



## TOP AIRPORT LOUNGES

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Earlier this year, we asked Business Traveller's online Forum users to recommend their favourite airport lounges to fellow travellers.

This elicited many well-informed responses – almost as enthusiastic as the suggestions for the worst airport lounges (which can be read online at the address below).

Alongside your suggestions, we have added the best lounges we at BT have visited, and included pay-to-enter" lounges as well as airline ones.

This list isn't definitive, but it's a start.

Feel free to let us and other readers know which ones we have missed via the Forum.

When it comes to recommendations, we'd rather have a list of 200 than 100.

[businessstraveller.com/forum](http://businessstraveller.com/forum).

### WORDS GUY DIMOND

#### MIDDLE EAST AND AFRICA

##### BIDVEST PREMIER, CAPE TOWN

A good selection of ripe fruit, cooked breakfasts, good espresso, interested staff and a quieter upstairs section affording a lovely view," says BT Forum user barnacles.

BRITISH AIRWAYS GALLERIES/FIRST, JOHANNESBURG OR TAMBO BA's First and Club lounges in Johannesburg have a Great selection of fresh food...

free massages, good wine selection, good coffee, lovely staff," says BT Forum user miningguy.

##### BRITISH AIRWAYS, DUBAI

A new addition to the BA network, this one is split into two distinct spaces, one being a small Concorde Bar which is accessed by a key card from the main business class lounge.

##### EMIRATES FIRST CLASS, DUBAI

The two Emirates lounges had a US\$11 million refurbishment completed in 2016.

Paid-for access used to be for Emirates passengers, but you can now (since 2017) buy your way into first class for US\$200, while the business class lounge

costs around half that price.

##### ETIHAD AIRWAYS FIRST, ABU DHABI

BT reviewed it in October 2016 and found the service, food and drink first-rate.

You take a quick workout or spruce up at the barbers or spa before the flight.

You can pay to get in (from US\$200 for first class, US\$100 for business).

#### OMAN AIR BUSINESS, MUSCAT

Day beds, showers, complimentary massage and more besides.

Full dining option – food is good.

Nice bar

area.

Helpful business centre,” says BT Forum user cwoodward.

#### SAUDIA ALFURSAN GOLDEN, JEDDAH

For first and business passengers in the busiest airport in Saudi Arabia.

The international lounge is open to anyone for SAR189 (around £35).

#### SAUDIA ALFURSAN GOLDEN, RIYADH

Both first and business under one roof, with first class more secluded.

There’s a good buffet, showers and Apple computers to use.

#### SLOW, CAPE TOWN

For domestic flights, including BA flights operated by Comair.

A fabulous lounge with a huge selection of food and drink over two levels, two bars including a cocktail bar and the famous Loo with a view”.

#### UNITED KINGDOM

##### LONDON HEATHROW

BRITISH AIRWAYS CONCORDE ROOM, T5 Refreshed in November 2017, the Concorde Room is for BA’s first

class passengers and Gold Guest List members.

There’s an à la carte restaurant for dining and a bar service.

##### EMIRATES, T3

Reviewed by BT last year (November 2017), this well-equipped lounge has plenty of secluded spots to work and relax, and has the advantage of direct boarding of the plane from the lounge.

##### ETIHAD AIRWAYS, T4

Adjacent to the Terminal 4 Skyteam lounge, this has free spa treatments →

(albeit in 15-minute appointments), good food and a buzzy atmosphere.

It’s for first and business class passengers combined.

##### LUFTHANSA SENATOR, T2

Lufthansa has more than one lounge at Heathrow, one in the main Terminal 2 and one in Terminal 2B.

The Senator lounge is for first class passengers and Star Alliance Gold Card holders.

##### MALAYSIA AIRLINES GOLDEN LOUNGE, T4

Both first and business class share a divided space.

Service is personalised and attentive, and the food offering varied and of excellent quality.

##### NO 1 HEATHROW, T3

Reviewed by BT in March 2017, this pay-for-entry lounge has lots of amenities, contemporary décor and good food”, and costs from £36 for three hours if booked online.

Showers cost an extra £10; sleep pods” from £60 for three hours.

#### PLAZA PREMIUM, T4

Plaza Premium has a strong presence at Heathrow, and many of its six lounges are impressive.

For example, the T4 arrivals-side lounge has 25 luxurious showers (\$18/approx £13 for 30 minutes use).

Prices are charged in US dollars, and lounge use starts at \$37/approx £26 for one hour.

#### QANTAS, T3

Opened in November 2017, this has Neil Perry’s Aussie-style dishes, a cocktail bar, six shower suites, workstations and more besides.

For first and business passengers class combined.

#### UNITED AIRLINES CLUB, T2B

One of the three Star Alliance airline lounges in Terminal 2B, the United lounge has good views, a lovely atmosphere and a long bar with good service and a wide selection of drinks.

#### VIRGIN ATLANTIC CLUBHOUSE, T3

There have been recent changes including losing the spa bath, but this is still one of the top lounges in the world, and a great advertisement for the differentiation the Virgin brand has brought to flying.

#### LONDON GATWICK

BRITISH AIRWAYS CLUB AND FIRST, GATWICK SOUTH With good views, a choice of wines and food and a mezzanine level in the Club lounge, these two newish lounges have been warmly welcomed by BA passengers.

#### EUROPE

##### 51ST & GREEN, DUBLIN

This is the pre-clearance business lounge for flights to the US.

You can pay for access 35 per person online or 39 at reception, though it is complimentary to business class ticket holders.

AIR FRANCE LA PREMIERE, PARIS CHARLES DE GAULLE Opinions differ about Air France, but there is a consensus about this classy lounge with its Clarins spa, top wines and serene, peaceful atmosphere.

AIR FRANCE BUSINESS HALL L, PARIS CHARLES DE GAULLE One of several refurbished or reinvented Air France lounges opened in January 2018, this also has a Clarins spa as part of the first phase; part two will follow in July 2018.

#### ASPIRE APHRODITE, LARNACA, CYPRUS

Open to all travellers from £27.99 per head.

Good food and drink, plenty of space, comfortable seating, nice views, good internet and lovely staff,” says BT Forum user ASK1945.

#### ASPIRE, ZURICH TERMINAL E

Aspire has two lounges at Zurich.

This one is that rare phenomenon – a lounge with an outdoor terrace, plus views of the apron, runway and the main terminal.

It’s a pay to enter lounge (charged →

BELOW: Lufthansa first class lounge, Frankfurt RIGHT: United Airlines Club lounge, London Heathrow Terminal 2

## CONGRATULATIONS TO THE WINNERS

Left: Frank Gardner OBE and H.E.

Emmanuel Kamarianakis, Consul General for Canada, presented the Best Airport for Duty Free Shopping in the Middle East award to Ramesh Cidambi, Chief Operating Officer of Dubai Duty Free.

Middle: Frank Gardner, Thierry Antinori, Emirates' Executive Vice President and Chief Commercial Officer, receiving the Best Airline Worldwide award with American Consul General in Dubai, H.E.

Paul Malik.

Right: Frank Gardner, Bastien Blanc, Vice President Operations Middle East, collecting InterContinental's Best Hotel Brand Worldwide award with Motivate's Group Editor and Managing Partner, Ian Fairservice.

## AIRLINES

Airline with the Best

Emirates

Airline with the Best

Etihad Airways

Airline with the Best

Qantas

Airline with the Best

Emirates

Airline with the Best

Etihad Airways

Cabin Crew Economy Class Premium Economy Business Class First Class

Best Airport for Duty Free Shopping in the Middle East Dubai International Airport

Best Airport Lounge in the Middle East

Emirates First Class Lounge, Dubai International Airport

Best Airport in the World

Singapore Changi Airport

## CAR RENTAL

Best Car Rental Company in the Middle East Avis

## ONLINE PLATFORM

Best Travel App

Booking.com

## BUSINESS HOTELS

Best New Business Hotel

Renaissance Downtown Hotel, Dubai

Best Business Hotel in Dubai

JW Marriott Marquis Hotel Dubai

Best Business Hotel in Abu Dhabi

InterContinental Abu Dhabi  
Best Hotel in Sharjah & the Northern Emirates Waldorf Astoria Ras Al Khaimah  
Best Business Hotel in Amman  
Grand Hyatt Amman  
Best Business Hotel in Beirut  
Hilton Beirut Habtoor Grand  
Best Business Hotel in Cairo  
InterContinental Cairo Semiramis  
Best Business Hotel in Kuwait  
Four Seasons Hotel Kuwait at Burj Alshaya  
Best Business Hotel in Manama  
Mövenpick Hotel Bahrain  
Best Business Hotel in Muscat  
Radisson Blu Hotel, Muscat  
Best Business Hotel in Riyadh  
Al Faisaliah Hotel Riyadh  
Best Business Hotel in Jeddah  
InterContinental Jeddah  
Best Budget Hotel Brand  
Rove Hotels  
Best Serviced Apartments Company in the Middle East The Ascott Limited  
Overall Best Business Hotel in the Middle East JW Marriott Marquis Hotel Dubai  
Best Resort In The Middle East  
Shangri-La Hotel Barr Al Jissah Muscat  
Best Hotel Loyalty Programme In The Middle East IHG Rewards  
Best Hotel Brand In The Middle East  
Rotana  
Best Hotel Brand Worldwide  
InterContinental  
Airline with the Best Frequent Flyer Programme Etihad Guest  
Best Regional Airline serving the Middle East Turkish Airlines  
Best Asian Airline serving the Middle East Singapore Airlines  
Best European Airline serving the Middle East Lufthansa  
Best Low-cost Airline serving The Middle East flydubai  
Best Airline Worldwide  
Emirates

## AIRPORTS

Best Airport in the Middle East

Dubai International Airport

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in US dollars), and costs from £23.02 per visit.

THE LOFT, BRUSSELS AIRLINES, BRUSSELS

Largeish with great tarmac views and super comfy armchairs by the windows with power.

Decent food, drink and wifi and a nice feel generally," says BT Forum user Alex\_F.

ARIKLASSI (BUSINESS), TALLINN

Passengers gain access for 30; some business travellers get in for free.

Good selection of food, quiet, outdoor terrace overlooking the aprons," says BT Forum user rferguson.

CALPE LOUNGE, GIBRALTAR

A Priority Pass lounge run by Lounge Club; you can get access from US\$29.

The views of the Rock are magnificent, and You could sit outside on the sofas!" says BT Forum user Bath\_VIP.

CIBELES VIP, MADRID

For non-Schengen passengers, this lounge is open to anyone for 30.60.

Nice large space with great apron views and reasonable food selection," says BT Forum user travelsforfun.

EVENTYR, COPENHAGEN KASTRUP

Usually 250DKK to get into, this lounge also permits BA, Emirates, Delta and Norwegian flyers with the right status.

It has showers and superb views", says BT Forum user Bath\_VIP.

FINNAIR PREMIUM, HELSINKI

Great for the Finnish design, food and sauna", says BT Forum user travelsforfun.

Exclusively for

LUFTHANSA FIRST CLASS, MUNICH

Cigar lounge, gourmet restaurant, showers and baths, and limousine service to the aircraft.

Very modern, with views over the aircraft.

Open to Lufthansa and Swiss frequent fliers.

MARCO POLO CLUB, VENICE

Pay for entry: 40.

BT Forum user travelsforfun says, Several very nice spaces including small outdoor selection." Priority Pass members, Diners Club and a few others get in for free.

#### SWISS FIRST, ZURICH TERMINAL A

This lounge reopened in March 2018 with great food, bedrooms and an outside terrace in the summer.

It's widely considered to be one of the best lounges in the world.

#### SWISS FIRST, ZURICH TERMINAL E

Not as new as the Terminal A lounge but just as luxurious featuring bedrooms, champagne bar and two restaurants, plus an outside terrace.

#### TURKISH AIRLINES, ISTANBUL

It may be crowded, but this lounge is mind- blowing for a long stay, loads of things to eat and spaces to sit [and] fab drinks selection too," as BT Forum user norbert2008 puts it.

#### VIP LOUNGE FRANKFURT

A luxurious VIP area with limousine service, restaurant, private rooms/suites and cigar lounge.

Premium services, bundled at premium prices – starting from around 330 per person.

#### ASIA

ALL NIPPON AIRWAYS FIRST CLASS, TOKYO HANEDA For first class ANA or Star Alliance guests.

Amazing! At 6:50am they were running around offering people champagne and Hibiki Japanese whisky", says BT forum user K1ngston.

AMERICAN EXPRESS THE CENTURION, HONG KONG For Amex Platinum Card and Centurion members.

The Centurion area features a menu by chef Lau Yiu Fai of the Michelin-starred Yan Toh Heen at the Intercontinental Hong Kong.

BLUE RIBBON, BANGKOK AIRWAYS, KOH SAMUI, THAILAND A small but delightful lounge on this Thai island.

The most charming and relaxing place.

Mostly open-sided thatched cabanas.

Well-appointed and run," says BT Forum user cwoodward.

Finnair Plus Platinum and Gold members, or Oneworld Emerald cardholders.

#### FINNAIR SCHENGEN BUSINESS, HELSINKI

The Schengen lounge has good buffet food, and is bright with plenty of seating", as BT Forum user Blanicka put it.

You can buy entry for 48.

#### AEGEAN AIRLINES NON SCHENGEN, ATHENS

A new option in Terminal A, this small lounge serves local Greek dishes such as spinach pie, plus Greek wines, but lacks hot food options.

#### KLM CROWN, AMSTERDAM SCHIPHOL

This lounge for intercontinental business passengers is undergoing an upgrade, but is still open; completion is planned for 2019.

#### LUFTHANSA FIRST CLASS, FRANKFURT

This entire first class terminal is simply amazing and remains my most memorable lounge experience," says BT Forum user MartynSinclair.

Lufthansa and Swiss frequent fliers are welcome.

MAY/JUNE 2018

## LOUNGES

RIGHT: Cathay Pacific The Pier first class lounge, Hong Kong

BELOW: British Airways Galleries lounge, Washington Dulles

### CATHAY PACIFIC THE DECK, HONG KONG

Opened in March 2018, this replaces the Cabin lounge.

It's for Cathay's first and business class passengers, Marco Polo Club Silver members, plus Oneworld Emerald and Sapphire members.

### CATHAY PACIFIC THE PIER FIRST, HONG KONG

Cathay Pacific has a number of lounges at Hong Kong: The Wing, The Cabin, The Bridge and The Pier.

The Pier was refurbished in 2015, and the BT review in 2016 called it superb".

### CATHAY PACIFIC FIRST/BUSINESS, MANILA

Opened in 2015, this well-designed lounge is the Small sister to The Pier at Hong Kong.

Good bar and food.

Very comfortable, even for a few hours", says BT Forum user cwoodward.

### CATHAY PACIFIC, BANGKOK SUVARNABHUMI

Opened in 2015, reviewed by BT in June 2017, for first and business passengers.

Very comfortable", says BT Forum user MartynSinclair.

### CATHAY PACIFIC, SINGAPORE CHANGI T4

Opened in 2017, this is one of the distinctive Studioilse-designed lounges which are becoming Cathay trademarks.

Facilities include a noodle station, but no showers or tended bar.

### CATHAY PACIFIC, TOKYO HANEDA

Cathay uses Studioilse to create its distinctive lounge designs, and this early revamp formed the template.

The made-to-order noodles, hip looks and attractive wood surfaces are all there.

### CATHAY PACIFIC, SHANGHAI PUDONG

The Cathay Pacific and Dragonair lounge is for first or business travellers plus one guest; or for Oneworld business class passengers.

### CHINA AIRLINES, TAIPEI TAOYUAN

An impressive, surprisingly large and stylish business lounge with extensive food options, showers, workstations and more.

The buffet has a mix of Chinese and Western dishes.

### GVK, MUMBAI

Reviewed by BT in November 2016, this is a well-equipped lounge to recharge and work".

Access is free for business and first class passengers of the many partner airlines.

HONG KONG AIRLINES CLUB AUTUS, HONG KONG Opened in 2017 at a cost of more than £3 million, there are showers, a huge buffet and great views of the bridge to Macau.

It's free for

first and business class passengers, or you can pay HK\$350 (about £30) for entry.



#### JAL FIRST, TOKYO NARITA

The first class lounge for Oneworld Emerald members (the Sakura lounge is for business class).

It's small, with a buffet section of Japanese and Western food, plus showers.

#### MALAYSIA AIRLINES GOLDEN, KUALA LUMPUR

Opened in March 2018, this smart lounge in the international terminal is a showcase for Malaysian food, with traditional Malay, Indian-Malay and Sino-Malay dishes, plus Western food.

#### MIRACLE, BANGKOK

Part of the Priority Pass group.

Big space, nicely divided into areas and rarely seems busy...

spacious and immaculately clean," is the verdict of BT Forum user Travelling4Fun.

#### OMAN AIR, BANGKOK

Fresh dates, wonderful appetiser-sized dishes of hummus, hot dishes for main courses, and 'authentic' Arabic coffee," says BT Forum user barnacles.

For first and business class.

PLAZA PREMIUM EAST HALL, HONG KONG This lounge takes paying guests, and also business class for airlines without their own lounges at the airport.

BT reviewed it in March 2017.

There's a twin lounge in the West Hall.

#### SATS PREMIER T1, SINGAPORE CHANGI T1

Open to Priority Pass holders, this lounge has a → MAY/JUNE 2018

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buffet, showers and secluded booths where you can work in relative comfort.

It's a busy lounge though, and used by many regional airlines.

#### SKYTEAM, HONG KONG

Often busy, but a highlight here is the on demand" noodle bar, which provides three types of Chinese noodles that are cooked on order.

SINGAPORE AIRLINES SILVERKRIS FIRST CLASS, SINGAPORE CHANGI T2 Business Traveller reviewed this first class lounge in March 2018, and found it had good service and everything you need.

Discreet luxury", as BT Forum user Inquisitive put it.

#### THAI AIRWAYS ROYAL FIRST, BANGKOK

The feel is calm and friendly, and you can have a complimentary one-hour full body massage.

Just make sure you don't miss the plane.

#### VIETNAM AIRLINES LOTUS, HO CHI MINH CITY

A Skyteam lounge with good facilities, decent wifi speed (for Vietnam) and even a pet lounge", because Vietnam Airlines allows domestic passengers to carry their dogs on board.

#### THE AMERICAS

#### AIR CANADA SIGNATURE SUITE, TORONTO

Very chic, with a full-service restaurant that includes a private dining room for small groups or families.

Exemplary food and beautiful use of maple wood, but no showers.

#### AMERICAN AIRLINES FLAGSHIP, MIAMI

For first and business class, Oneworld Emerald and Sapphire flyers.

Very spacious with good food and drink," says the BT Forum user.

AMERICAN AIRLINES FLAGSHIP, NEW YORK JFK T8 According to BT Forum user ThomasCox, Never felt crowded.

Comfy lounge chairs by the huge floor-to-ceiling windows.

There's also a separate First Dining Room for genuine first class tickets."

#### AMERICAN AIRLINES FLAGSHIP, LOS ANGELES

The First Dining Room is a standout with its impressive à la carte menu.

There are currently four Flagship lounges from AA; the next three are Dallas/Fort Worth, Heathrow, Philadelphia.

AMERICAN EXPRESS THE CENTURION, HOUSTON GEORGE BUSH Reviewed in November 2017 by BT, a pleasant surprise from start to finish, a simply excellent

lounge – and an impressive benefit for Platinum card holders (and Centurion ones)."

#### AMERICAN EXPRESS THE CENTURION, MIAMI

This lounge is currently undergoing expansion, and will get new amenities including a wine bar plus private phone rooms.

But even while parts of it are under wraps, it's still very good.

#### BRITISH AIRWAYS, BOSTON LOGAN

BA is currently investing £88 million into its US lounges.

The Concorde Dining restaurant is one of the visible highlights of this investment, and it opened in 2017.

#### BRITISH AIRWAYS CONCORDE ROOM, NEW YORK JFK T7 For first class BA passengers.

It's a comfortable, exclusive, spacious with friendly staff and excellent wine," says BT Forum user ThomasCox.

#### BRITISH AIRWAYS CLUB/FIRST, CHICAGO

Access to First lounge is for Emerald members or those travelling in first class.

While small, has lovely staff," says BT Forum user ThomasCox.

#### BRITISH AIRWAYS CLUB/FIRST, HOUSTON

Also open to Emerald members and first class passengers.

Staff escort you to ensure you're first to board", says BT Forum user ThomasCox.

#### ONEWORLD, SAO PAULO

Reviewed by Business Traveller in August 2015, when the staff kept the buffet replenished and the place tidy.

There were at least three attendants just looking after the six showers."

#### QANTAS BUSINESS, LOS ANGELES

This Marc Newson-designed space is a modern lounge with great à la carte food choices, and – as ever – great wine," says BT's Julian Gregory.

#### STAR ALLIANCE, LOS ANGELES

One of the best lounges in the US, with an Open terrace, ramp views, good food, wine – what’s not to like?” as BT Forum user trident3 puts it.

#### STAR ALLIANCE, RIO DE JANEIRO

Brazilian design is showcased at this attractive lounge, run by the Plaza Premium Group.

It’s open to Star Alliance Gold status passengers as well as business and first class ticket holders.

#### AUSTRALIA & NEW ZEALAND

ETIHAD AIRWAYS FIRST AND BUSINESS, MELBOURNE You can now (since January 2018) buy walk-in access to this lounge for US\$75; or for an additional \$40, you can get the VIP room and live out your Bond villain fantasies sitting on the chic furniture (Blofeld white cat not supplied).

#### QANTAS INTERNATIONAL TRANSIT, PERTH

With the introduction of Qantas’ nonstop flights from London, this lounge focuses on wellness” with wholesome food, yoga classes, bright light therapy” and other jetlag-countering ideas for travellers on long haul flights.

#### QANTAS FIRST, BRISBANE

Qantas started out in Queensland nearly 100 years ago, so their Brisbane lounge is special with lots of natural light and smart design.

AIR NEW ZEALAND INTERNATIONAL, AUCKLAND Opened in 2015, the ANZ flagship lounge is for ANZ business class passengers and travellers with a lot of Airpoints.

Comfortable – very good food and even better wine...

close to all gates, good IT,” says BT Forum user cwoodward.

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