

A review of Plaza Premium Lounge at YYZ

This article is 1 of 5 in a series. *PAX International* Managing Editor Jane Hobson takes readers through a visit to the Plaza Premium Lounge ([PPL](#)), operated by Plaza Premium Group ([PPG](#)), at Toronto Pearson International Airport ([YYZ](#)).

As many of our readers know, *PAX International* serves as a media partner for numerous industry events, including the recent [APEX FTE Asia Expo 2025](#). I spent that week traveling through Hong Kong, Singapore and Nanchang, China, packed with meetings, conferencing and on-location reporting. Now back in Toronto and well-rested, I am taking you to my first stop along the way: the Plaza Premium Lounge at YYZ.



PPG Terminal Manager Ahmad Milad Kabir (left), *PAX International* Managing Editor Jane Hobson and Assistant Manager – Operations Mostafa Frizit at the Plaza Premium Lounge at Toronto Pearson Airport

First stop along the journey

After breezing through bag-drop and security, I headed to Level 8 of international departures in Terminal 3, near Gate C32. When the elevator doors opened, PPL's entrance sign felt like a warm beacon on a grey November afternoon. Check-in was quick and easy using the [Smart Traveller](#) app.

The lounge operates on a pay-per-use model, and travelers can also reserve online or through the app. I have done both—booked ahead and tried my luck on arrival—and even without a reservation the wait has never been too long. That said, the lounge often reaches capacity at peak times, so the waitlist can come in handy. On this occasion, thanks to my reservation, I walked right in and was

guided to my armchair.



Checking in with the lounge staff and Smart Traveller app was easy

The lay of the lounge

The lounge is spacious with a good mix of seating—armchairs with side tables, bar stools and bistro-style tables. Charging outlets are within easy reach, and the décor is modern and cozy with rich wood tones and neutral finishes. Large windows along one wall brighten the entire lounge. With the bar on one side and the food station on the other, the space flows well and avoids bottlenecks. Shower facilities are also available (charges may apply).

The lounge is consistently clean, from the restrooms to the dining area. Staff move through the space collecting dishes and checking in on guests, always friendly and attentive.

Since PPL is open to all travelers, it tends to be livelier than some cabin-class lounges. There is also a children's playroom—a welcome feature for families. Personally, I still find it easy to work or relax.



Staff were enthusiastic and friendly

Food & drink

This lounge offers international and local cuisine prepared at live cooking stations, plus soups, salads and desserts at the buffet. The bar serves coffee, tea, juices and fountain drinks, along with complimentary house beer and wine; cocktails are available for an additional charge. Vegetarian and gluten-free options can be provided on request.

Toronto's diversity is reflected through Plaza Premium Group's Proudly Local campaign, which aims to curate lounges that embody the culture, cuisine, design and personality of each destination—transforming them from generic comfort spaces into locally rooted pre-flight experiences.

As Pascal Belanger, Senior Vice President of the Americas at Plaza Premium Group, told *PAX* last fall: "People are starting to see the value beyond just the price of access. Our lounges transform the airport experience by offering a place to unwind, enjoy locally inspired meals and refresh before the flight."

Once settled, I grabbed a glass of white wine from the bar and filled my plate with hot cream sauce

penne, coleslaw and fresh vegetables. Everything was delicious—well-seasoned and made with a clear homemade touch.



There were plenty of fresh veggie, salads and prepared hot dishes to choose from

A would-recommend experience

The PPL team at YYZ International Departures offered warm hospitality throughout my stay. Terminal Manager Ahmad Milad Kabir and Assistant Manager – Operations Mostafa Frizit stopped by to personally welcome *PAX*, which added to the sense of care.

Being able to decompress with food, drink and reliable Wi-Fi is a game-changer before an extra-long-haul flight. The restrooms are clean and easy to access—something you cannot always say when waiting at the gate. Overall, the lounge delivers a genuinely hospitable sendoff before departure.

All in all, it was the perfect respite before the 14.5-hour flight to Hong Kong. I highly recommend the Plaza Premium Lounge at YYZ—just consider reserving in advance, as the lounge’s popularity is well deserved.



The chance to relax over good food, a drink in hand and seamless Wi-Fi set the tone perfectly for an extra-long-haul flight ahead