



NEWS RELEASE

26 August 2020

**Plaza Premium Lounges Reopen In Terminal 2 and 5 at London Heathrow  
With Enhanced Hygienic Protocol to Ensure Worry-Free Lounge Experience**



*Plaza Premium Lounge London team in protective gear serves guest with welcome drink*



*Plaza Premium Lounge London is well-prepared to ensure travellers a worry-free lounge experience*

The recently reopened Plaza Premium Lounges at Terminal 2 and 5 Departures of London Heathrow is well-prepared to serve passengers from the lounges' new airline partners, including Etihad, Finnair, Virgin Atlantic and Vistara as well as SkyTeam Alliance airlines, to experience Skytrax-winning lounge services, while Plaza Premium Lounge at Terminal 5 will also host Qatar Privilege Cardholders. Meanwhile, the lounge is open for all travellers without eligible entitlement at a rate of GBP25 for 2-hour use or GBP65 for 5-hour use.

Guided by Plaza Premium Lounge's owning company Plaza Premium Group's "[We Care for Your Wellbeing](#)" principles, the reopened lounges implemented a set of enhanced hygienic protocols to safeguard the health and wellbeing of all guests and lounge staff members, including but not limited to frequent sanitisation of all surfaces, provision of hand sanitisers, practice of social distancing, tailored food services manned by staff and pre-packaged food items at self-serve counters to minimise human contacts.

Guests visiting Plaza Premium Lounges will also be invited to join app-based Smart Traveller, Plaza Premium Group's Global Airport Reward Programme, via downloading for free on [Apple Store](#) and [Google Play](#). New joins will receive a welcome 100 bonus points to unlock a new way of rewarding experiences including 20% off each following visit at Plaza Premium Lounges globally, double points in birthday month, and year-round member benefits.

Images of wellbeing measures available in the link below:

<https://plaza-network.box.com/s/r6i7ehkhvqgq1de0l96eo2p0hexk5kf>

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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](http://www.plazapremiumlounge.com)

Connect with us: [FB](#), [IG](#) and [Youtube](#) @plazapremiumlounge

### **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](http://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](mailto:maggie.leung@plaza-network.com)

United Kingdom: Louise Burrows, Senior Marketing Manager  
T: +44 (0) 7445 680909  
[louise.burrows@plaza-network.com](mailto:louise.burrows@plaza-network.com)