

## STATEMENT OF INTENT

This is the Lost Property Policy statement of:

Clip 'n Climb Fulham Ltd T/A Clip 'n Climb Chelsea

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## Introduction

1. This Policy has been prepared to provide guidance to staff on the procedures to manage and control lost property in an open and fair way, thereby protecting the interests of both employees and visitors.

## Definition of Lost Property

2. 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 Clip 'n Climb Chelsea by another person or persons and subsequently handed into Reception pending the identification of the original owner or appropriate disposal.

## Risk

3. At no point can Clip 'n Climb Chelsea be held responsible for any items deemed to be lost property. No items should be left in the venue and any that are left are done so entirely at the owner's risk.

## Retention Periods for Lost Property

4. Lost Property will be kept for a **maximum of 7 days** unless contact has been made from the owner reclaiming the item.

## Lost Property Procedure

5. Clip 'n Climb Chelsea staff will endeavour to return property which is personally identifiable or official hard copy documents containing personal data. If it is not possible to do this within the nominated time period, items will be destroyed. Handling of lost property is not seen as a core service, and staff time available to handle lost property is limited.

Due to the sheer volume of other items left at Clip 'n Climb Chelsea, any item found will be held in the lost property container for 7 days and then destroyed or donated to a local charity. When searching for identifying information e.g. in a purse, wallet, or handbag, when possible, this will be done in the presence of two members of staff.

## Claiming Lost Property

6. Any person reclaiming property containing personal data will be asked for detailed information about the item, and staff may ask for additional proof of ID. When an owner reclaims an item and staff are satisfied of the owner's claim, the property will be handed over.

