

PPG opens ALLWAYS Concierge at HKG Terminal 2



ALLWAYS extends concierge and airport passenger services to Hong Kong International Airport Terminal 2

Plaza Premium Group ([PPG](#)) has unveiled the new ALLWAYS Concierge service counter at Terminal 2 (T2), Hong Kong International Airport ([HKG](#)), marking a significant milestone in extending its airport services to cover both Terminal 1 and Terminal 2.

Building on the success of its seven service counters in Terminal 1, established since 2022, ALLWAYS is expanding its presence at HKG with the launch of services in T2, delivering a comprehensive suite of solutions for a smoother, more seamless and stress-free passenger journey.

ALLWAYS premium services includes Limousine Service that provides a swift and comfortable transfer from home to the airport. Upon arrival of the airport, travelers can be greeted by a dedicated Meet & Assist Ambassador, including one-on-one concierge service to personal requests and facilitate smoother departures, arrivals, and transits for celebrities, CIPs, VIPs and event guests in Hong Kong.

ALLWAYS airport passenger services support travellers at every step of the way, at T2 offerings will extend its services to Luggage Wrapping & Strapping to protect luggage, along with Porter Service for hands-free movement. Additional on-demand amenities include Wheelchair Assistance, Battery Recharge, Printing and Photocopy Services, Document Delivery and more.

"The opening of ALLWAYS at Terminal 2 represents an important step in delivering truly seamless

service across Hong Kong International Airport,” said Michael Yang, Plaza Premium Group’s General Manager of Hong Kong Operations. “By extending our presence to T2, we are enhancing accessibility to personalised concierge services for all passengers, in line with HKIA’s ongoing expansion and transformation into a world-class aviation hub, as well as our vision to make travel better at every touchpoint.”

Located at Landside, L7, Check-in Hall Aisle V, the ALLWAYS T2 counter mirrors the service excellence established in Terminal 1, ensuring travelers—whether departing, arriving, or transiting—benefit from a consistent and elevated airport experience.