BATAM FAST

Asia's Favourite Fast Ferry Operator



TANAH MERAH - DESARU COAST
TRIP DIVERSION PLAN

Unfriendly sea conditions, particularly during NE Monsoon, may make the journey to Desaru Coast Ferry Terminal (DCFT) uncomfortable. Please take note that trips during such conditions may undergo an approved diversion plan. Instead of operating to/from DCFT, we will be operating to/from Tanjung Pengelih Ferry Terminal (TPFT), Johor, Malaysia. In addition, we will arrange a coach (land) transfer between TPFT and DCFT.

45 mins *45 mins*

Tanah Merah Ferry Terminal **(TMFT)**

Tanjung Pengelih Ferry Terminal **(TPFT)**

Desaru Coast Ferry Terminal **(DCFT)**



Boarding Pass

Get your current boarding pass endorsed by the staff before you proceed with boarding



Malaysia Immigration

The Malaysia Immigration and customs clearance for passengers (for both arrival & departure) will be at Tanjung Pengelih Ferry Terminal.



Coach Transfer

The coach (land) transfers under the diversion plan will be part of the service therefore it will be facilitated by Batamfast.

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About Refunds and Rebookings

All bookings with departures during this period are subject to the diversion plan and conditions if activated. Should you need to reschedule, cancel, or refund, please reach out to us via:

- Email : reservations@batamfast.com
- WhatsApp : +62 81138002288
- Call : +65 62702228 or +62 778321120
- Walk-in via informing our ground team at our check-in counters

If you booked a package, please contact your agent for rescheduling, cancellation, or refund arrangements. If you purchased a ferry ticket with an agent or a third-party seller, please contact them directly for any refund arrangements.



Book with us!

We are still open for bookings via online, mobile app, and walk-in despite the NE Monsoon period.

The published ferry timings and the port codes will remain unchanged on all ferry booking platforms.

The electronic tickets and boarding passes will still show DSR as the destination or arrival port.

Therefore, there is no need to replace or reissue these – unless your trip is rescheduled to a different date or the pax initiated a reschedule with our reservations team.

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For more information contact us :

+65-6270-2228

or Chat with us (WhatsApp)

+6281-138-00-2288

reservations@batamfast.com

Online Booking at www.batamfast.com

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In addition, we will arrange a coach (land) transfer between TPFT and DCFT.
No direct ferry trips going to/arriving from Singapore will be operational at DCFT when the diversion plan is in place.

The arrangement will be as follows:

Departure from Singapore:
Ferry trip from Tanah Merah Ferry Terminal to Tanjung Pengelih Ferry Terminal → ride on a coach to Desaru Coast Ferry Terminal.

Departure from Desaru Coast:
Coach ride from Desaru Coast Ferry Terminal to Tanjung Pengelih Ferry Terminal → ferry trip to Tanah Merah Ferry Terminal.

Things to take note of:

1. The published ferry timings and the port codes will remain unchanged on all ferry booking platforms. The electronic tickets and boarding passes will still show DSR as the destination or arrival port. Therefore, there is no need to replace or reissue these – unless your trip is rescheduled to a different date or the pax initiated a reschedule with our reservations team.
2. The coach (land) transfers under the diversion plan will be part of the service; therefore, it will be facilitated by the ferry operator.
3. The Malaysia Immigration and customs clearance for passengers (for both arrival & departure) will be at Tanjung Pengelih Ferry Terminal.
4. As usual, the Desaru Coast and Desaru properties' (hotels, resorts, hosts) pick- up/drop-off point for their guests would still be at DCFT.
5. Passengers are to strictly follow the transfer arrangement. Should a passenger choose to make alternative transfers on their own, the obligation of the ferry operator would end from the time the pax gets into another service (ferry or land transport).
6. All bookings with departures during this period are subject to the diversion plan and conditions if activated. Should you need to reschedule, cancel, or refund, please reach out to us via:
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