

Review: Plaza Premium Group elevates every step of the journey for all passengers

This article is 5 of 5 in a series. *PAX International* Managing Editor Jane Hobson takes readers through an overall review of some of Plaza Premium Group's ([PPG](#)) airport services in North America and Asia.



A personalized greeting at Intervals bar at HKG

During a week of business travel through Hong Kong, Singapore and Nanchang, China, I experienced four Plaza Premium Group ([PPG](#)) brands that together very much shaped the rhythm of my journey. Each encounter offered something distinct, yet all carried the same underlying promise: to make travel better for all passengers. From reliable lounge comfort to innovative dining, from practical late-night essentials to the serenity of a premium sanctuary, PPG demonstrates how thoughtful airport hospitality can deeply improve the travel experience.

Four stops along the way

My first stop was a familiar one. The Plaza Premium Lounge ([PPL](#)) at Toronto Pearson International Airport ([YYZ](#)) has long been a dependable part of my departures from YYZ, and this visit reinforced why. It is inviting and consistently well run. Check-in via the [Smart Traveller](#) app takes only seconds and the space always feels clean, bright and welcoming. PPG's Proudly Local campaign is evident in each detail, from the menu selection to the service approach. For many travelers the pre-flight

moment is not glamorous. It is the hectic beginning of a long day. Yet here, with a plate of comforting pasta, a glass of wine and a window seat overlooking the runway, my Asia tour began with a sense of calm.



Pasta dish, side salad and wine at PPL YYZ

From Toronto Pearson to Hong Kong ([HKG](#)), my second encounter with PPG was [Intervals](#), the cocktail bar set along a skybridge in HKG's departures hall. Intervals is not a lounge, yet it surpasses what many lounges achieve. Its creators set out to bring something bold and fresh to the airport—and it succeeds. The soaring ceilings, panoramic apron views and expressive design create a vibrant, energizing atmosphere. I ordered a signature iced lemon tea and a plant-based avocado toast that was genuinely the best I have ever tasted. The service was outstanding, marked by genuine conversation and thoughtful touches that made me feel both welcome and understood as a solo traveler. Intervals shows how airports can be destinations in themselves when creativity leads the way.

My third PPG experience came at Singapore Changi Airport ([SIN](#)) in the literal middle of the night. Exhausted, unsure how to spend the hours before a 3:30 a.m. departure, I turned to the Plaza Premium Lounge for a reset. The 24-hour access to private showers and sleep pods was exactly what I needed. The shower room felt like a small, clean hotel bathroom with everything provided. The sleep pods were more functional than luxurious, yet they offered just enough comfort to recharge during a difficult travel window. At that hour, practicality becomes luxury. The staff's gentle wake-up and warm

guidance back toward my gate reflected a genuine understanding of traveler needs.



A snapshot of the sleep pod at PPL SIN

The final stop on my journey was the Infinity Room inside [Plaza Premium First](#) Hong Kong. It was, without question, the most serene and elevated moment of the week. Set behind double doors in an already premium lounge, the Infinity Room is a quiet retreat reserved for those seeking privacy and calm. The menu was thoughtful and beautifully presented; the service was so smooth it was nearly invisible—yet always present. After traveling to three countries and back in three days, the room allowed me to breathe, chillout and prepare for the long trip home. Even the small gesture of the lounge staff arranging complimentary [ALLWAYS](#) buggy transport to my gate created a seamless and memorable farewell to Hong Kong.



On the ALLWAYS buggy service at HKG

Comfort, care and creativity across every touchpoint

Across these four touchpoints, what stands out most is PPG's ability to serve every kind of traveler at every stage of the journey. Whether offering a family-friendly pay-per-use lounge, a destination cocktail bar, late-night essentials for weary passengers or a premium hideaway for elite guests, PPG understands that airport hospitality is not about extravagance alone. It is about care, creativity, consistency and the simple human desire to feel comfortable when outside your usual routines.

My interactions with Plaza Premium Group remind me that great travel experiences are built moment by moment. PPG's expanding global portfolio demonstrates that when each moment is crafted with intention, the journey evolves from a series of transitions into a seamlessly connected experience that genuinely makes travel better.

Read the whole series

[A review of Plaza Premium Lounge at YYZ](#)

[Interval's bar at HKG: Much more than a bar](#)

[A late-night reset at Plaza Premium Lounge Singapore](#)

[Infinite relaxation at PPF's Infinity Room at HKG](#)