

Passenger Information

What to know before and during your Monty Express journey

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Related Monty Express policies: [Conditions of Carriage](#) | [Changes, Cancellations & Refunds](#) | [Luggage Policy](#) | [Children & Young Passengers](#) | [Accessibility & Assistance Animals](#) | [Website & Wi-Fi Terms](#)

This page is a practical guide to travelling with Monty Express. The Conditions of Carriage and linked policies contain the detailed contractual rules.

Before you travel

Arrive 20 minutes before departure

Please be at your designated boarding point at least 20 minutes before the scheduled departure time, with your ticket or booking reference ready. Boarding may close 5 minutes before departure so luggage can be loaded and the service can leave safely and on time.

Check your boarding point

Use the stop name and boarding instructions shown on your booking confirmation or e-ticket. If Monty Express has to make a material stop change, we will take reasonable steps to contact affected passengers using the details in the booking.

Ticket and identification

Keep your booking reference or e-ticket available. We may reasonably ask for identification or evidence of age or fare eligibility where it is relevant to the booking.

Luggage

Your standard allowance is 2 checked bags up to 20 kg each and 1 small carry-on bag up to 7 kg. Special, oversized and battery-powered items have additional rules. See the [Luggage Policy](#) before packing.

Accessibility

If you may need help with boarding, a mobility aid, medical equipment, an assistance animal or another reasonable adjustment, contact Monty Express as early as practicable. See the [Accessibility & Assistance Animals Policy](#).

Onboard safety and conduct

Driver instructions

Follow reasonable and lawful directions from the driver or authorised staff, including directions about boarding, seats, luggage, rest stops and emergencies. Do not interfere with, threaten, touch or unreasonably distract the driver while the coach is operating.

Seatbelts

Where a seatbelt is fitted, wear it whenever required by law or directed by the driver. Do not tamper with seatbelts or other safety equipment. Parents and accompanying adults should help children in their care comply with safety requirements.

Aisles, doors and emergency exits

Keep aisles, steps, doors and emergency exits clear. Carry-on bags must be safely stowed in the overhead rack or under a seat where they do not create a hazard.

Smoking, vaping, alcohol and drugs

Smoking and vaping are not permitted on the coach. Alcohol must not be consumed onboard. Do not bring an open alcoholic drink onto the coach. Sealed alcohol may be carried only if it is lawful and safely packed. Illicit drugs are not permitted.

Behaviour towards others

Threats, fighting, harassment, discrimination, serious abusive behaviour, deliberate damage and conduct that creates a material safety risk or substantial nuisance are not acceptable. A passenger may be refused boarding or required to leave where reasonably necessary and lawful.

Food and drinks

Reasonable cold or low-odour food and securely lidded non-alcoholic drinks may be consumed if this can be done safely and without disturbing other passengers. The driver may ask a passenger to stop eating or drinking where there is a spill, smell, hygiene or safety concern. Avoid glass containers and hot takeaway meals onboard.

Rest stops

Some journeys include scheduled rest or comfort stops. The driver will tell passengers when to return to the coach. Please be back before the announced departure time. A scheduled service may have to leave without a passenger who does not return on time after reasonable steps appropriate to the circumstances have been taken.

An adult travelling with a child remains responsible for the child during rest stops. Passengers aged 15 to 17 who are travelling independently must be able to manage rest stops without personal supervision. See the [Children & Young Passengers Policy](#).

Onboard toilet

The coach is normally equipped with an onboard toilet for passenger use. Like any onboard facility, it may occasionally be unavailable because of a fault, cleaning requirement or safety issue. Rest stops are also scheduled on the route where operationally practicable.

Onboard Wi-Fi

Complimentary onboard Wi-Fi may be available on services. Coverage, speed and availability are not guaranteed because they depend on network coverage, equipment, terrain and demand. Use of the network is subject to the Website & Wi-Fi Terms. A Wi-Fi outage does not justify a fare refund, although statutory consumer rights continue to apply where relevant.

Delays and service changes

Traffic, roadworks, weather, safety requirements and vehicle or operational issues can affect journey times. If Monty Express cancels your service before departure or advises before boarding that departure is expected to be delayed by 2 hours or more, the options in the Changes, Cancellations & Refunds Policy apply.

If you are connecting to a separately booked flight, train or coach, allow reasonable contingency time. Monty Express does not guarantee separately booked connections unless we expressly say otherwise.

Lost property

If you leave something on the coach, contact Monty Express as soon as possible and provide your booking reference, travel date, service, seat if known, and a clear description of the item. We will take reasonable steps to identify and return found property in accordance with applicable law and our operating procedures.

Proof of ownership may be required. The owner may need to pay reasonable postage or courier costs. Perishable or unsafe items may be disposed of promptly. Other unclaimed property will be retained and dealt with in accordance with applicable legal requirements.

Animals

Assistance animals are accepted under the Accessibility & Assistance Animals Policy. Other animals are not accepted on scheduled services unless Monty Express has expressly agreed in writing before travel.

Cleaning and damage

Please leave your seat and the coach in a reasonable condition. A passenger may be charged reasonable and evidenced cleaning or repair costs caused by that passenger's intentional, reckless or negligent conduct, subject to applicable law.

Feedback and complaints

If something goes wrong, please contact Monty Express promptly so we can investigate. Include your booking reference, travel date and a clear description of what happened. We aim to acknowledge written complaints within 2 business days and provide a substantive response within 10 business days where practicable. You remain free to exercise any external complaint or legal rights available to you.

Contact Monty Express

Operator: Monty Transport Pty Ltd trading as Monty Express

Australian Business Number (ABN): 95 695 960 395

Telephone: +61 427 420 451 | **Email:** enquiries@montyexpress.com.au