

Ngong Ping 360 Commits to Seek Improvements

(Hong Kong, 26 January 2012) Ngong Ping 360 is committed to seeking improvements in the performance of the cable car service as well as to enhancing contingency measures in the event of a service disruption and communication with guests on the system. Ngong Ping 360 Managing Director Mr Wilson Shao made the commitment following requests from the Commerce and Economic Development Bureau this afternoon for improvements.

"We agree there is room for improvement and I would like to take this opportunity to once again apologise to our guests who were inconvenienced in yesterday's service disruption caused by a bearing fault and those who are not able to visit the attraction over the next several days while the cable car service is temporarily closed for maintenance and inspection," Mr Shao said.

The maintenance works started today (26 January 2012) and is expected to last 10 days. Works will include replacing the bearing of one of the haul rope pulley wheels at the Airport Island Angle Station. Inspection will also be carried out to the remaining six bearings of similar type. In addition, Ngong Ping 360 has arranged experts from the cable car system manufacturer in Italy to come to Hong Kong to conduct a joint-inspection.

In the area of guest services, Ngong Ping 360 will look to introduce improvements on how to notify guests as early as possible when there is a service disruption. The attraction will also enhance public announcements by making live broadcasts into cable car cabins to provide guests with timely information during service disruption. Currently, whenever there is a service disruption of 30 minutes or more, public announcements are broadcast at MTR Tung Chung, Hong Kong, Kowloon Tong, Lai King and Nam Cheong stations. Notices are also put up in front of entry ticket gates at all MTR stations. Ngong Ping 360 also seeks assistance from the electronic media to advise members of the public of any service disruption and similar information is posted on the Ngong Ping 360 website.

Starting tomorrow (27 January 2012), in addition to the Tung Chung Cable Car Terminal, guests who have booked tickets in advance can change their itineraries and receive assistance on other ticketing matters at temporary service points set up next to the Customer Service Centres at three MTR stations (Lai King, Hong Kong and Kowloon Tong). The temporary service points will be open from 10:00 am to 6:00 pm.

During the servicing period, Ngong Ping Village will remain open. Guests may go to the village by bus or taxi. For more information on Ngong Ping Cable Car service arrangements, guests can call the Ngong Ping 360 hotline at 3666 0606 or browse its website at www.np360.com.hk.

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