

Changes, Cancellations & Refunds Policy

Booking flexibility and refund rules

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

This policy explains Monty Express rules for voluntary booking changes and cancellations, no-shows, refunds and service disruptions. It forms part of the Conditions of Carriage.

1. Your legal rights are preserved

The Australian Consumer Law (ACL), contained in Schedule 2 to the Competition and Consumer Act 2010 (Commonwealth), gives consumers rights that cannot be excluded. The change-of-mind and cancellation fees below do not apply where the law requires Monty Express to provide a different remedy because of a failure by Monty Express.

2. Passenger-requested changes

When we receive your request	Change rule
More than 72 hours before scheduled departure	Change permitted subject to seat availability. No fee.
Between 24 to 72 hours before scheduled departure	\$10 change fee per booking, subject to seat availability. If the replacement fare is lower, the fare difference is refunded after the disclosed change fee.
Between 2-24 hours before scheduled departure	\$20 change fee per passenger, subject to seat availability. If the replacement fare is lower, the fare difference is refunded after the disclosed change fee.
Less than 2 hours before scheduled departure	No changes permitted

3. Passenger-requested cancellations

When cancellation is received	Refund for voluntary cancellation
More than 72 hours before departure	100% of the Monty Express fare refunded; no cancellation fee.

When cancellation is received	Refund for voluntary cancellation
24 to 72 hours before departure	75% of the Monty Express fare refunded; 25% cancellation fee. Minus agent commission.
2-24 hours, before departure	50% of the Monty Express fare refunded; 50% cancellation fee. Minus agent commission.
Less than 2 hours or no-show	No refund

A cancellation is effective when it is recorded through an approved Monty Express booking function or received through an advertised customer service channel. Do not rely on a social media message unless Monty Express confirms receipt. Up to two hours before departure, customers can avoid the cancellation fees, by requesting a change instead.

4. If Monty Express cancels your service

If Monty Express cancels your booked service before departure and you have not already travelled on the affected journey, you may choose either:

- a full refund of the unused Monty Express fare for the cancelled journey; or
- a transfer to another available Monty Express service without a Monty Express change fee.

If the cancellation amounts to a failure for which the ACL gives you additional rights, those rights also apply.

5. Significant delay before you start your journey

If Monty Express tells you before boarding that your service is expected to depart 2 hours or more after the scheduled departure time, you may choose not to travel and receive a full refund of the unused Monty Express fare for that affected journey. You may instead choose to transfer to another available Monty Express service without a Monty Express change fee.

This 2-hour promise is a Monty Express commercial policy and does not replace any right that may arise under the ACL in other circumstances.

6. Delays after travel has started

If a delay occurs after the journey has begun, Monty Express will take reasonable steps appropriate to the circumstances to complete the journey safely, arrange an alternative where reasonably practicable, or provide another remedy where required by law. Road, weather and safety conditions may limit the options available immediately.

7. Missed connections

Unless an onward connection is sold by Monty Express as part of a single through-booking and Monty Express expressly accepts responsibility for it, passengers are responsible for allowing reasonable time between the scheduled Monty Express arrival and a separately booked flight, train, coach or other service. This does not exclude legal rights that cannot be excluded.

8. Return bookings and partially used tickets

Each journey sector is normally treated separately. If one sector of a return booking is cancelled, the unused sector will be assessed under this policy unless a fare was clearly sold on different terms. Monty Express will not retrospectively impose an undisclosed fare condition.

9. Illness, bereavement and exceptional circumstances

Monty Express may waive or reduce a voluntary cancellation or change fee in cases of serious illness, bereavement or another exceptional circumstance. This is a discretionary customer-service benefit in addition to legal rights. We may ask for reasonable supporting information and will minimise the amount of health or personal information collected. See our Privacy Policy.

10. How refunds are paid

- Approved refunds are returned to the original payment method where practicable.
- Monty Express aims to initiate an approved refund within 7 business days. Your bank or payment provider may take additional time to make the funds available.
- If you booked through an authorised reseller or travel agent, the refund may need to be processed through that reseller or agent. This does not remove rights against the party legally responsible for the service or transaction.

11. Fare differences and fees

Any fare difference and any Monty Express change or cancellation fee will be disclosed before a change is finalised. Fees will not be charged where doing so would be inconsistent with a non-excludable legal right.

Contact Monty Express

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