



Terms and Conditions Child Car Restraint Fitting or Safety Check Appointment

Appointment confirmation

Once your booking is complete, you'll receive a confirmation email with your appointment details. To help you prepare, we'll also send a friendly SMS reminder 24 hours before your appointment. Please note that appointment times cannot be changed.

Cancellations and no shows by you

If you need to cancel your appointment, please let us know at least 24 hours in advance so we can offer the appointment time to another family. Cancellations made within 24 hours of the appointment time are not eligible for a refund of the booking fee.

If you're unable to attend your appointment for any reason, we kindly ask that you let us know as far in advance as possible. Appointments missed without providing 24 hours notice will not be eligible for a refund. It will also be recorded as a "no show." Repeated no-shows may lead to limits on future bookings.

Cancellations by Kidsafe Victoria

Occasionally we may need to cancel your appointment due to unforeseen circumstances. If this happens, we will do our best to give you as much notice as possible and will work with you to arrange a suitable alternative booking. If we cannot find a suitable time, we will provide a refund of the booking fee.

Appointment availability

At Kidsafe Victoria, keeping children safe is our priority, and we work hard to offer regular child car restraint fitting and safety check events for families across Victoria. At times, suitable venues may be limited in some areas, and you may need to travel to access this important service. We appreciate your commitment to road safety and look forward to welcoming you at your nearest available venue.

Best-practice guidelines

Victorian law sets the minimum requirements for child restraints, but Kidsafe Victoria follows the National Guidelines that are above and beyond the minimum requirements. These are evidence-based best-practice guidelines that put children's safety first. This includes recommending children remain in correctly fitted restraints or booster seats for as long as possible, rather than moving them based on age alone. Your fitter will apply these guidelines to ensure your child travels as safely as possible. To learn more, visit:

<https://kidsafe.com.au/crguidelines/>



Please arrive on time

Arriving on time helps us provide the best possible service to you and other families. If you arrive late or after your scheduled appointment time, our fitters may not be able to complete your fitting or safety check. While we will try to accommodate you, you may need to wait until an appointment slot becomes available. If we are unable to find a suitable appointment time then you will be ineligible to receive a refund of the booking fee,

Extreme weather

Safe Seats, Safe Kids events are held across selected locations in Victoria. For the safety of children, families, and our fitters, Kidsafe follows extreme weather guidelines. In cases of extreme heat, cold, storms, or other unsafe conditions, appointments may be postponed. If this happens, we will attempt to contact you ahead of your scheduled appointment.

Following manufacturer instructions

Correct fitting is just one part of keeping your child safe. Child car restraints must always be used according to the manufacturer's instructions, and we encourage regular checks to ensure the restraint continues to be used correctly over time.

Minor and reasonable wear

Our fitters take great care when working in your vehicle; however, in some cases, minor and reasonable wear may occur during the fitting process. This may include slight indentations, fabric scuffing, pressure marks, or seat cover distortion from securing the restraint. This type of wear is generally minimal and unavoidable and is not considered grounds for compensation or repair. To help us take the best possible care of your vehicle, please let the fitter know about any premium materials, accessories, modifications, or special care requirements before installation begins.

Additional accessories

In some cases, additional accessories may be required to achieve a safe and secure installation. This is assessed at the time of fitting. Extension straps and gated buckles are provided at no cost to you if required, but other accessories may incur additional costs. If additional costs are required, you will be informed of these costs and asked to approve them before proceeding.

Multiple Child Car Restraint fittings in one vehicle

While we aim to support multi-restraint fittings, factors such as restraint type and vehicle make, model, or size may affect what can be safely achieved in your vehicle. Our professional fitters will help guide you in selecting the most suitable options for your family.

Special needs and medical exemptions

Advice and fittings for children with special needs or medical exemptions is a highly specialised area and cannot be provided during a standard booking. Please contact Kidsafe Victoria to book a specialised consultation with our Mobility team.



Limitation of liability

To the extent permitted by law, Kidsafe Victoria will not be responsible for any costs, loss, expense or damage you may experience in connection with your booking, car restraint fitting, safety check or car restraint. This includes any indirect or consequential loss. Where permitted by law, our responsibility is limited to the booking fee you have paid.

Privacy

For details on how we collect, use, share and store your personal information, and how you can access or update it, please refer to our [Privacy Policy](#).