

PLAZA PREMIUM GROUP OPENS NEW LOUNGE IN PARTNERSHIP WITH MARHABA AT QUEEN ALIA INTERNATIONAL AIRPORT IN AMMAN, JORDAN, THROUGH AGREEMENT WITH AIRPORT INTERNATIONAL GROUP



marhaba Plaza Premium Lounge in Jordan, Amman

AMMAN, 1 AUGUST, 2023: Plaza Premium Group - a pioneer industry leader and the world's largest provider of airport hospitality services - has partnered with marhaba and entered into an agreement with Airport International Group - the Jordanian company responsible for managing the rehabilitation, expansion and operation of Queen Alia International Airport (QAIA) - to introduce a new lounge at the Amman-based airport. The marhaba Plaza Premium Lounge delivers unparalleled levels of indulgence for passengers, alongside world-class services and amenities.

Covering a spacious area of 475 sqm, the lounge has a capacity of 130 seats and boasts a meticulously crafted interior inspired by the landscape of Amman and Jordan's World Heritage Site; Petra. It is conveniently located on the Mezzanine Level, above the duty free shops at the airport. From plush seating areas to stylish workstations, every corner of the lounge has been thoughtfully designed to offer a premium travel experience and ultimate comfort for guests.

“On the 10th anniversary of QAIA's Terminal Building, we are delighted to witness the introduction of a new luxurious and welcoming lounge. As the operator of an award-winning airport in customer service excellence, we always strive to provide a positive travel experience reflective of Jordan's renowned hospitality, our intrinsic values and our brand promise of shaping an airport experience that feels like home. The unveiling of the marhaba Plaza Premium Lounge is yet another example of us collectively prioritising the satisfaction and wellbeing of the passengers of Jordan's prime gateway to the world,” commented **Nicolas Claude, CEO of Airport International Group.**

The marhaba Plaza Premium Lounge offers a range of cutting-edge business amenities, including high-speed Wi-Fi, private workstations and top-notch media facilities, ensuring that passengers always stay connected. For those looking to refresh themselves before their flight, showers and in-lounge wellness facilities are also available.

Reflecting rich Arab culture, the local team has taken culinary experiences to new levels with an exquisite selection of halal and oriental food and beverage selections, as well as delectable dishes from local and international cuisines.

The launch of the new lounge underscores the strategic expansion plan of Plaza Premium Group to expand its global network in key travel destinations, and is the latest lounge to join its global network of airport hospitality services in over 250 locations across 70 international airports in 30 countries. The new lounge in Amman will bolster the company's expansive portfolio of independent airport lounges, hotels and F&B outlets in the Middle East.

“Opening the co-branded lounge between marhaba and Plaza Premium at QAIA represents a significant milestone in our regional expansion plan, we believe we can drive our mission to make travel better by continued alliances with top players within the aviation industry and airport hospitality landscape. We will continue strengthening our presence in the region through the launch of new and innovative experiences such as exclusive lounges and F&B projects in the biggest and busiest airports across the region, providing our loyal guests, partners and members with easy and enhanced access to premium airport services,” said **Okan Kufeci, Senior Vice President of Europe, Middle East and Africa at Plaza Premium Group.**

Shahab Al Awadhi, Head of marhaba Global, said: *“We are delighted to partner with Plaza Premium Group to provide our trademark Arabian hospitality to passengers in Amman. This partnership demonstrates marhaba's continued expansion and brings together two leading organisations with a shared goal of offering travellers more value and elevating the airport experience. We will work closely together to consistently provide passengers with unparalleled comfort, convenience and quality throughout their journey.”*

The marhaba Plaza Premium Lounge is open daily for all passengers, regardless of airline or travel class. Guests can enjoy an opening offer of up to 20% off the usual lounge access and a further 20% discount when signing up for the Smart Traveller Loyalty Rewards programme. All services are available for reservation on the Plaza Premium Lounge official website. The lounge is also accessible to eligible passengers with American Express, Dragon Pass and other authorised credit cards and active lounge management programmes.

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Images:



Spacious and comfortable lounge, featuring plush chairs and tables in a stylish setting inspired by Amman landscape.



Bar and dining area provides an ideal spot for guests to unwind and relax before the flight.

Download high-res images here:

<https://www.dropbox.com/sh/mqzkpl868xcu7rh/AACNI6TXRGf2UDzmKjLUWKEJa?dl=0>

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; 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 airlines, alliances, and corporates around the world, including but not limited to Cathay Pacific Airways, Singapore Airlines, China Southern Airlines, Virgin Atlantic, Air France, Star Alliance, SkyTeam, American Express, Capital One and many more.

The Group has won more than 60 accolades in the last five years, including “World’s Best Independent Airport Lounge” for five consecutive years from 2016 to 2022 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 Airport International Group

Airport International Group is a Jordanian company comprising local and international investors with proven experience in airport rehabilitation, enhancement, operation and management. In 2007, following a transparent and open international tender, the Government of Jordan awarded Airport International Group a Build-Operate-Transfer (BOT) concession agreement to manage the rehabilitation, expansion and operation of Queen Alia International Airport (QAIA); Jordan's prime gateway to the world.

Since the agreement commenced, QAIA ranked first place for five years in the Airport Service Quality Survey's 'Best Airport by Size and Region: Middle East' category for airports serving 5 to 15 million passengers and was amongst the top two in the 'Best Airport by Region: Middle East' category for four consecutive years. In 2022, QAIA became the first airport in the Middle East and the second in Asia Pacific to reach Level 4+ 'Transition' of the Airport Carbon Accreditation Program (valid until 2025), as well as the first airport in the Middle East to achieve Level 3 of the Airport Customer Experience Accreditation (valid until the end of 2023).

According to a comprehensive study commissioned by Airport International Group and conducted by International Air Transport Association (IATA) Consulting, in 2019, QAIA supported 238,000 jobs and JOD 2.5 billion (8.9%) in GDP. By 2032, these figures are expected to increase to 278,000 jobs and JOD 3.9 billion in GDP. Underscoring its socioeconomic significance and standing as the main entry point to the Kingdom, QAIA processes over 97% of passengers and 99% of cargo. www.aig.aero

About marhaba

marhaba, which means 'welcome' in Arabic, was launched in the UAE to help passengers arriving in or departing from Dubai International airport. The popularity of Meet & Greet services has grown

exponentially in line with Dubai's growth as a major international travel hub, and marhaba has continually expanded its product offering with a growing list of services and extra options designed to make the passenger airport experience as comfortable as possible.

In recent years marhaba has significantly expanded its network to provide world-class hospitality and deliver a safe and memorable airport experience for more travellers globally. It currently operates 18 airport lounges in seven countries, including the UAE, Australia, Switzerland, Pakistan, Singapore, Tanzania (Zanzibar) and the Philippines, offering guests a consistent brand and service experience at each airport. In the UAE, Australia, Switzerland and the Philippines, passengers can further enhance their journey by booking marhaba's signature Meet & Greet services.

Travellers can relax and refresh before boarding their flight at marhaba lounges by presenting eligible credit cards or other lounge access programs, or with purchase upon entry. In addition to marhaba's products, customers can also book access to over 400 lounges and Meet & Greet services provided by the brand's global partners on www.marhabaservices.com.

The marhaba brand is part of dnata, one of the world's largest air services providers. A trusted partner of over 300 airline customers, dnata offers ground handling, cargo and catering services in 38 countries.