

Luggage Policy

Checked baggage, carry-on items, special items and biosecurity

Effective date: 01 October 2026 | Version 1.1

Related Monty Express policies: [Conditions of Carriage](#) | [Accessibility & Assistance Animals](#) | [Children & Young Passengers](#) | [Passenger Information](#)

This policy explains what passengers may bring on Monty Express scheduled services, how luggage must be packed and labelled, and which items require prior approval or cannot be carried.

1. Standard luggage allowance

Item	Included allowance
Checked luggage	Up to 2 suitcases or travel bags per passenger, maximum 20 kg each.
Carry-on luggage	1 small bag per passenger, maximum 7 kg, which must fit safely in the overhead rack or under the seat without obstructing an aisle or exit.
Mobility aids and essential disability equipment	Handled under the Accessibility & Assistance Animals Policy and, where reasonably practicable and safe to carry, are in addition to the standard luggage allowance.
Collapsible pram or stroller	1 per travelling child at no additional charge, subject to safe stowage and available luggage-compartment space.

No passenger may place luggage in an aisle, doorway, emergency exit or another place where it creates a safety risk. The driver may direct where an item is to be stored.

2. Bag size and safe handling

Each checked item must be a normal suitcase, duffel or travel bag that can be safely handled by one person and safely stowed in the luggage compartment. An item over 20 kg will not be accepted as standard checked luggage.

3. Labelling and packing

- Clearly label checked luggage with the passenger's name and a telephone number.
- Pack items securely so they can withstand ordinary loading, unloading and coach movement.
- Protect sharp or protruding parts. Monty Express may refuse inadequately packed items that could injure a person or damage other luggage or the coach.

- Keep medicines, identity documents, money, keys, jewellery and fragile or high-value electronics with you where safe and permitted.

4. Excess, oversized and special items

Luggage above the standard allowance, and bulky or non-standard items such as bicycles, surfboards, golf clubs, skis, swags, large musical instruments and boxes, are treated as excess or special luggage. These items must travel with a ticketed passenger and are carried only where they can be safely handled and stowed without compromising passenger luggage, mobility equipment, vehicle weight limits or safe operation.

4.1 Excess and special luggage fees

The following fees apply per item, per one-way journey. Prices are in Australian dollars and include Goods and Services Tax (GST) where applicable. Return journeys are charged separately in each direction.

Item	Requirements / limits	Fee
Additional suitcase or travel bag	Maximum 20 kg each. Up to two additional standard bags per passenger unless Monty Express approves more in advance.	\$20
Golf clubs and golf bag	One securely closed golf bag, maximum 20 kg.	\$20
Folding non-powered golf buggy	Must be folded, secured and suitable for safe stowage; maximum 20 kg.	\$20
Surfboard or bodyboard	Maximum length 2.0 m. Must be securely packed in a padded/protective board bag; fins should be removed where practicable.	\$20
Skis or snowboard	Must be securely bagged or protected; maximum length 2.0 m and maximum 20 kg.	\$20
Fishing rods	Must be enclosed in a protective tube or case; maximum length 2.0 m.	\$20
Swag or additional camping bag	Must be securely rolled or packed; maximum 20 kg.	\$20
Large musical instrument, box or similar item	Maximum 20 kg and subject to prior approval of dimensions and safe stowage.	\$20
Bicycle - disassembled and boxed/bagged	Standard non-electric bicycle. Wheels removed and bicycle securely packed; maximum 25 kg.	\$20
Bicycle - assembled	Standard non-electric bicycle, maximum 25 kg. Subject to luggage-bay space and safe securing.	\$30
Collapsible pram or stroller	One per travelling child, subject to safe stowage.	No charge
Mobility aid or essential disability equipment	Handled under the Accessibility & Assistance Animals Policy. Contact Monty Express in advance for powered, unusually large or heavy equipment.	No charge

4.2 Booking and acceptance

Excess and special luggage should be added when booking or arranged with Monty Express before travel. Space in the luggage compartment is limited, so acceptance is not guaranteed unless the item has been declared and accepted in advance.

If an undeclared excess or special item is presented at boarding, Monty Express may accept it if there is sufficient safe space and the applicable fee can be paid. The item may be refused if this is not possible.

A pre-booking is based on the description, dimensions and weight supplied by the passenger. Monty Express may refuse an item at boarding if it is materially larger, heavier, inadequately packed, unsafe or different from what was declared.

If Monty Express is unable to carry a correctly declared and pre-paid special item for reasons within its control, the special-item fee will be refunded. This does not limit any rights or remedies the passenger may have under the Australian Consumer Law.

Excess and special luggage is for accompanying passengers only. Monty Express does not accept unaccompanied freight under this policy.

5. Bicycles and electric personal transport devices

A standard non-electric bicycle may be accepted at the fee shown in section 4.1. Disassembled bicycles must be boxed or placed in a suitable bicycle bag. Assembled bicycles are accepted only where there is sufficient luggage-bay space and the bicycle can be safely secured. Monty Express may require pedals, wheels or other protruding components to be removed or protected.

Electric bicycles, electric scooters, electric skateboards and other battery-powered personal transport devices are not accepted on Monty Express scheduled services. Their large lithium-ion batteries can present a significant fire and thermal-runaway risk in an enclosed luggage compartment.

6. Batteries and electronic devices

- Ordinary consumer devices such as phones, tablets, laptops and cameras may be carried, provided they are in good condition and used safely.
- Spare batteries and portable power banks should be carried in carry-on luggage, protected from short circuit and physical damage.
- Damaged, swollen, leaking, recalled or overheating batteries must not be brought onto the coach.
- Monty Express may refuse any battery or electrical item that presents a reasonable safety concern.

7. Dangerous, unlawful or unsuitable items

Do not bring an item that is unlawful to possess or transport, or that could reasonably endanger passengers, staff, the coach or other property. This includes explosives, fireworks, flammable fuels or gases, leaking fuel containers, corrosive or toxic substances, illicit drugs, and weapons or firearms unless carriage is specifically required or permitted by law and Monty Express has expressly approved the circumstances in advance.

The driver may refuse an item where there is a reasonable safety, legal, security, hygiene or stowage concern.

8. Food, perishables and liquids

Liquids must be securely closed and packed to prevent leakage. Perishable, strongly odorous or temperature-sensitive items are carried at the passenger's risk unless Monty Express has expressly agreed otherwise. Do not place hot liquids or unsealed drinks in checked luggage.

9. South Australian and Riverland biosecurity rules

The Mildura–Riverland–Adelaide route crosses areas with strict plant and fruit-fly controls. Passengers are responsible for complying with current South Australian and Riverland biosecurity restrictions. Restricted fruit, vegetables, plants and plant products must not be carried across a quarantine boundary in breach of law.

Before travel, check the current [South Australian Government travel and quarantine rules](#). Use designated disposal bins before the relevant quarantine boundary or checkpoint. Monty Express may refuse or require removal of an item that may breach current restrictions.

10. Accessibility equipment and medical items

Mobility aids, disability equipment and essential medical items are handled under the Accessibility & Assistance Animals Policy. Contact Monty Express before travel if an item is powered, unusually large, unusually heavy, contains compressed gas, or requires special handling.

11. Loading and unloading

The driver controls access to the underfloor luggage compartment. Passengers must not climb into, reach into or open a luggage compartment unless directed and supervised. At the destination, please check that you collect the correct items before leaving the stop.

12. Loss or damage

Monty Express will take reasonable care of accepted luggage. Nothing in this policy excludes liability that cannot lawfully be excluded. To the extent permitted by law, Monty Express is not responsible for loss or damage caused by inadequate packing, an inherent defect, ordinary wear and tear, or the passenger's own act or omission.

Report missing or damaged luggage to Monty Express as soon as practicable and provide the booking details, a description of the item and any relevant photographs or receipts. Lost property is handled as described in Passenger Information.

Contact Monty Express

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