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PUBLIC TRANSPORT COUNCIL ACT (CHAPTER 259B)

PUBLIC TRANSPORT COUNCIL (RIDE-HAIL FARE PRICING POLICY) ORDER 2020

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In exercise of the powers conferred by section 23D(1) of the Public Transport Council Act, the Public Transport Council makes the following Order:

PART 1

PRELIMINARY

Citation and commencement

1. This Order is the Public Transport Council (Ride-hail Fare Pricing Policy) Order 2020 and comes into operation on 30 October 2020.

Definitions

- 2.—(1) In this Order, unless the context otherwise requires —
- “bookable driver”, in relation to a bookable vehicle (whether or not a taxi), means the individual driving the bookable vehicle

and holding a valid licence under Part 5 of the Road Traffic Act 1961 authorising him or her to drive the bookable vehicle for hire or reward;

[S 349/2026 wef 31/12/2021]

“contract ride-hail fare” means a type of ride-hail fare in accordance with Part 3;

“exempt ride-hail service operator” means a person to which an exempt ride-hail service operator order made under section 24 (including as varied under section 26) of the Point-to-Point Passenger Transport Industry Act 2019 applies;

[S 349/2026 wef 31/12/2021]

“hirer” means the person by whom a bookable vehicle is hired to transport the hirer (with or without other passengers), and includes a person attempting to hire a bookable vehicle;

“journey” means a journey wholly or partly in Singapore;

“metered ride-hail fare” means a type of ride-hail fare in accordance with Part 4;

“passenger”, in relation to a bookable vehicle, excludes the bookable driver;

“premium taxi” means a taxi that —

(a) is a luxury vehicle model or a special purpose vehicle;

(b) is painted wholly black or wholly white; and

(c) is —

(i) designed to carry more than 4 passengers; or

(ii) used to provide a luxury quality ride-hail service;

“ride-hail service” means a ride-hail service to which this Order applies;

“standard taxi” means a taxi that is not a premium taxi;

“taxi driver”, in relation to a taxi, means the individual driving the taxi and holding a valid licence under Part 5 of the Road Traffic Act 1961 authorising him or her to drive the taxi for hire or reward.

[S 349/2026 wef 31/12/2021]

(2) In this Order, a hiring of a bookable vehicle begins —

- (a) where the bookable vehicle is engaged to commence the hiring at a specified place, as soon as the hirer, a person accompanying the hirer or a person apparently acting on behalf of the hirer, acknowledges the bookable driver of the bookable vehicle after arriving at that place; and
- (b) where the bookable vehicle is engaged to commence the hiring at a specified place and at a specified time, on arrival of the bookable vehicle at that place at, or after, that time.

(3) For the purposes of Division 2 of Part 4, a taxi is treated as pre-booked for hire when the bookable driver of that taxi accepts the hiring of the taxi for an on-demand passenger transport service communicated or assigned to that driver through a booking service provided by a ride-hail service licensee.

Scope of Order, etc.

3.—(1) This Order sets out the fare pricing policy for all ride-hail services offered or provided to the public anywhere in Singapore for any journey wholly or partly within Singapore, but not for ride-hail services provided by —

- (a) any person specified in the Public Transport Council (Exempt Ride-hail Service Providers) Order 2020 (G.N. No. S 915/2020); or
- (b) any exempt ride-hail service operator providing a ride-hail service using a bookable vehicle that is not a taxi.

(2) An amount specified in this Order is the price or rate prevailing as at 30 October 2020 for the ride-hail fare component concerned.

PART 2

TYPES OF RIDE-HAIL FARES AND PUBLICITY REQUIREMENTS

Ride-hail fares: 2 types

4. A ride-hail fare for any ride-hail service must be either —
- (a) a contract ride-hail fare in accordance with Part 3, public notice of which must be given in accordance with paragraph 6; or
 - (b) a metered ride-hail fare in accordance with Part 4, public notice of which must be given in accordance with paragraph 8.

Hirer must accept type of fare before hiring begins

5. For every ride-hail service to which an on-demand passenger transport service relates, a hirer of a bookable vehicle for the on-demand transport service using the bookable vehicle may, but not later than before the hiring of the bookable vehicle begins, choose and agree with the ride-hail industry participant providing the ride-hail service to pay a ride-hail fare that is either a contract fare or a metered fare as provided in paragraph 4.

Transparency in contract ride-hail fare

6.—(1) For every ride-hail service to which an on-demand passenger transport service relates and which a contract fare may be payable, the following must be disclosed to a hirer of a bookable vehicle for that on-demand transport service not later than before the hiring of the bookable vehicle begins:

- (a) the basic hiring charge of a contract ride-hail fare for the ride-hail service;
- (b) whether an additional fee or charge in paragraph 11(b) is payable if the journey involves riding, driving or moving the bookable vehicle on a road and during the hours for which road-user charges are payable.

(2) Every additional fee or charge mentioned in paragraph 11 relating to a contract ride-hail fare for a ride-hail service must —

- (a) be lodged with the Council by the ride-hail industry participant concerned —
 - (i) at least 28 days before the ride-hail service is offered or provided to the public at that ride-hail fare; or
 - (ii) if the ride-hail service is offered or provided to the public immediately before 30 October 2020, within 7 days after that date; and
- (b) be made available by the ride-hail industry participant providing the service concerned in such manner as will secure adequate publicity for the additional fee or charge among members of the public and hirers, being —
 - (i) at least 7 days before the ride-hail service is offered or provided to the public at that ride-hail fare; or
 - (ii) if the ride-hail service is offered or provided to the public immediately before 30 October 2020, within 7 days after that date.

Metered ride-hail fare must be published

7. Every metered ride-hail fare for a ride-hail service must —

- (a) be published by the ride-hail industry participant providing the service concerned in such manner as will secure adequate publicity for the ride-hail fare among members of the public and hirers; and
- (b) be lodged with the Council by that ride-hail industry participant at least 28 days before the ride-hail service is offered or provided to the public at that ride-hail fare.

Metered ride-hail fare must be published in advance

8. Where a metered ride-hail fare for any ride-hail service is to be varied, or to be payable for the first time for a ride-hail service, the ride-hail service may not be offered or provided to the public at the changed fare or the new fare unless the changed fare or new metered

ride-hail fare (whether price or rate) is published by the ride-hail industry participant offering or providing the ride-hail service concerned —

- (a) at least 7 days before the ride-hail service is offered or provided to the public at the changed fare or new fare, as the case may be; and
- (b) in such manner as will secure adequate publicity for the changed fare or new fare, among members of the public and hirers.

PART 3

CONTRACT RIDE-HAIL FARES

Basic hiring charge of contract ride-hail fare

9.—(1) The basic hiring charge of a contract ride-hail fare payable for an on-demand passenger transport service provided using a bookable vehicle, the booking of which is taken or facilitated by a ride-hail industry participant, must be agreed upon between the person who booked the service and the ride-hail industry participant.

(2) The basic hiring charge of a contract ride-hail fare for an on-demand passenger transport service provided using a bookable vehicle must be either —

- (a) a fixed sum; or
- (b) an amount calculated according to a fixed rate,

except that where the bookable vehicle is a taxi the booking of which is taken or facilitated by an exempt ride-hail service operator, the fixed sum or fixed rate must also be endorsed by the street-hail industry participant that is the owner of the taxi.

Contract ride-hail fare components

10. The contract ride-hail fare for an on-demand passenger transport service provided using a bookable vehicle for a journey and booked through a ride-hail industry participant taking or facilitating the booking of that bookable vehicle, must consist of —

- (a) a basic hiring charge for the journey in paragraph 9; and
- (b) all or any of the additional fees or charges in paragraph 11, and no other fare component.

Additional fees and charges for unplanned events

11. The additional fees and charges mentioned in paragraph 10(b) are as follows:

- (a) a fee or charge, being of a fixed amount or an amount calculated according to a fixed rate of the basic hiring charge in paragraph 9, that applies if —
 - (i) circumstances with respect to the journey change requested by the hirer, such as a change in route or an additional stop or passenger;
 - (ii) the bookable vehicle is used for a longer period than contracted;
 - (iii) animals or certain passengers are to be carried in the bookable vehicle; or
 - (iv) in the course of the journey, a passenger soils the taxi or bookable vehicle in such a manner that the taxi or vehicle cannot reasonably be expected to be used to provide a passenger transport service before being cleaned;
- (b) a fee or charge because the journey involves riding, driving or moving the bookable vehicle on a road and during the hours for which road-user charges are payable;
- (c) an additional charge for journeys travelled at certain times, that is either a fixed sum, or an amount calculated according to a fixed rate of the basic hiring charge in paragraph 9;
- (d) any other fee or charge relating to the provision of the ride-hail service.

PART 4

METERED RIDE-HAIL FARES

Division 1 — Total basic fare and surcharges

Basic fare

12. The total basic fare for a standard taxi or premium taxi hired to provide an on-demand passenger transport service for any journey is the same total basic fare applicable under Part 3 of the Public Transport Council (Street-hail Fare Pricing Policy) Order 2020 (G.N. No. S 918/2020) for the hiring of that taxi.

Surcharges

13. In addition to the total basic fare, the following surcharges are payable for every journey by taxi which is provided as an on-demand passenger transport service:

- (a) a peak period surcharge which is the same amount or at the same rate allowed under Part 4 of the Public Transport Council (Street-hail Fare Pricing Policy) Order 2020 as if the taxi were hired to provide a street-hail service;
- (b) a late night hiring surcharge which is the same amount or at the same rate allowed under Part 4 of the Public Transport Council (Street-hail Fare Pricing Policy) Order 2020 as if the taxi were hired to provide a street-hail service;
- (c) a location surcharge which is the same amount or at the same rate allowed under Part 5 of the Public Transport Council (Street-hail Fare Pricing Policy) Order 2020 as if the taxi were hired to provide a street-hail service;
- (d) a passenger surcharge which is the same amount or at the same rate allowed under Part 6 of the Public Transport Council (Street-hail Fare Pricing Policy) Order 2020 as if the taxi were hired to provide a street-hail service;
- (e) an extra charge for road-user charges incurred during the hire of the taxi, and a cashless payment charge, allowed under Part 7 of the Public Transport Council (Street-hail

Fare Pricing Policy) Order 2020 as if the taxi were hired to provide a street-hail service.

Division 2 — Booking fees

Booking fees in addition to other charges

14. A booking fee for a journey by taxi which is provided as an on-demand passenger transport service is payable in addition to the total basic fare displayed on the taximeter for the journey, and any other surcharge mentioned in Division 1.

Peak period booking fee

15.—(1) A peak period booking fee is payable for an on-demand passenger transport service provided using a taxi, the provision of which is pre-booked for hire within any peak period.

(2) Subject to paragraph 18, the peak period booking fee is as follows:

(a) at least \$3.30 and not more than \$6 for a journey in a standard taxi;

(b) \$10 for a journey in a premium taxi.

(3) In this paragraph and paragraph 16, “peak period” means any of the same peak periods applicable under Part 4 of the Public Transport Council (Street-hail Fare Pricing Policy) Order 2020 as if the taxi were hired to provide a street-hail service.

[S 349/2026 wef 01/06/2026]

Off-peak period booking fee

16.—(1) Subject to paragraph 18, an off-peak period booking fee is payable for an on-demand passenger transport service provided using a taxi, the provision of which is pre-booked for hire outside of any peak period.

(2) Subject to paragraph 18, the off-peak period booking fee is —

(a) at least \$2.30 and not more than \$6 for a journey in a standard taxi; and

- (b) at least \$8 and not more than \$10 for a journey in a premium taxi.

Advance booking fees

17.—(1) Subject to paragraph 18 and sub-paragraph (3), an advance booking fee is payable for an on-demand passenger transport service provided using a taxi, the provision of which is pre-booked for hire at least 30 minutes before the start of the hiring of the taxi, whether a standard taxi or premium taxi.

[S 349/2026 wef 01/06/2026]

(2) Subject to paragraph 18 and sub-paragraph (3), the advance booking fee is —

- (a) at least \$6.50 and not more than \$10 for a journey in a standard taxi; and
- (b) at least \$16 and not more than \$20 for a journey in a premium taxi.

[S 349/2026 wef 01/06/2026]

(3) The advance booking fee must be the same for every journey in a standard taxi or premium taxi (as the case may be) regardless of the time at which the hiring of the taxi starts.

[S 349/2026 wef 01/06/2026]

Variation of booking fees

18.—(1) Subject to sub-paragraph (2), any amount specified in paragraph 15(2), 16(2) or 17(2) in relation to an on-demand passenger transport service provided using a taxi may be varied —

- (a) by any ride-hail service licensee; or
- (b) by any exempt ride-hail service operator with the consent of the street-hail industry participant that is the owner of the taxi,

by substituting any of those amounts with another amount for its on-demand passenger transport services provided using the taxi.

(2) The amount that is in substitution of any amount specified in paragraph 15(2), 16(2) or 17(2) must —

- (a) be the same for all on-demand passenger transport services provided in all standard taxis despatched by the same ride-hail service licensee or owned by the same street-hail industry participant, as the case may be; and
 - (b) be the same for all on-demand passenger transport services provided in all premium taxis despatched by the same ride-hail service licensee or owned by the same street-hail industry participant, as the case may be.
- (3) To avoid doubt, a price determined in substitution of any price in paragraph 15(2), 16(2) or 17(2) may be different for on-demand passenger transport services provided in standard taxis and premium taxis, even though the taxis are despatched by the same ride-hail service licensee or owned by the same street-hail industry participant, as the case may be.

PART 5

FINAL PROVISIONS

Saving for booking fee lodged

19. The taxi booking fee component of every taxi fare for a taxi service that was lodged with the Council under paragraph 4 of the revoked Public Transport Council (Taxi Fare Pricing Policy) Order 2016 (G.N. No. S 30/2016) by —

- (a) a licensed taxi service operator providing the taxi service;
or
- (b) a taxi driver licensed under the Road Traffic Act 1961 to drive a taxi not owned by a licensed taxi service operator providing the taxi service,

[S 349/2026 wef 31/12/2021]

is deemed to be the booking fee lodged under paragraph 7 of this Order by the person in sub-paragraphs (a) and (b) as if the person were the ride-hail industry participant providing the service concerned.

Saving for booking fee published

20. The taxi booking fee component of every taxi fare for a taxi service that was last published in accordance with paragraph 4 or 5 of the revoked Public Transport Council (Taxi Fare Pricing Policy) Order 2016 by —

- (a) a licensed taxi service operator providing the taxi service;
or
- (b) a taxi driver licensed under the Road Traffic Act 1961 to drive a taxi not owned by a licensed taxi service operator providing the taxi service,

[S 349/2026 wef 31/12/2021]

is deemed to be the booking fee published under paragraph 8 of this Order by the person in sub-paragraphs (a) and (b) as if the person were the ride-hail industry participant providing the service concerned.

Made on 28 October 2020.

RICHARD MAGNUS
*Chairman,
Public Transport Council,
Singapore.*

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