

# PLAZA PREMIUM GROUP

NEWS RELEASE

4 November 2020

## **Plaza Premium Group receives top recognition for its Airport Lounges and In-Terminal Hotels across Asia, the Middle East and Europe at Business Traveller Asia-Pacific Awards and World Travel Awards 2020**

- Plaza Premium First Hong Kong voted “**Best Independent Airport Lounge**” by Business Traveller Asia Pacific
- Plaza Premium Lounge Rome voted “**Europe's Leading Airport Lounge**” at World Travel Awards
- Plaza Premium Lounge Dubai voted “**Middle East's Leading Airport Lounge**” at World Travel Awards
- Aerotel Muscat voted “**Oman’s Leading Airport Hotel**” at World Travel Awards

Speaking of the recent successes, **Plaza Premium Group Founder & CEO Song Hoi-see** shares “*We are thrilled to have won two industry leading accolades. During what has been a challenging year for the travel industry globally, these recognitions have proven our team’s dedication in prioritising wellbeing and safety while maintaining outstanding service during this critical time. This is a very proud moment for us. We are grateful to all our global travellers for their unwavering support and encouragement to always push us to be the best.*”

### **Business Traveller Asia Pacific Awards 2020**

Plaza Premium First Hong Kong has been voted “Best Independent Airport Lounge” for the second consecutive year since its launch in 2018. Located at Hong Kong International Airport, Departures, Level 7, the ‘first-class’ lounge elevates the airport experience with curated in-lounge offerings, from an à la carte dining concept *Primo*, to an innovative all-encompassing bar *Aerobar*, featuring the most extensive whisky selection in the Airport, as well as TWG teas, Lavazza coffee and house made desserts. The lounge also includes shower cabins, complimentary massage services and ambassadors to personalise choices for passengers to suit their different needs.

In addition to Plaza Premium First, Plaza Premium Lounge Hong Kong by Gate 35 has been voted runner up under the same “Best Independent Airport Lounge” category. Opened late last year, Plaza Premium Lounge Hong Kong features stunning close-up views of the airport runway and has recently launched Smart Order, a contactless food ordering system via mobile. Travellers can now enjoy fresh made-to-order meals, and a tailored approach to food delivery options that minimise human contact as a part of the Group’s [We Care For Your Wellbeing](#) programme.

### **World Travel Awards 2020**

“*Being recognised for both our Plaza Premium Lounge Dubai and Aerotel Muscat is a tremendous milestone for our Middle East presence, not to mention our Plaza Premium Lounge Rome voted as the best in the region. With*

*the resumption of travel domestically and international flights picking up, our teams in the Middle East and Europe are looking forward to supporting the revival of travel and to offer a worry-free airport experience to global travellers”* shares **Okan Kufeci, Regional General Manager of Europe and Middle East of Plaza Premium Group**. Both Plaza Premium Lounge Dubai and Aerotel Muscat received their first accolade since its opening.

Plaza Premium Lounge Dubai has been voted “Middle East Leading Airport Lounge” at World Travel Awards 2020. Opened last January, it is the latest addition to the Group’s portfolio in the Middle East. Located on Level 4, Concourse A in Terminal 3 of Dubai International Airport, Plaza Premium Lounge Dubai is the only airport lounge in Dubai to offer four 10-square-meter Family Suites, catering to the needs of large families or small groups. The lounge is serviced by a talented multi-lingual team who speak Arabic, Russian, Hindi, Tagalog and Turkish. The award-winning lounge also features a dedicated Playroom *First-class*, an enclosed private napping space and cigar lounge and prayer rooms, catering for every kind of traveller.

Continuing the winning streak in the Middle East, Aerotel Muscat has been awarded “Oman’s Leading Airport Hotel” by World Travel Awards 2020. Located in the Departures terminal at Muscat International Airport, the property features an indoor-swimming pool, fitness corner and comfortable guestrooms for travellers to relax and recharge before their onward journey.

Plaza Premium Lounge Rome has received recognition as “Europe’s Leading Airport Lounge” at World Travel Awards 2020, it is also the Group’s largest airport lounge in Europe. Located in Leonardo da Vinci-Fiumicino Airport, Departures, Terminal 3, the award-winning lounge spans over 1,000 square metres, featuring 300 comfortable seats including the signature honeycomb seating to provide extra privacy and to encourage social distancing.

Business Traveller Asia-Pacific Awards is now on its 29<sup>th</sup> year and continues to celebrate the best in the travel industry, voted by over 30,000 frequent travellers who are taking an average of 19 business trips a year. Additionally, for 27 years, World Travel Awards has gathered votes from industry professionals and consumers worldwide. These Awards recognise and celebrate excellence across all key sectors of the travel, tourism and hospitality industries. Both organisations are recognised globally as the ultimate hallmark of industry excellence.

-End-



Plaza Premium Lounge Dubai voted  
“Middle East Leading Airport Lounge”  
at World Travel Award 2020



Plaza Premium Lounge Rome voted  
“Europe’s Leading Airport Lounge” at  
World Travel Awards 2020



Plaza Premium First Hong Kong voted “Best  
Independent Airport Lounge” at Business Traveller  
Asia-Pacific Awards 2020



Aerotel Muscat voted “Oman’s Leading Airport  
Hotel” by World Travel Awards 2020

More Images and certificates of our award-winning lounges and in-terminal hotel are available for download here: <https://plaza-network.box.com/s/pug0n5np64tuqz01qm6gmqdykpcx6nqs>

#### **About Plaza Premium First**

Plaza Premium First redefines and curates an elevated and personalised experience for discerning travellers looking for an independent “first-class” airport lounge. The unique lounge stay begins with a welcome tour by Lounge Ambassador, familiarising guests with the lounge’s experiential zones crafted for relaxation and rejuvenation. Bringing the world experience to the meticulously designed space, Plaza Premium First collaborated with internationally known beverage brands for AeroBar including Italian coffee Lavazza; Singaporean tea TWG to offer special cocktails and mocktails; and Pernod Ricard to introduce the largest collection of whiskies and tailor-blended gin. Dining experience is enhanced with in-lounge a la carte dining Primo, serving a selection of glocal cuisine. The inaugural locations were launched at Hong Kong International Airport, the Asia’s first lounge to feature plant-based dish, and Kuala Lumpur International Airport. Plaza Premium First Hong Kong was named “Best Independent Airport Lounge” by Business Traveller Asia Pacific Awards 2019 & 2020.

To learn more: [www.plazapremiumfirst.com](http://www.plazapremiumfirst.com)

Connect with us: [IG @plazapremiumfirst](https://www.instagram.com/plazapremiumfirst)

### **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)

Connect with us: LinkedIn @plazapremiumgroup and Twitter @PPG\_worldleader

### **Media Contacts:**

Global: Stephanie Li, Assistant Manager, PR & Corporate Communications  
T: +852 3960 1456  
[stephanie.li@plaza-network.com](mailto:stephanie.li@plaza-network.com)