

Children & Young Passengers Policy

Rules for infants, accompanied children and unaccompanied young passengers

Effective date: 01 October 2026 | Version 1.1

Related Monty Express policies: [Conditions of Carriage](#) | [Accessibility & Assistance Animals](#) | [Luggage Policy](#) | [Passenger Information](#) | [Privacy Policy](#) | [Unaccompanied Child Letter of Authority](#)

Monty Express welcomes children and families. This policy explains travel arrangements for infants and young children, who must accompany a child, when children aged 10 to 14 may travel unaccompanied with written authority, and the arrangements for older teenagers travelling independently.

1. Age rules

Passenger age	Monty Express rule
0 to 4 years	Children are carried free of charge, provided they do not occupy a seat that would otherwise be available to a paying passenger. Where a seat is occupied, the applicable child fare will be charged.
5 to 9 years	Must travel for the whole journey with a parent, guardian or other responsible person aged 15 or over.
10 to 14 years	May travel unaccompanied only if a parent or guardian completes the Monty Express Letter of Authority before departure and all requirements in this policy are met.
15 to 17 years	May travel independently if they can manage the journey without personal supervision. The booking must include reliable contact details for a parent, guardian or emergency contact.
18 years and over	Adult passenger rules apply.

2. Infants and young children (0 to 4 years)

Children aged 0 to 4 years must travel with a parent, guardian or other responsible person aged 15 or over. The accompanying person is responsible for the child throughout the journey, including boarding, seating, comfort, food, medication, toilet/rest stops and supervision.

Every infant or young child must be included in the booking, even where a separate fare does not apply. Folding prams and strollers are carried subject to the [Luggage Policy](#).

3. Booking for a passenger under 18

A booking for a passenger under 18 must be made or authorised by an adult who has authority to make the booking. The person making the booking must provide the passenger's correct age and all contact information required by Monty Express.

Monty Express may request reasonable evidence of age where it is relevant to the fare, the booking or the passenger's ability to travel under this policy.

4. Accompanying person

Where this policy requires a child to be accompanied, the accompanying person must be at least 15 years old, travel on the same service for the child's entire journey and be capable of taking reasonable responsibility for the child.

The accompanying person is responsible for the child throughout the journey, including boarding, seating, seatbelt use, behaviour, meals, medication and rest stops, and must take reasonable steps to prevent the child from creating a safety risk or serious nuisance.

5. Unaccompanied children aged 10 to 14

Monty Express accepts children aged 10 to 14 years travelling without an accompanying person only under the arrangements in this section. Children aged 9 years and under will not be carried unaccompanied.

Before departure, a parent or guardian must complete a Monty Express Letter of Authority identifying the child, the journey, the person placing the child on the coach, the person meeting the child at the destination and reliable contact numbers.

The Letter of Authority must be provided to Monty Express before the child boards. The form will be available here: [Unaccompanied Child Letter of Authority](#).

The following requirements apply to an unaccompanied child aged 10 to 14:

- the child must be instructed by their parent or guardian not to leave the coach during the journey or at an intermediate stop unless the driver has given permission;
- Monty Express will normally allocate the child a seat in Row 1 or Row 2, subject to safety, accessibility and operational requirements;
- the nominated person meeting the child must be at the destination by the scheduled arrival time and remain there until the coach arrives;
- the child should have the parent, guardian and destination contact details available during the journey; and
- the parent or guardian must be satisfied that the child is capable of following driver instructions and managing the journey without continuous personal supervision.

Monty Express will exercise reasonable care for an unaccompanied child, but a scheduled coach service is not a continuous child-supervision or escort service. The driver's primary responsibility is the safe operation of the coach and the safety of all passengers. Nothing in this policy excludes or limits rights or obligations that cannot lawfully be excluded or limited.

6. Collection of an unaccompanied child

The nominated person collecting an unaccompanied child aged 10 to 14 must be waiting at the destination by the scheduled arrival time and remain there until the coach arrives. Monty Express may ask for identification before handing the child over.

If the nominated person is not present, Monty Express will not knowingly leave the child unattended. Monty Express will attempt to contact the nominated destination contact and the parent or guardian. If a safe handover cannot be arranged promptly, Monty Express may seek police assistance or take the child to a nearby staffed police station or other safe location as reasonably necessary, having regard to the child's safety, the continuing service and any lawful directions from police or other authorities.

7. Organised groups

The unaccompanied-child procedure in sections 5 and 6 does not apply to children travelling as part of a school, sporting or other organised group where they remain under the supervision of responsible accompanying persons. Other Monty Express booking and safety requirements continue to apply.

8. Passengers aged 15 to 17 travelling independently

Passengers aged 15 to 17 may travel independently and do not require the Letter of Authority used for children aged 10 to 14. Monty Express remains a scheduled transport service rather than a supervised unaccompanied-minor service.

Before booking an independent passenger aged 15 to 17, the parent or guardian should be satisfied that the young person can:

- identify the correct service, boarding point and destination;
- manage luggage, personal belongings, food, medication and toilet/rest stops without personal assistance;
- follow driver instructions and return to the coach by the announced time;
- contact the nominated parent, guardian or emergency contact if plans change; and
- cope reasonably with delays, diversions or a change of stopping point.

9. Contact details and emergencies

For an unaccompanied child aged 10 to 14, the Letter of Authority must contain current contact details for the parent or guardian and the person meeting the child. For an independently travelling passenger aged 15 to 17, the booking must include a parent, guardian or other responsible emergency contact who can be reached during the journey.

If a serious disruption, illness or safety concern arises, Monty Express may contact those people and may contact emergency services or police where appropriate.

10. Rest stops and leaving the coach

An accompanying person remains responsible for children in their care during rest stops. An unaccompanied child aged 10 to 14 must not leave the coach or immediate stopping area without the driver's permission. Independently travelling passengers aged 15 to 17 are responsible for returning to the coach by the time announced by the driver.

11. Seats, seatbelts and child restraints

Children must comply with the same onboard safety directions as other passengers. Where a seatbelt is fitted and required to be worn, it must be properly adjusted and fastened. A seatbelt must not be shared between two passengers.

If a child requires or a parent wishes to use a child restraint, contact Monty Express before booking. Child restraints can only be used where the restraint, coach seat and available anchorage or seatbelt system are

compatible and lawful. Monty Express may be unable to accept a particular restraint on a particular seating position or service.

12. Children who require additional assistance

If a child has a disability, mobility requirement or other support need, see the [Accessibility & Assistance Animals Policy](#) and contact Monty Express before travel. Monty Express will consider reasonable adjustments, but the driver cannot provide personal care, medical supervision or continuous one-to-one child supervision while operating a scheduled service.

13. Behaviour and refusal of travel

Monty Express may refuse boarding or take reasonable action if a child or young passenger cannot travel safely under this policy, if required booking or Letter of Authority information has not been provided, or if conduct creates a serious safety or disruption risk. Any decision will be made with reasonable regard to the passenger's age, circumstances, safety and applicable law.

14. Privacy and child safety

Information about a child, parent, guardian, accompanying person or emergency contact is handled under the [Privacy Policy](#). Monty Express also maintains child-safety procedures appropriate to its operations and will respond to a child-safety concern in accordance with applicable law.

Contact Monty Express

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