



# Lost property policy

## 1. Introduction

The following policy and procedures have been designed to manage and handle lost property. The policy applies to all visitors and staff to Denbies Wine Estate and the Farmhouse B&B

### 1.1 Definition

Lost property means any unattended, misplaced or forgotten item which is the property of a person or persons, and which is found within the boundaries of Denbies Wine Estate by another person or persons and subsequently handed to Denbies Staff pending the identification of the original owner or appropriate disposal.

### 1.2 Risk

At no point can Denbies Wine Estate be held responsible for any items deemed to be lost property.

## 2. Policy statement

Denbies Staff will endeavour to return property of high value. If it is not possible to do this within the nominated time period, items will be donated to a charity. Handling of lost property is not seen as a core Denbies Wine Estate service and therefore the staff time available to handle lost property is limited. All lost property found at the Farmhouse B&B will be taken to Denbies Wine Estate Reception and dealt with accordingly

### 2.1 Lost property procedure

Property lacking or with limited owner identification, will be disposed of in different ways according to the assessed value of the item(s).

Assessments of value or risk of personal data loss are outlined below:

High value items	Personal data - high risk	Low value items	Other
Jewellery (eg. gold, silver)	Passport	Items of clothing	USB sticks
Purses / wallets containing cash	Credit / debit cards	Electronic dictionary	
Mobile phones	Driving licence	Work folders / paperwork	
Camera			
Laptop			
Electrical items of value			

#### 2.1.1 High value items

All High Value items will be kept in the catering office safe.

#### 2.1.2. Official items containing personal data

Official items containing personal data will be kept in the Catering office safe.

#### 2.1.3. Low value items

Low value items like clothes and shoes will be placed in the lost property container.

## 2.2. Finding lost property

Any Denbies Wine Estate visitors finding lost property should hand it to the member of staff or to Reception.

## 2.3 Claiming lost property and owner identification

Denbies Reception staff will attempt to contact the owners of any official or valuable found property where ownership can be easily identified. Once contact has been made, the item however will follow the normal path of lost property, as above, unless a date to collect has been agreed. Please note that the item will be returned in the condition that it is received in.



Any person reclaiming property of high value or containing personal data, as defined in the Assessment of Value or Risk Table, will be asked for detailed information about the item. They must have their Drivers Licence or other photographic identification prior to the item being returned. If the item being returned contains photographic ID, Reception Staff will check that the image matches the claimant. Additional proof of ID may be requested. When an owner reclaims an item and staff are satisfied of the owner's claim, the property will be handed over once a declaration has been signed to confirm that they have received it.

#### **2.4 Disposal of unclaimed items**

##### **Disposal summary**

Lost property high value items and cash will be retained for 2 weeks. The high value items will be donated to local charities, this includes any cash.

All low value unclaimed items, including books will be taken to local charity shops every 6 months. Electrical chargers/cables will be disposed of.

##### **Disposal periods**

1. Articles of clothing, umbrellas, and sports items with little apparent value will be added to Lost Property container. The containers will be emptied every 6 months
2. Cash unclaimed after 2 weeks will be donated to a charity.
3. High value items unclaimed after 2 weeks will be donated to a charity.
4. Any unusual items of lost property will be drawn to the attention of the Facilities Manager who will decide on the most appropriate means of disposal

Where it is not possible to return an item to its original owner within the nominated period, it will be disposed of in an environmentally friendly manner. This includes donations to local registered charities. Any lost property containing personal data that has not been claimed within the specified time period will be destroyed.

##### **Review date**

The Denbies Lost and Found Property Policy and Procedures will be reviewed in April 2019