

Cross-border taxi to JB on the Zig app from 23 November: 24-hour booking and upfront fares

Description

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From 23 November 2026, a cross-border taxi to JB can be booked straight in the Zig by ComfortDelGro app, with a fixed fare shown before you pay. Bookings open 24 hours a day, from seven days down to four hours before your pick-up. Just in time for the year-end school holidays, which start on 21 November.

Until now, ComfortDelGroâ??s cross-border rides were mostly hotline bookings at 6552 1111. The app route is the real change, so here is what it means for your next trip up to Johor Bahru.

How to book a cross-border taxi to JB on Zig

ComfortDelGroâ??s cross-border page lists the steps in the app. Do note that bookings through the app are cashless only, so no cash or NETS on board.

1. Tap the Cross-Border icon on the Zig home screen.
2. Choose Singapore to Johor Bahru, or the reverse.
3. Enter your pick-up and drop-off addresses, then pick the date and time.
4. Select a 4-seater or 6-seater and confirm payment.

You can also still call the 24-hour hotline at 6552 1111 and press 0 for an operator. The hotline quotes your fare and trip distance before confirming.

Pick-up and drop-off points

Heading north, the driver picks you up from any address in Singapore. That includes Changi Airport, where you head to the car park bays: Car Park 1A for Terminal 1, 2A for Terminal 2, 3A for Terminal 3 and 4A for Terminal 4. Drop-off can be anywhere in Johor Bahru, Iskandar Puteri and Senai.

Coming home, you board at one of three designated JB hubs: Mid Valley Southkey, Toppen Shopping Centre or Angsana Mall. From there the taxi can take you anywhere in Singapore. ComfortDelGro says more pick-up spots will come later.

The taxi may cross via Tuas or Woodlands Checkpoint, depending on your preferred route. Clearance is done inside the car at the vehicular counters, though officers can ask you to step out for checks.

Remark	Pickup	Drop-off	Current Fare	Sta
Street-hail	Ban San	Larkin or up to 35km	SGD60	
		All Other Area >35km	NA	+
Call Booking (Fixed Fare)	Any 1 location in Singapore (exclude Ban San and Airports)	Larkin or up to 35km	SGD80	S
		All Other Area >35km	NA	+
	Airports (Changi and Seletar)	Larkin or up to 35km	SGD120	S
		All Other Area >35km	NA	+

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Source: ComfortDelGro

What it costs

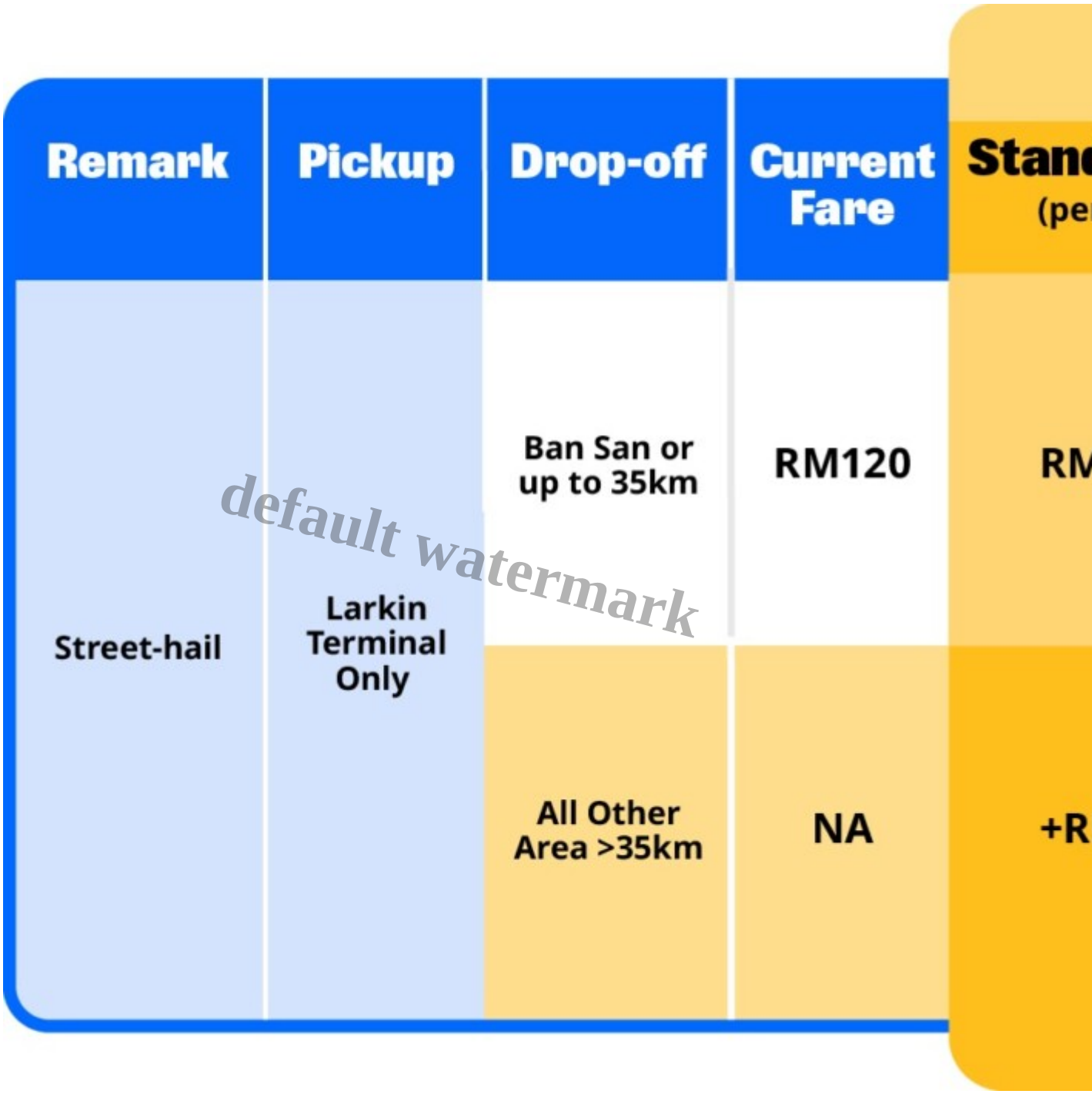
On the app, you get a guaranteed upfront flat fare based on distance, vehicle type and scheduled time. It includes a S$3 platform fee. The flat fare holds even if the Causeway jams, and a temporary S$0.80 driver fee applies to cross-border trips, which ComfortDelGroâ??s FAQ says runs to 28 February 2027.

ComfortDelGroâ??s published fare card gives a good yardstick for trips of up to 35km:

- Walk-in at Ban San Street Terminal, standard 4-seater: S$80 (S$120 for a 6-seater, S$180 for a premium 6-seater).
- Booked pick-up from anywhere in Singapore, standard 4-seater: S$100 (S$140 for a 6-seater, S$200 for a premium 6-seater).
- Booked pick-up from Changi or Seletar airports, standard 4-seater: S$140 (S$160 for a 6-seater, S$220 for a premium 6-seater).
- Drop-offs beyond 35km add S$20 for a 4-seater and S$30 for the larger cars.

These are per taxi, not per person. Split among four, a S$100 home pick-up works out to S$25 each, which is a serious lobang against paying separately for a bus and a Grab on the other side. The S$80 Ban San fare is for walk-ins who queue at the stand, and cannot be booked by call.

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Remark	Pickup	Drop-off	Current Fare	Stand (pe
Street-hail	Larkin Terminal Only	Ban San or up to 35km	RM120	RM
		All Other Area >35km	NA	+R

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Source: ComfortDelGro

Rules to know before you go

- Everyone needs a passport valid for at least six months, plus the MDAC for Malaysia and the SG Arrival Card for the way back, each submitted within three days of arrival.
- Luggage limits apply. A 4-seater takes two medium or two large suitcases, and the driver may refuse the trip if you exceed it.
- Pets and animals are not allowed.
- Rides are direct point to point, with no extra stops.

- Free cancellation ends 60 minutes before pick-up, after which you pay the full fare. The driver waits 15 minutes before logging a no-show.

Driver details reach you by app notification and SMS or email three hours before pick-up, so keep your phone close.

Why now, and who else offers it

On 16 November, ComfortDelGro and Malaysian platform Kumpool, which runs Kummute, were granted licences to carry passengers across the Causeway. The same day, the quota for licensed cross-border taxis rose from 300 to 500 in each country. That was the last stage of a target the two transport ministries announced on 5 December 2025.

Zig has tied up with Kummute, so a ride request can be filled by a car from either network. ComfortDelGro told The Straits Times it holds 150 cross-border taxi licences. Kummute opens its own cross-border bookings on 14 December, with a two-hour minimum notice and four boarding spots for now: Ban San Street Terminal, near VivoCity, near Century Square and Joo Koon.

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Grab has offered licensed cross-border ride-hailing since May 2026 and now takes bookings 90 minutes ahead, down from 12 hours at launch. That makes three operators, which should keep fares and waiting times honest.

What changes for you

Pricing is clearer, booking is easier and you no longer have to queue at Ban San at odd hours. Last-minute trips are still the weak spot, since Zig needs four hoursâ?? notice. If you are travelling during the school holidays, also check our guide to ICAâ??s expected Woodlands and Tuas checkpoint traffic, because a flat fare does not make the queue move any faster.

Fares and rules can change, so check the Zig app or the ComfortDelGro cross-border page before you book.

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