza Premium First was launched to offer a redefined, elevated lounge experience for elite travelers.

Comfortable seating, enticing food and beverage selection, showers with amenities, private resting suites, VIP rooms, recharging stations, Wi-Fi, computer workstations are but a few of the services offered to enhance the airport experience.

As the first airport lounge network to achieve ISO 9001:2008 certification, we are committed to consistently providing quality services and continual improvement for valued customers. By putting into action, the best ideas and practices from across the network and around the world, we focus on innovative and quality products and services.

On top of the sublime and opulent independent airport lounges that are in operation, we also manage lounges for leading airlines and alliances including Cathay Pacific Airways, China Eastern Airlines, China Southern Airlines, Lufthansa, Singapore Airlines, Thai Airways, SkyTeam, Star Alliance and American Express. For details, please visit [plaza-network.com](http://plaza-network.com)

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