

PLAZA PREMIUM GROUP

NEWS RELEASE

The first 'Air France Lounge by Plaza Premium Group' opens in Montréal



(Hong Kong, 13 August 2021), Plaza Premium Group and Air France joined hands to open a fully redesigned lounge for the airline at Montréal's Pierre Elliott Trudeau International Airport. The renewed, elegant and welcoming lounge experience is now available for Air France's Business and Flying Blue Elite Plus customers as well as Plaza Premium Group customers.

Located in the international section of the terminal, this 490 sq. m. lounge has a seating capacity of 149. Bathed in light, it boasts a large bay window offering a view of the runways, the airline's aircraft and one of the slopes of Mount Royal overlooking the city of Montréal.

Air France worked together with Canadian companies to create most of the furniture and lighting. The Air France colours - shades of blue, greys and whites, with touches of red – are dominant, as well as the Accent, the Air France brand symbol, and the winged seahorse, the company's historical symbol, reminding everyone of its rich history. Champagne lacquered metal screens provide structure to the lounge.

Customers will be hosted by the award-winning Plaza Premium Group servicing and culinary team. An uplifting lounge experience will start right at the entrance. Automatic eligibility kiosks are also available for greater fluidity.

They then enter the main lounge area, where seats and large sofas are available for everyone to relax, eat or work in comfort. A shared work area is also available. Free Wi-Fi and USB sockets are also available to all customers.

Flying Blue Ultimate customers have access to a more private space, with large sofas and seats to feel at home.

An area allows customers to shower or freshen up before their flight. Finally, for those looking for travel inspiration, an 'Air France Travel Guide' screen gives customers ideas for their upcoming trips.

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Catering at the heart of the lounge

At the heart of the lounge, a vast area offers catering centered around French cuisine. A self-service buffet offers hot and cold, savoury and sweet dishes to meet everyone's expectations throughout the day. The company also offers vegetarian and gluten-free dishes. A large bar also offers a wide selection of French wines and champagnes.

This fall, the lounge will introduce a new dedicated catering service in the cozy atmosphere of the 'Night Service' area. This offer anticipates the desire for rest of Business customers travelling from Montréal to Paris Charles de Gaulle on the last evening flight. They can choose to enjoy in the lounge a real French-style gourmet meal, identical to that served on board, with in-seat restaurant-style service. Starters, hot dishes, cheese, desserts and a wine and champagne list will be offered to these eligible clients. During the flight, they can then enjoy their night on board to the full. If they make the request, their meal tray will not be loaded on the flight to limit food waste. Customers who wish to do so will still be able to enjoy another meal on board.

In an eco-responsible approach, Air France favours local and seasonal products for its catering offer. In addition, to limit the consumption of single-use plastic bottles, the airline provides its customers with water fountains, as well as plastic-free cutlery. It also pays particular attention to limiting food waste, selective waste sorting and recycling of catering utensils. In the showers, the facilities are also eco-responsible.

The Air France lounge in Montréal is open daily from 2pm to 10pm for Air France and KLM customers. Access is free for Business and Flying Blue Elite Plus customers, and customers travelling in Economy or Premium Economy can purchase lounge access subject to availability. The lounge is also open to other travellers at selected hours and is available for purchase via Plaza Premium Lounge website www.plazapremiumlounge.com or designated corporate partners.

This summer, Air France is operating up to 17 weekly flights between Montreal-Trudeau and Paris-Charles de Gaulle, operated by Airbus A350 and Boeing 777.

High-resolution images can be downloaded here:

<https://plaza-network.box.com/s/t2lnqk4pbjkdsppr1bayqpyhf97yvkx>

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 and Refreshhh by 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

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airlines, alliances and corporates around the world, including but not limited to Cathay Pacific Airways, Singapore Airlines, Lufthansa, China Southern Airlines, Star Alliance, SkyTeam, American Express and many more.

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 2019 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 Air France

Since 1933, Air France has been promoting and highlighting France throughout the world. With an activity divided between passenger transport, cargo transport and aeronautical maintenance, Air France is a major air transport player. A workforce of more than 42000 staff are committed on a daily basis to offering each customer a unique travel experience.

Air France, KLM Royal Dutch Airlines and Transavia make up the Air France-KLM Group. The Group relies on its powerful hubs at Paris-Charles de Gaulle and Amsterdam-Schiphol to offer a vast international network. Its Flying Blue frequent flyer programme has over 16 million members. Air France and KLM are members of the SkyTeam alliance which has a total of 19 member airlines.

Air France places the health and safety of its customers and staff at the heart of its concerns. As part of its Air France Protect health and safety commitment, the company has introduced the strictest health and hygiene measures to ensure a safe travel journey.

Air France has set itself ambitious sustainable development targets and is working to reduce and offset its CO2 emissions. As part of the Horizon 2030 programme, the company is committed to reducing its CO2 emissions per passenger-km by 50% by 2030 through major investments to renew its fleet with new-generation aircraft, the use of innovative solutions to reduce fuel consumption and the creation of a future Sustainable Aviation Fuel network for a responsible, economically viable and sustainable French aviation industry.

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