

Dear Parents,

You just received the news that your child won't be able to stay with you for long. You are feeling a lot of emotions right now, but at the same time you have a lot of questions and things that need organizing. The people around you will support you – just like us. Here are some answers to the most important questions about who we are and what we do:

Who is „SternenKindFotografie e.V.“?

We are a non-profit organization from Hamburg that provides those very important “first and last pictures” to the parents of angel babies [German: Sternenkind = star child].

How do we contact you?

You can reach us via our Hotline: **08000/116606**

Please leave your contact information, and we'll get in touch as soon as possible to discuss everything else. We will then plan the photographer's visit together.

We cannot get in touch with you right now, what can we do?

Do not worry. Doctors and nursing staff, as well as relatives and friends, can call us too.

What happens after the phone call?

After our conversation, we will look for a photographer for you.

We will come to you no matter where you wish to have the pictures taken, whether it be in a hospital, a birthing centre, funeral home, or your own home.

Are our older children or grandparents allowed to be in the pictures as well?

Of course, we can include you and your family in the “Sternenkind” photos.

And if we don't want to be in the pictures?

If you don't want to be photographed with your angel child, we will take memorable pictures of just your baby – regardless of whether you wish to be present or not.

What happens after you have been with us?

The photographer will take your child's photos home and edit them. Afterwards, he or she will contact you again to deliver the pictures to you. This can be done either via USB stick or via stream. Everything else can be discussed with the photographer individually.

How much will it cost us?

Our service is completely free of charge for you, the treasured photos are a gift from us to you! Even for a USB-Stick or parcel, you won't have to pay anything.

Do I have to look at the photos immediately?

You decide on your own when you want to view the photos. You can keep the USB Stick or the photos, which we always send in a sealed envelope, in a drawer until you feel ready to look at them. This way, the photographic memories are always within reach.

Do you have further questions? Please don't hesitate to call us, we are here for you! 08000/116606