



# HAS THE PANDEMIC CHANGED THE BUSINESS LOUNGE EXPERIENCE?

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**As the travel industry slowly recovers after more than a year-and-a-half-long stagnation due to a worldwide pandemic, Aviator Airport Alliance, a full-range provider of aviation services at 15 airports across the Nordics, operator of two business lounges at Copenhagen airport, and a family member of one the largest aerospace service groups Avia Solutions Group, shares how airport business lounges have changed to cater to the transformed world.**

## **Adapting to a quickly changing situation**

Casper Olhoff Dons, The Commercial Director of Aviator Relaxium, explained that operating a business lounge in such unique circumstances requires flexibility and attention to detail. “With a rapidly shifting situation, you have to always be ready to make a change to your procedures. At our lounges, we are following all recommendations from the authorities, from the spacing between seats to safe ways of serving food and beverages. Our team does their best to provide the same

offerings as before the pandemic but with an even higher focus on hygiene. Currently, most restrictions for restaurants have been lifted in Denmark, so we can provide our best services.”



### **The shift in demand**

Unsurprisingly, the pandemic had an impact not only on safety procedures at business lounges but also the demand. “The demand, looking at the total reach of potential customers (passengers) at the airport, has increased slightly. Most likely due to the decrease in alternatives - less competition from cafes and restaurants at the airport. But, due to the low numbers of total passengers in the airport, in July we were at 40% of the guests that we had the same month pre-Covid,” shared Aviator Relaxium’s Commercial Director. “The clientele seems to be the same as before, only with a little shift away from the classic business class traveller towards the leisure traveller,” he added.



### **Client experience first**

“We have always strived for the best possible experience for our business lounge clients. The pandemic has only highlighted our already established quality health and safety procedures,” told Casper Olhoff Dons. The recently re-opened Aviator business lounges at Copenhagen Airport, have already been enjoyed by a number of passengers from all over the world. “Our mission is to make our lounges accessible for all travellers when using Copenhagen Airport, while also catering to the needs of the business traveller. With two lounge products, we are able to satisfy the needs of the busy business traveller looking for quiet surroundings to work or de-stress, as well as the couple or family looking for a resting place and food before their flight.”

Aviator offers passengers travelling from Copenhagen airport two convenient business lounges: The Carlsberg Aviator Lounge, for those who are looking to experience Danish cuisine at a modern location, furnished by furniture from recycled materials, and The Aviator Apartment Business Lounge, with a stylish and exclusive area for work and relaxation.



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