

PLAZA PREMIUM GROUP

News Release

Plaza Premium Lounge Wins Skytrax Awards Six Years in a Row

Three Plaza Premium Lounges in United Kingdom and Europe have been listed on the Top 10 rankings



*Plaza Premium Group Founder and CEO, Song Hoi See with employees
at the prestigious Skytrax World Airline Awards ceremony at the Langham Hotel, London*

(London, 26 September 2022) Plaza Premium Lounge has been voted again as “World’s Best Independent Airport Lounge at the 2022 Skytrax World Airline Awards.

This is the sixth consecutive year that the independent lounge operator had been given the industry’s most prestigious recognition.

Plaza Premium Lounge - London-Heathrow Terminal 2 Departures was listed as number one on the Top 10 rankings, followed by **Plaza Premium Lounge - Leonardo da Vinci-Fiumicino Airport, Rome (T3 Departures)**, and **Plaza Premium Lounge – London-Gatwick North Terminal Departures**.

Plaza Premium Group Founder and CEO, Song Hoi See said, “We are truly honoured to be awarded the prestigious Skytrax World Airline Awards for the sixth year, consecutively. Having awarded 2022’s Best Independent Airport Lounge Brand for Plaza Premium Lounge is a testament to our service excellence. We are setting the trend in creating memorable lounge experiences endorsed and recognised by the travel industry and travellers.”

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“The past two years have been challenging for the travel industry due to the pandemic and we would like to dedicate this win to all our colleagues who have been the backbone of our company. They have been our biggest supporters and have really put in their hard work and dedication despite the challenges we’ve been through. We are really proud of this achievement and we will continue to provide award-winning hospitality services across our global network.”

He added, “We will also continue to put in our efforts into creating memorable lounge experiences for our guests around the world. We take the time to study the current traveller preferences and incorporate them into our lounge design and concept. Our latest lounge concept will provide enhanced offerings including spaces for communities, friendly-family interactive zones, more digitalisation whilst integrating sustainable practices. Travellers will get to experience all of this at our new lounges in Dubai, Orlando, Nairobi, Kuala Lumpur and Jakarta which we will be announcing very soon. We also invite travellers to enjoy our newly opened Plaza Premium Lounges in Edinburgh, Budapest, Cebu, Frankfurt, Ethiopia and Muscat.”

According to Song, “We believe that digitalisation plays a part in delivering a seamless customer experience. Therefore, placing solid technology which connects from service delivery to our backend systems have been our focus this year when implementing our latest lounge concept.”

About the award-winning lounges:



World’s Best Independent Lounge #1
Plaza Premium Lounge London-Heathrow T2 Departures

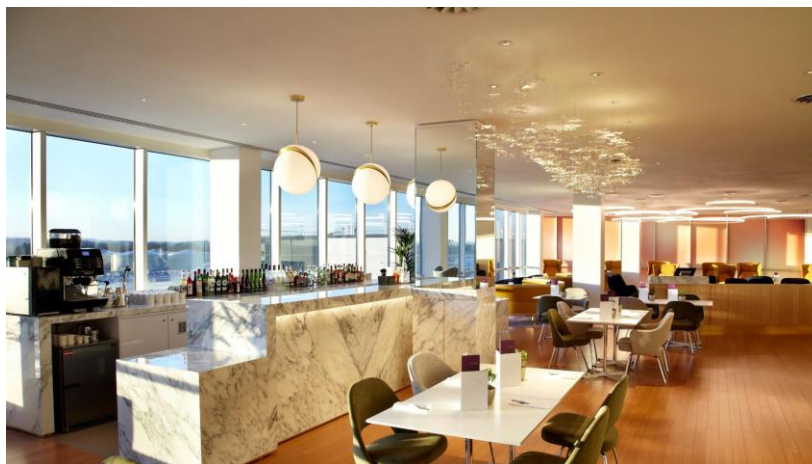
Plaza Premium Lounge London-Heathrow offers travellers a luxurious and comfortable space to unwind before their flight. Located at Terminal 2 Departures, the lounge features private resting suites, shower facilities as well as a generous selection of freshly prepared meals including both English and international cuisines.

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Word's Best Independent Lounge #5
Plaza Premium Lounge Rome T3 Departures

Meanwhile, **Plaza Premium Lounge - Leonardo da Vinci-Fiumicino Airport** in Italy gives travellers a peek into Rome with influences from the ancient Roman architecture in its lounge design. Travellers get to savour a selection of food and beverages while relaxing at the lounge, and also catch up on work with the lounge's complimentary Wi-Fi and charging stations.



World's Best Independent Lounge #8
Plaza Premium Lounge Gatwick North Terminal Departures

In Gatwick, families travelling with little ones will be able to enjoy the Kids Zone available at the **Plaza Premium Lounge London-Gatwick North Terminal Departures**. The lounge boasts stunning views of the runway, and feature an array of comfortable seating for all travellers.

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Plaza Premium Group targets to expand from over 250 lounges to over 500 lounges by 2024/25 through growing both the Plaza Premium Lounge venues and through affiliate lounge networks. In its latest lounge expansion, the Group will be providing enhance offerings to its guests with extended facilities for travellers to work, play and socialise. Plaza Premium Lounge's latest offerings will include interactive zones for arts and culture, children's play area, curated cafes as well as health and wellness. The Group will also incorporate more sustainable approaches in its offerings, by promoting waste reduction, energy saving and sustainable procurement practices.

Plaza Premium Group is committed to making travel better and is focused on building the future of travel. In its move towards digitalisation, customers will see the Group incorporating new technologies and advanced solutions into its lounge operations. Coupled with the Skytrax award, this further strengthens the Group's position as the global leader in integrated, 360° award-winning airport hospitality experiences and solutions.

Referred to as the "Oscars of the aviation industry", the prestigious Skytrax World Airline Awards are determined through the largest annual global airline customer satisfaction survey participated by millions of global air passengers. The survey and the award selection are independent and free of any airline influence or interference. In the latest customer survey, which was operated from September 2021 to August 2022, saw over 100 customer nationalities participated in the 2021/2022 survey with 14.32 million eligible entries counted in the results.

More details at www.worldairlineawards.com.

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For high-resolution images, please download at: <https://we.tl/t-Eeb4DuM5eW>

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 250 locations of more than 70 international airports across the world. Established in 1998 and headquartered in Hong Kong, the group comprises four core business segments – airport lounges Plaza Premium First and Plaza Premium Lounge; airport terminal hotels Aerotel; Airport meet & greet services ALWAYS and a range of Airport Dining concepts. The Group has also developed Smart Traveller, a mobile-app based global airport membership programme that is designed for air travellers, offering uniquely-curated perks, benefits and rewards experience through points earning and redemption. 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, China Southern Airlines, Virgin Atlantic, Air France, Star Alliance, SkyTeam, American Express, Capital One and many more.

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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 2021 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 20 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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About Plaza Premium Lounge

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 70 major international airports and includes Greater China (Hong Kong, Macau, mainland, Taiwan), Southeast Asia (Cambodia, Indonesia, Malaysia, Philippines, Singapore, Thailand), Australia (Brisbane, Melbourne, Sydney), Americas (Argentina, Brazil, Canada, Columbia, El Salvador, Mexico, United States), Europe (Denmark, Finland, Hungary, Turkey, Italy, Sweden, Switzerland, U.K.), India and the Middle East (Oman, Saudi Arabia, United Arab Emirates) and South Africa (Durban, Johannesburg, Ethiopia)

The brand has been awarded the “World’s Best Independent Airport Lounge” for five consecutive years from 2016 to 2021 at the Skytrax World Airline Awards, the global benchmark of aviation excellence. In 2020, Plaza Premium Lounge in Rome was voted “Europe’s Leading Airport Lounge” and, Plaza Premium Lounge Dubai “Middle East’s Leading Airport Lounge by World Travel Awards in 2020 & 2021. In 2020, the brand has successfully been awarded ISO 9001:2015 for its Hong Kong Headquarters, proving the quality management in providing airport lounge services.

To learn more: www.plazapremiumlounge.com

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Media Contacts:

Eva Lui, Senior Manager, PR & Corporate Communications, Plaza Premium Group
T: +852 3960 1456 E: eva.lui@plaza-network.com

Louise Burrows, Marketing Manager Europe, Plaza Premium Group
T: +44 7445 680909 E: louise.burrows@plaza-network.com