



Dear parents,

you have just had to face the terrible fact that your baby will not be with you for very long – in Germany we call them “Sternenkind” (“star-children”), an expression for which there may not be a similar one in your language, but is used for children that are either stillborn or live only a short time after birth.

There are so many emotions that you are going through! But also, so many questions that need to be answered and things that need to be organised. There are many people around you willing to support you – as are we.

We want to provide you some answers to questions that you may have now before requesting our service.

### **What is “SternenkindFotografie e.V.”?**

We are a not-for-profit organisation in Hamburg. We offer to take those ever-important first and last pictures of the little “Sternenkind” as a gift for the parents.

### **How can we contact you?**

You can call our hotline: 08000-116606

Please leave a message with your contact details on the answering machine and we will get back to you as soon as possible to discuss the details. Together we will organise a visit by one of our photographers.

### **We are not able to contact you right now, what can we do?**

That is no problem at all, of course anyone can make the first contact with us: your physician, nurse, midwife, relatives or friends.

### **What happens after the call?**

After our call we arrange a photographer for you. We can take the pictures wherever you like: in a hospital, a birthing centre, funeral parlour or at your home.

### **Is it ok to have the older siblings or grandparents in the pictures as well?**

Of course, we can take pictures of your “Sternenkind” with you or your family.

### **What if we don't want to be in the pictures?**

It is absolutely your choice; we can take these valuable pictures of your child only. You can also choose if you want to be present during the shooting or not.

### **What happens after your visit?**

The photographer drives home and edits the pictures of your child. Afterwards you will be contacted again to arrange the delivery of the pictures. This can be done via USB stick or online stream. Everything else can be arranged directly with the photographer.

### **Are there any costs for your efforts?**

We provide this service at absolutely no cost for you, these valuable pictures are our gift to you. This also applies for the USB stick or a parcel from us.

### **Do we have to look at the pictures right away?**

You alone decide when you want to look at the pictures. You could also just place the USB stick or photos, which are always delivered in a closed envelope, into a drawer and only look at them when you are ready. These memories of your “Sternenkind” are then always within reach.

**If you have any additional questions, please don't hesitate to contact us. We are here for you!**

**08000-116606**