

## FreeCard

Are you under 18 or do you have children under 18? Then we have something for you!

The successful FreiKarte model goes into the next round!

The state of Bremen is once again giving all children and young people with their first place of residence in Bremen and Bremerhaven a credit card with 60 euros for 2024 and automatically a new 60 euros for 2025.

Because: The exclusion of children and young people from social life during the pandemic is still having an impact. The free card for children and young people has substantially improved self-determined social participation in leisure, culture and sports activities and has lifted children and young people out of social isolation. In particular, it has opened up activities to children and young people from financially disadvantaged families that would otherwise have remained closed to them. It thus makes an important contribution to their personal development and helps them to cope with the social, emotional and physical stress caused by the pandemic.

### Competent Department

- [Senatskanzlei – Projektteam FreiKarte](#)

### Basic information

With the FreiKarte, children and young people with their primary residence in the state of Bremen can pay for admission to participating leisure facilities - such as cinemas, swimming pools, theaters, bouldering halls, laser tag arenas and many more - and in some cases also for food/drinks or the necessary equipment. The costs for accompanying persons can also be settled via the card, but only in connection with purchases for the person to whom the card belongs.

A list of participating facilities can be found on the FreiKarte website ([www.freikarte.bremen.de](http://www.freikarte.bremen.de)).

The direct link to the website can be found under "Further information".

To get started, the FreiKarte must be activated once. This can be done via the website, by calling the citizens' hotline on 0421 361-0 or via the new FreiKarte app.

## Requirements

Only those who

- are under 18 years of age and
- have their primary residence in Bremen or Bremerhaven.

The card is sent out automatically and does not need to be applied for.

## Procedure

The FreiKarte will be sent unsolicited by post based on the data from the registration authorities, the security code 3-5 working days later. The card must be activated online on the FreiKarte website or via the FreiKarte app. The corresponding link can be found under "Further information".

If you are unable to activate the FreiKarte yourself, the FreiKarte project team will help you activate it. All you have to do is call them and give them your card number and security code. You can reach the project team via the citizens' hotline on +49 421 361-0.

Every month, newborns and children and young people who have moved into the area automatically receive a FreiKarte by post based on the data provided by the registration authorities. 3 to 5 working days later, they also receive the security code by post.

## More information

Credit balance

The card is already topped up with 60 euros. The new credit for the year 2025 will be automatically loaded onto the FreiKarte on 01.01.2025.

The FreeCard automatically loses its validity on 01.01.2026. The credit can be used until 31.12.2025.

The FreeCard cannot be topped up with your own credit.

Relocation

If you have moved house and it will be a long time before your re-registration date at the Citizens' Service Center, the FreiKarte project team can send a new FreiKarte to your new address and block the old card. To do this, you must send a confirmation of residence and the full details of the child/children (old and new address, date of birth) to the project team. If you have moved to Bremen and are waiting for your registration appointment at the Citizens' Service Center, the procedure is similar. In this case, the project team requires a

confirmation from the landlord and the complete details of the child/children (new address, date of birth). You can send the documents and information to the FreiKarte project team by e-mail or in writing by post.

Loss of the card

If you lose your card, you can request a replacement card via the FreiKarte website or the app.

Please note: A maximum of two replacement cards will be issued and only if there is at least €10 credit left on each.

### **What deadlines must be paid attention to?**

Not specified

### **How long does it take to process**

Not specified

### **What are the costs?**

There are no fees.

## **Frequently asked Questions**

- **What is the FreiKarte?**

The FreiKarte is a credit card that the state of Bremen gives to all children and young people whose primary residence is in Bremen or Bremerhaven. Children and young people can use the FreiKarte to pay for admission to participating leisure facilities, such as the cinema, swimming pool, theater or museum in Bremen and Bremerhaven. The card is topped up with 60 euros for the year 2024 and will automatically be topped up again with another 60 euros in 2025.

- **How do I get the free card?**

The FreiKarte is sent automatically by post to all children and young people up to the age of 18 who live in Bremen or Bremerhaven. Anyone who moves to Bremen and re-registers regularly will receive the FreiKarte with a delay. Anyone who is born in Bremen in 2024 and 2025 will also receive the FreiKarte a little later after notification by the registry offices.

- **I have not yet received the new FreiKarte. What should I do?**

All children and young people under the age of 18 with their first place of residence in Bremen or Bremerhaven receive the FreiKarte. If you meet the requirements, have been registered for 2 months or longer and have still not received the card, please contact us using the contact form on the website. We are sorry for any delivery errors. We will have to block the FreeCards lost in the post, produce new cards and personalize them. This process may take some time. We ask for your patience.

- **I have not yet received the security code for my card. What should I do?**

If you have just received your FreeCard, please wait another week. The security code will be sent with a time delay. If you still have not received the letter with the security code, please get in touch with us using the contact form on the website.

- **Where can I use the FreiKarte Bremen?**

You can find all the places in Bremen and Bremerhaven where you can pay with the FreiKarte under the menu item "Who's taking part?". You can also find all participating establishments in the FreiKarte app.

- **Are there any other facilities where I can use the free card?**

Yes, the list of participating facilities is constantly being expanded. As soon as we gain new partners for the project where you can use your card, we will be happy to inform you by newsletter. You can subscribe to this on the FreiKarte website. If you use the app, we will also inform you about new facilities there.

- **What can I pay for with the FreiKarte?**

You can use the FreiKarte to pay for admission to participating facilities. If you need special equipment, such as for ice skating or bouldering, you can also pay for the rental with the card. In places where you are not allowed to bring in your own food and drinks, these can usually also be paid for on site with the card. If you wish, you can also use the FreeCard to pay for admission for an accompanying adult. Each facility decides for itself whether certain offers or special rates, such as family tickets, can be paid for with the card

- **My card has been successfully activated, but I can't pay with it at the checkout. What is the reason for this?**

There may be various reasons why your FreiKarte is not working. Please make sure that the card is accepted locally or that there is enough credit to issue it. Mixed payments (FreiKarte and cash or giro card payments) are not possible everywhere. If all the options mentioned so far do not work, try the FreiKarte again at another leisure facility. If it does not work there either, please contact us.

- **Where can I see my current balance?**

The current balance on the FreiKarte can be viewed either on the website [freikarte.bremen.de](http://freikarte.bremen.de) or in the FreiKarte app under "Redeem".

The card number and security code are required for this. Please note the date that shows you the status in the app. The app loads the payments with a time delay, so you will not see payments that have just been made immediately.

- **I have lost my FreeCard. What do I have to do?**

If you lose your free card, you can request a replacement card via a button on the homepage of [www.freikarte.bremen.de](http://www.freikarte.bremen.de) or via the FreiKarte app. You will need your card number and the security code. The card number can be found on the letter with which the card was sent to you. Please note: A replacement card will only be issued a maximum of twice and only if there is at least €10 credit left on the card.

We will then block your lost card and produce a new card for you with your remaining credit. It will take around 6 weeks for you to receive the replacement card by post.

- **My FreiKarte has been stolen. What do I have to do?**

If you lose your free card, you can request a replacement card via a button on the homepage of [www.freikarte.bremen.de](http://www.freikarte.bremen.de) or via the FreiKarte app. You will need your card number and the security code. The card number can be found on the letter with which the card was sent to you. Please note: A replacement card will be issued a maximum of 2 times and only if there is at least 10 euros credit left on the card.

We will then block your lost card and produce a new card for you with your remaining credit. It will take around 6 weeks for you to receive the replacement card by post.

- **I have found a free card, what should I do?**

We will be happy to ensure that the cardholders get their card back. Send us the card by post to the following address:

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Bremen Senate Chancellery

Family Card Project Office

Am Markt 21

28195 Bremen

Or hand it in directly at the reception desk of the town hall at the address given above. Opening hours are from Monday to Friday from 8 am to 12:30 pm and from 2 pm to 4:30 pm.

- **The amount on my card is too low for another expense. And now?**

Before paying, please ask the sales staff whether mixed payment is possible, i.e. whether you can pay part with the FreiKarte and the rest with cash, for example. Whether this is possible depends on the facilities.

- **Can the FreiKarte Bremen be topped up with my own credit?**

No. It is not possible to top up the FreeCard with your own credit.

- **What happens to the credit balance from 2024 in the new year?**

Unused credit expires on 31.12.2024. The card is automatically reloaded with a new 60 euros on 01.01.2025.

- **Is the FreiKarte transferable?**

No. However, if you are only allowed to use an offer when accompanied by an adult, you can also pay for admission for this person with the FreeCard. But only if you want to. The staff at the participating facilities have been made aware that payments with the card should only be made in conjunction with the person authorized to use the card.

- **Can school classes also use the FreiKarte?**

It is not intended to be used by public institutions such as schools. With the FreiKarte, children and young people up to the age of 18 should be able to organize their leisure activities according to their personal wishes and use the credit at various leisure facilities depending on their individual interests.

- **What do I have to do if I want my credit to benefit others?**

A 1-to-1 transfer of the 60 euros is not possible; the card is not transferable. However, anyone who does not need the 60 euros can of course still use the card for themselves and either donate the money saved or simply invite underage friends to use the card when visiting the leisure facilities.

- **Where can I get the app for the FreiKarte?**

You can find the app for Android in the Google Play Store and the app for iOS in the Apple Store.

- **Do I need a free card to use the app?**

No, anyone can use the basic functions of the app. However, you can only use the full range of functions once you have added your free card.

- **How do I activate the FreiKarte in the app?**

You can add the free card to the app via "Add". This will automatically activate the card once you have given your consent. You will need the card number and the security code. You have received both by letter. The card number can also be found on the back of the card under the barcode.

- **I can't install the app, why is that?**

Your smartphone is probably using an outdated operating system. At least version 9 is required for Android and at least version 16.6 for iOS.

- **The app is not working properly, what should I do?**

Check whether there are any updates for you. This may be due to an old version of "Google Chrome", for example. Update Chrome.

- **Why can't I scan the FreiKarte barcode?**

The "FreiKarte" app requires access to your device's camera in order to read the FreiKarte barcodes. You must grant access in your settings.

- **Can I pay with the app?**

No, the app does not have a payment function. It provides you with all the information about your FreiKarte and your credit at any time. What's new is that you can use the

app to track when and where you have redeemed how much credit. It is now also easier to request a replacement card directly via the app.

- **I am a parent/guardian with several children? What do I have to do to use the app for all of them?**

The app offers the option of managing several cards at the same time. Simply add all cards with the respective card numbers and security codes. We recommend giving the cards names so that they can be kept apart.

- **Why can't I immediately see what I have just paid under "Credits" or "Redemptions"?**

As the system only updates itself once a day, you can always see the credit balance and the status of redemptions from the previous day. The respective date of the display status is also always shown in the app.