



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 (carrier only, leave the base at home), 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, we'll install our own car seat 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. As soon as mom and baby are discharged, ASK how long the paperwork will take and then call us- We'll send the next available car. The dispatcher will tell you when the vehicle will arrive so that you can sit back and relax (for a moment, at least). We'll call you when we're downstairs and we'll make sure everyone gets 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 showing you how he installed the seat, providing you with an invaluable skill. 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*