



Safe, Comfortable, & Convenient
Transport for Children & Parents

Kid Car Newborn: How it Works

This is a VERY exciting time, and we appreciate being a part of it. While this is your first (or second, maybe third) time coming home from the hospital, we do this every day. As a result, we have become experts in making sure everyone gets home safe and sound.

Calling Kid Car NY: 212-862-SAFE (7233)

You will be placing a total of 2 calls to us, and each is very important.

T-minus ___ Days: Call us when you know what day everyone is due to come home (usually the day before)

During this call, you will provide us with:

1. Contact/ Billing Information
2. The name of your Hospital
3. Children's names, birthdates, and whether you will be using our car seats or yours

Delivery Day: Congratulations!!!

Call us when BOTH mom and baby have been discharged

- **IMPORTANT:** Before you call us, ask the doctor or PA how long the discharge paperwork will take (it can take 30 minutes to 3 hours) so that we can tell you when the car will arrive (yes there will be a wait, but it will be in your room, where you are comfortable).

Frequently Asked Questions

Can I bring my own car seat?

That's a GREAT idea, because if you bring your own car seat, our driver will try to show you how to install it. Because every brand of car seat is a little different, it may take a moment. Worst case scenario, you will use our car seat instead to ensure your baby is as safe as possible during the ride home.

Why wait till both mom and baby has been discharged before calling on 'Delivery Day'?

In our extensive work with NYC hospitals, we have found that there is usually a delay between mom being discharged, baby being discharged, and getting through all the paperwork associated with mom and baby's discharge. This way we can monitor your progress and make sure the vehicle arrives at the appropriate time.

Can we reserve a car by the hour so that we don't have to wait for the vehicle?

Sure, but it's a bad idea. We can promise you that you will spend 3x the money that you expect because of hospital delays and have little to show for it. If you follow our procedure you may have a little wait, but it will be in the comfort of your hospital room and we'll make sure you get home safe and sound.

Is it appropriate to tip the driver?

A great deal of effort goes in to our Kid Car Newborn service and you will likely be bringing home a number of items from the hospital. Also, if you ask, your driver will be happy to show you how he installed the car seat, providing you with an invaluable tutorial given that 85% of all car seats are not properly installed. Given all this, tipping your driver is absolutely appropriate.

The best car service for kids – *Time Out NY Kids*
A winner- *New York magazine*
Best of the Year- *Urban Baby*