

Website, Online Booking & Onboard Wi-Fi Terms

Terms for using the Monty Express website, booking system and passenger Wi-Fi

Effective date: 01 October 2026 | Version 1.0

Related Monty Express policies: [Conditions of Carriage](#) | [Privacy Policy](#) | [Passenger Information](#) | [Changes, Cancellations & Refunds](#)

These terms apply when you use the Monty Express website, online booking functions or onboard Wi-Fi. A passenger journey is also governed by the Conditions of Carriage and the fare and policy terms shown when the booking is made.

Part A - Website and online booking terms

1. Lawful use

You may use the Monty Express website for lawful travel enquiries, bookings and related purposes. You must not knowingly introduce malicious software, attempt unauthorised access, interfere with security, impersonate another person, create fraudulent bookings, or use automated activity in a way that materially disrupts the website or service for others.

2. Website information

Monty Express takes reasonable care to keep fare, timetable, stop and service information accurate. Information can change and temporary technical errors can occur. A journey is not booked merely because a fare or timetable is displayed; a booking is confirmed when the booking process has been completed and Monty Express issues a booking confirmation.

Nothing in these terms excludes the Australian Consumer Law (ACL), contained in Schedule 2 to the Competition and Consumer Act 2010 (Commonwealth), or permits misleading or deceptive conduct.

3. Online payments

Online payments may be processed by a third-party payment provider. The amount payable and any applicable fee will be displayed before the payment is authorised. Monty Express will not add a surcharge for Visa, Mastercard, American Express or eftpos card payments.

4. Booking errors

Please check passenger names, travel date, origin, destination and contact information before payment. If you notice an error after booking, contact Monty Express promptly. Changes are handled under the Changes, Cancellations & Refunds Policy.

5. Intellectual property

Unless otherwise stated, the Monty Express name, branding, website text, graphics, photographs and other website material are owned by or licensed to Monty Express. You may view and make ordinary personal copies

for travel and booking purposes. Other reproduction, modification or commercial use requires permission unless allowed by law.

6. Third-party links and services

The website may link to maps, accommodation providers, tourism services, payment providers or other third parties. Their own terms and privacy practices apply to their services. A link does not by itself mean Monty Express controls or guarantees the third-party service. Monty Express remains responsible for any obligation or representation that the law attributes to Monty Express.

7. Website availability and security

Monty Express does not promise that the website or booking system will be continuously available or free from every technical fault. We may temporarily suspend or restrict access for maintenance, cybersecurity, legal or operational reasons. If an online booking fails or remains uncertain, do not assume a seat is confirmed until you receive a booking confirmation.

Part B - Onboard Wi-Fi terms

8. Complimentary service

Where offered, onboard Wi-Fi is a complimentary ancillary service. Coverage, speed and availability depend on equipment, satellite or mobile coverage, terrain, power, congestion and technical conditions and are not guaranteed. Monty Express may manage, restrict or temporarily suspend the network where reasonably necessary for security, fair use, service quality or safety.

9. Acceptable use

Do not use the onboard network for unlawful activity, harassment, distribution of malicious software, unauthorised access to systems, network attacks or scanning, copyright infringement, or activity that materially degrades the service for other passengers. High-volume activity may be limited where necessary to provide a reasonable shared service.

10. Content filtering

Monty Express may use technical filtering to reduce access to malicious, unlawful or inappropriate content and to protect the network. Filtering is not guaranteed to identify or block every unsuitable site or threat. A parent or guardian remains responsible for a child's device and internet use.

11. Network privacy and security

A shared passenger network should not be treated as a private network. Passengers are responsible for the security of their own devices and should use secure websites and other appropriate security measures for sensitive activity.

When a device connects, Monty Express and its network providers may process technical information needed to provide, secure, manage and troubleshoot the service. This may include device or network identifiers, an assigned Internet Protocol (IP) address, connection and disconnection times, data volume, network-performance information and security events. See the Privacy Policy for more information.

12. Wi-Fi outages and consumer rights

A Wi-Fi outage does not automatically entitle a passenger to a fare refund because Wi-Fi is an ancillary feature and network availability is variable. This does not limit any right that arises under the ACL if an advertised feature was material to the service purchased or a non-excludable consumer guarantee is not met.

Part C - General terms

13. Privacy

Use of the website, booking system and onboard Wi-Fi involves the handling of information described in the Privacy Policy. By using these services, you acknowledge the relevant privacy information. Consent will be requested separately where the law requires consent for a particular use.

14. Changes to these terms

Monty Express may update these website and Wi-Fi terms prospectively by publishing an updated version and effective date. A later website-term change does not retrospectively change the passenger contract for an existing booking except where required by law or agreed with the passenger.

15. Governing law

These terms are governed by the laws applying in South Australia and the Commonwealth of Australia, while mandatory laws of other jurisdictions continue to apply where relevant.

Contact Monty Express

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