

Dear The Hong Kong Children's Choir,

Regarding the incident that occurred on 11 October 2021, that impacted the online sales for your event, we apologize wholeheartedly. Unfortunately, this was due to technical issues with the new West Kowloon website on that morning which meant it was not fully available for approximately 2 hours. As soon as we became aware of the problem, the vendor's technical team reacted and the ticketing team tried their best to continue the service through other sales channels.

We understand how frustrating this must have been for the fans, customers and staff of the Hong Kong Children's Choir and we sincerely regret this situation occurred and the inconvenience caused to them. We assure you that we have taken all the necessary steps to remedy the website issues we faced on that day and to improve our system to prevent such problems from recurring in the future. We will do our utmost to ensure success of the musical, allowing performers and audiences to fully enjoy the performances together.

Thank you for your kind understanding.

Yours sincerely,
Kamen Lam
Acting Ticketing Manager