

Frequently Asked Questions (FAQ) – TAL Shuttle Bus Service

1. What TAL Shuttle Bus Service?

TAL Shuttle Bus Service is a transportation service provided by TAL to ferry passengers between Choa Chu Kang (CCK) MRT station and TAL.

2. Who can use the Shuttle Bus Service?

The Shuttle Bus Service is available to people [e.g. tenants/volunteers/workers/public] who are travelling to TAL.

3. What are the operating hours?

The Shuttle Bus Service operates on Saturdays and Sundays (including Public Holidays) at the following times:

Pick-Up Time	From	To
0900hrs	Bus Bay beside CCK MRT station	TAL
1730hrs	TAL	Bus Bay beside CCK MRT station

Please note that the Shuttle Bus Service will depart on time, and passengers are advised to be present at the pick-up point **before** the scheduled pick-up time.

***How were the shuttle timings chosen?*

A pilot bus schedule was run between July 2025 and March 2026, and these timings were the most optimal for riders.

4. Where are the pick-up and drop-off points?

The pick-up and drop-off points are:

- Bus Bay 1 / 2 next to Choa Chu Kang MRT
- The sheltered drop-off point at TAL

Please refer to the photos below for the exact locations.

Pick-up / Drop-off point at Choa Chu Kang



Pick-up / Drop-off point at TAL



5. How much does it cost to ride the shuttle?

The shuttle bus service is free of charge.

6. Do I need to book a seat in advance?

No seat bookings are required. Seats are available on a first-come, first-served basis.

7. How long does a one-way journey take?

A one-way journey is estimated to take about 15 minutes during non-peak hours. Please note that the duration of the journey may change depending on traffic conditions.

8. Will there be any stops along the way to/from TAL?

No, there will not be any stops along the way. The bus will travel directly to the designated locations.

9. Is there space for prams/strollers on the shuttle?

Prams/strollers are allowed to be brought up the bus, but due to limited space on the bus, all prams/strollers must be folded before boarding.

10. Is the shuttle bus service wheelchair-accessible?

No, the shuttle bus service is not wheelchair-accessible.

11. Are pets allowed on the shuttle?

No, pets are not allowed on the shuttle bus service. Should you need to ferry an animal to TAL, please seek other transport options that cater to pets.

12. Is eating or drinking allowed on the shuttle?

Eating and drinking are not allowed on the shuttle. Please keep the bus clean for the comfort and convenience of all passengers.

13. What is the seating capacity of the shuttle?

The shuttle bus service can carry 23 passengers per trip.

14. Is standing allowed inside the shuttle?

No, standing is not permitted. All passengers must remain seated while the shuttle is in motion.

15. What should I do if I leave an item on the bus?

If you have left an item on the shuttle, please contact TAL's Duty Officer at 9682 9310 as soon as possible.

16. Who can I contact for further inquiries?

For more information, you may email us at the following address: the_animal_lodge@nparks.gov.sg or contact our Duty Officer at 9682 9310