1.45 million guests visited Ngong Ping 360 in 2019,
equating to an average of 4,445 guests per day
The daily average of local visitors increased by more than 10%
in the second half of 2019
The level of cable car reliability remains historically high

(Hong Kong, 24 April 2020) In 2019, 1.45 million guests visited Ngong Ping 360, representing a 20.6% decrease from 2018. The average number of visitors per day was 4,445, a 17.5% decrease from 2018. Among the guests, 56% were from Western and Asian areas, 25% were from China and Macau and 19% were Hong Kong residents. The average spending per guest increased by 4% from 2018, and was the highest spending of the past 10 years.

In its quest to become the gateway to Lantau Island West and a must-visit travel destination, Ngong Ping 360 continually develops and applies innovative ideas to enhance its travel experience and service offerings. In addition, Ngong Ping 360 is committed to maintaining the stability and reliability of its cable car services. The average cable car reliability of 99.93% in 2019 was an historic high, equivalent to a delay of less than 1 minute for every 8 hours of operation.

Mr Andy Lau, Managing Director of Ngong Ping 360, said: “In the past year, we benefited from the completion of the infrastructure project and the good numbers of visitors, recording a more than 10% increase in visitors in the first half of the year. However, in the second half of the year, visitor numbers dropped and a significant decline was recorded in the fourth quarter. The average number of daily visitors last year dropped by approximately 17.5% from 2018. To respond to this situation, we targeted the local market and introduced special offers for Hong Kong residents, such as the limited-time grand-opening ticket price in October, and the special offer for children around Christmas. As a result, the average daily number of local visitors increased by more than 10% in the second half of 2019.”
**Well prepared for full-service resumption**

To provide another transport option for the passengers who commute between Tung Chung and Ngong Ping, from mid-March, Ngong Ping 360 resumed operating its cable car service from Fridays to Sundays and on public holidays. In addition, we have adjusted the cable car speed to allow more time for our staff to clean each cabin with 1:99 bleach immediately after passengers disembark, to provide a clean and fresh cabin for the next passenger group. We have also halved the passenger allowance of each cabin and allow only family and friends within the same group to occupy the same cabin. To control the number of cable car passengers, guests are encouraged to reserve their cable car tickets online, for which there is a limited daily quota. The indoor attractions of Ngong Ping Village remain temporarily closed.

Since reopening, our guests have responded positively to the health measures we have implemented, such as checking passengers’ body temperatures before boarding and requiring distance to be maintained between queues. Our visitors are also happy to follow the guidance of our frontline staff.

Andy added, “Aside from the preventive measures we have put in place, we have all strived to add value to our company’s services. During this period, we invited a professional photographer to teach our staff photo-shooting techniques, to help our staff to photographically capture the pleasantness of the journey and shoot Instagram-ready photographs for guests. We also noted that there had been more hikers using the Ngong Ping Rescue Trail. Thus, our team increased the frequency of maintenance they performed on the trail to provide a safe and comfortable environment for hiking. Given the challenging business environment we face in the immediate future, Ngong Ping 360 will initiate various products and promotional offers targeting different markets, once the COVID-19 pandemic has stabilised and restrictions are lifted. We look forward to continuing to provide our guests with an enjoyably novel and comfortable travel experience.”

**About Ngong Ping 360**

As an important tourist attraction located on Lantau Island in Hong Kong, Ngong Ping 360 offers an exciting opportunity for guests to experience a unique natural and cultural experience. The Ngong Ping Cable Car stretches 5.7 km from Tung Chung to Ngong Ping. Guests can visit the Chinese architecturally designed Ngong Ping Village, where they can enjoy a wide range of dining, shopping and entertainment options and culturally themed attractions, including VR 360, Motion 360 and Walking with Buddha.

The Ngong Ping Cable Car is a rare example of a bi-cable gondola circulating lift system, and is the longest aerial cable car system of its kind in Asia. It offers a visually spectacular 25-minute journey with panoramic views of the flora and fauna of North Lantau Country Park, Tung Chung Bay and the Hong Kong International Airport.
The Ngong Ping Cable Car experience and the Tai O culture tour, along with Big Buddha and Po Lin Monastery, ranked second in the “Top 10 experiences in Asia” category of the Travellers’ Choice Awards for Experiences announced by the world-renowned travel website TripAdvisor in 2018. They were also ranked together as one of TripAdvisor’s “Top 25 experiences in the World”. In the same year, Ngong Ping 360 received TripAdvisor’s “Certificate of Excellence 2018”. In 2017, it was recognised as one of “The world’s 10 best cable cars” by USA Today. Ngong Ping 360 was also selected as amongst “10 of the world’s best cable car rides” by CNN.com in 2015. In 2014, the company received the CILT Award 2013 – Enterprise Award presented by the Chartered Institute of Logistics and Transport in Hong Kong (CILTHK). Ngong Ping 360 was also featured in “Cable cars: 10 amazing rides around the world” by The Daily Telegraph in the UK.
Photos:
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