

Frequently Asked Questions (FAQ) - Bus Shuttle Service for The Animal Lodge (TAL)

1. What is the pilot bus shuttle service for TAL? How long is the pilot period?

The pilot bus shuttle service is a transportation service provided by TAL to ferry passengers between Choa Chu Kang (CCK) MRT station and TAL. This is a pilot to study ridership. Hence, pick-up timings may eventually be subjected to change to optimise ridership. The pilot period will commence from 4 July 2025.

2. Who can use the shuttle service?

The shuttle service is available to people [e.g. tenants/volunteers/workers/public] who are travelling to TAL.

3. What are the operating hours?

The shuttle service operates on Fridays, Saturdays and Sundays (including Public Holidays that fall on these days) at the following times:

Pick-Up Time	From	To
0900hrs	Bus Bay beside CCK MRT station	TAL
1115hrs	TAL	Bus Bay beside CCK MRT station
1315hrs	Bus Bay beside CCK MRT station	TAL
1730hrs	TAL	Bus Bay beside CCK MRT station

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

***The pick-up timings may be subjected to changes. TAL will be monitoring ridership figures for about two months before deciding if any adjustments to the shuttle timings are necessary.*

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

Please refer to the Pick-up and Drop-off points shown below. There will be clear signage displayed on the bus to help passengers identify the bus service going to The Animal Lodge or to CCK MRT station.



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

The shuttle 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 service wheelchair-accessible?

No, the shuttle buses do not have wheelchair accessibility features.

11. Are pets allowed on the shuttle?

No, pets are not allowed on the shuttle bus. 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 shuttle bus clean for the comfort and convenience of all passengers.

13. What is the seating capacity of the shuttle?

The shuttle bus can carry up to 23 passengers.

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 our TAL's Duty Phone at 9682 9310 as soon as possible.

16. Who can I contact for further inquiries?

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