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# Plaza Premium Group to Open New Plaza Premium Lounge at New Chitose Airport in Hokkaido




High-resolution CTS lounge images: link

**Hokkaido, Japan – [12 November 2026] –** Plaza Premium Group (PPG), the global leader in 360-degree airport hospitality and passenger service solutions, has announced plans to launch a new Plaza Premium Lounge at New Chitose Airport (CTS), a primary international gateway to Hokkaido. Targeted to open later this year, the lounge will be located airside on the fourth floor of the International Departures area, near Gate 66.

## Strengthening Plaza Premium Group's Presence in Japan

Spanning 814 square meters with capacity for over 170 guests, the new lounge extends PPG's signature hospitality to international travellers departing from Hokkaido. The opening marks a major milestone in strengthening PPG's footprint in Japan, building upon its established presence in the country, which includes the flagship Plaza Premium Lounge at Chubu Centrair International Airport (NGO) in Nagoya, along with dining and passenger service touchpoints across key hubs.

Designed as a comfortable, convenient sanctuary, the CTS space reflects the Group's core mission to 'Make Travel Better.' Located at a key gateway for leisure and global connectivity, the lounge provides a relaxed pre-flight experience for every traveller—whether embarking on a holiday, visiting friends and family, or departing on business.

## Comfort, Convenience, Curated Dining, and Flexible Lounge Experiences

The Plaza Premium Lounge at CTS will feature a welcoming environment for travellers to rest, recharge, and stay connected. Planned amenities and services include:

- Comfortable, ergonomic seating and complimentary high-speed Wi-Fi
- Specialty à la carte menu items, such as Soup Curry and Hokkaido Soft Serve Ice Cream
- A hot buffet selection accompanied by coffee, tea, and soft drinks
- Flexible operating hours, currently planned from 07:30 to 21:00 daily *(subject to seasonal schedules and final confirmation)*

***Note: Final service inclusions, access arrangements, and beverage options will be confirmed prior to opening.***



## Supporting Hokkaido's International Gateway

The timing of this opening couldn't be better as we gear up for the influx of winter travellers. As a major gateway connecting Hokkaido with key domestic destinations across Japan and major international hubs, New Chitose Airport (CTS) is preparing for a busy season.

Located conveniently in the international departures area, the new Plaza Premium Lounge gives departing passengers an elevated space to relax, dine, and refresh before their flights. This expansion further underscores Plaza Premium Group's ongoing commitment to enriching the passenger experience through high-quality, human-led airport hospitality.

## Comment from Song Hoi See, Founder and Chief Executive Officer (CEO) of PPG:

*"Japan continues to be a key strategic market for PPG as global demand for international travel to the region reaches unprecedented heights, with Japan welcoming over 40 million annual foreign visitors. Hokkaido, with its rich cultural heritage and world-class year-round tourism, is a premier destination for global travellers. We are delighted to partner*

*with New Chitose Airport to extend our signature hospitality to International Departures. Our goal is to transform the airport journey into a seamless, memorable, and relaxing experience for all travellers departing from CTS."*

**Comment from Mr. Masaki Yamazaki, President and Representative Director of Hokkaido Airports Co., Ltd.:**

*"This winter, New Chitose Airport will enter a new chapter as an international gateway with the launch of direct flights to North America. At this significant milestone, we are delighted to welcome Plaza Premium Group, a global leader in providing high-quality airport services at major airports around the world, as our new partner.*

*The opening of this lounge represents much more than simply the addition of a new airport facility. We believe it marks an important step forward in New Chitose Airport's evolution into an airport of choice for travelers from around the world, alongside the continued expansion of our international flight network.*

*Looking ahead, we remain committed to enhancing the overall value of New Chitose Airport as a key gateway connecting Hokkaido with the world, by further strengthening both our air connectivity and the quality of services we provide."*

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**Plaza Premium Lounge at New Chitose Airport**
**Opening:** December 2026
**Location:** 4F, International Departures, New Chitose Airport (CTS), Hokkaido, Japan
**Capacity:** 172 seats
**Hours**: 07:30–21:00 daily (subject to seasonal flight schedules)

**PLAZA PREMIUM GROUP**

Plaza Premium Group (PPG) is the global leader in integrated airport hospitality and passenger service solutions, operating the largest network of airport lounges worldwide and offering a 360-degree airport hospitality experience with 14 brands under its portfolio, operating in 150 countries across 600 international and domestic airports and serving 30 million passengers annually. With a mission to Make Travel Better, the group introduced the world's first independent airport lounge concept in 1998. Plaza Premium Lounge, Plaza Premium First - award-winning airport lounges, Aerotel - the world's largest airport transit hotel chain, Refreshhh by Aerotel, ALLWAYS - airport passenger services, airport dining concepts, Smart Traveller - innovative digital experience and rewards platform, and One Travel Experience Ecosystem (OneTECO), the group is at the forefront of transforming airport experiences for the better through innovative and human-led solutions. PPG's commitment extends beyond its brands, as it also provides lounge management and hospitality solutions to leading airlines, alliances, and corporations worldwide. PPG is the world's most awarded independent airport hospitality company, with over 200 awards and accolades globally. Notably, Plaza Premium Group was honoured as "World's Best Airport Lounge Group" at the prestigious Skytrax World Airline Awards, the Group's most significant accolade to date, and one that elevates its recognition from a single lounge brand to the leading lounge group worldwide. The honour capped an unprecedented 10 consecutive years of Skytrax wins, following Plaza Premium Lounge's nine straight years as the World's Best Independent Airport Lounge from 2016 to 2025.

With a team of nearly 8,000 dedicated professionals worldwide, and through a continuous pursuit of innovation and excellence, the group is experiencing exponential growth globally.

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