

Guernsey Airport Lost Property Service



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Introduction

1 The following policy has been designed to ensure the secure handling, storage, and processing of lost & found property. The policy aims to ensure that lost property is held safely and reunited with the owner wherever possible and when not possible that the property is disposed of in a fair manner. This policy has been prepared to provide guidance to how the airport manages and control lost property in an open, fair, and documented way, thereby protecting the interests of both airport staff and customers.

1.2 Guernsey airport has a responsibility to provide safe custody of money and other personal property handed in by staff, travelling passengers or the public. Items that are found in the terminal, on an aircraft or within the airport grounds regardless of value, are considered lost property and should be dealt with as detailed below.

2. Definition of Lost Property

2.1 'Lost property' is a broad term used to identify items that do not belong to Guernsey Airport and have been left (accidentally or otherwise).

2.2 'Lost property' also relates to an item which has been reported lost but has not been found by or handed in to staff.

2.3 For the purposes of this policy, lost property is separated into three classifications:

(a) Perishable items. (b) Low value, non-perishable items. (c) Valuable items.

3. Finding and reporting lost property

3.1 The purpose of our lost property policy is to try and reunite lost belongings to their owners. Wherever possible, items should be returned to the people who have lost them.

3.2 All items of lost property, should be handed in to the airport customer services information desk. This is situated in the main terminal concourse.

The desk is open from 09:00 – 18:00 daily and can be contacted by telephone or by email.

email airport@gov.gg or telephone 01481 237267

3.3 All items of lost property will to be recorded on a “Lost Property – Item Found” form. For ease of identification, lost property items will be placed into a bag or container. A label printed with Name (if available) Date and Time should be stuck to the bag.

3.4 Labelled items complete with details will be placed into a suitable receptacle. Details and item locations will be recorded on the associated “Lost Property – Item Found” form.

3.5 Items handed in will be secured in a safe place away from public access.

3.6 Additional procedures for valuable items

3.6.1 Items of lost property such as wallets and purses, handbags and luggage will be searched to find some identifying information. **This will always be done in the presence of at least two members of staff.**

Where debit/credit/other similar cards are found and the owner cannot be traced within 48 hours, the phone number printed on the back of the card(s) should be used to report the find to the issuing bank/company. On their advice the card would either be shredded or posted back to the relevant bank/company.

3.6.2 Cash: Any cash that is handed in will be counted in the presence of at least two members of staff. All cash sums will be placed in a sealed security bag and be secured in the safe. All details are recorded on a “Lost Property Item Found” form.

3.6.3 Mobile Phones: On receipt of a mobile phone handed in as lost property, (providing the phone is switched on) an attempt to contact someone in the address book of the mobile phone may be made. If successful, staff will request that the person answering the phone give a name of the owner and if possible, an alternative contact number or address.

A member of staff can also ask the person answering the call to inform the owner that their phone is in our possession. Once contact has been made the phone (if switched on) will be turned off and placed in a security bag and be placed in the safe. All details will be recorded on the “Lost Property – Item Found” form.

3.6.4 Any other valuable items, including cameras and mobile music players will be processed and placed into a safe or similar limited-access location. All details are to be recorded on a “Lost Property – Item Found” form.

3.7 All completed forms will be kept at the information desk.

4. Returning lost property

4.1 Property should be returned to the owner if staff are satisfied, they are the rightful owner.

4.2 A full description of the item(s) will be required on collection, details of where and when the item was lost, approximate time and date and any distinguishing marks to support proof of ownership. This description should be matched to details given on the “Lost Property – Item Found” form.

Identification will be required.

In the case of Laptops, phones etc. customers will be asked to identify the item by make/colour, and to insert their password to operate the device prior to handing the item over.

In the case of any Debit/Credit cards, identification is required to make sure the name corresponds with the card details, along with a description to what sort of card it is, what bank etc.

In the case of Jewelry, a description will be required along with any distinguishing marks, colour, etc.

4.3 For record purposes the rightful owner will need to sign, date, and supply an address on the found property form when collecting the item.

5. Retention Periods for Lost Property

5.1 Perishable items (foodstuffs, liquids) are to be kept until the terminal closing time on the day in which they were found (or less as deemed appropriate per individual case). After this time any unclaimed items will be disposed of safely. In incidences where a lunchbox or cooler bag (or similar) has been left with perishable items inside, the perishables will be disposed of, and the boxes and bag kept.

5.2 Non-perishable items (such as bags, clothing, or toys) are to be kept for **one calendar month** to allow rightful owners time to claim their property.

5.3 Valuable items (cameras, mobile phones, wallets, handbags) are to be kept for **three calendar months** to allow their rightful owners to claim their property.

6. Unclaimed Lost Property

6.1 At the start of each month, a member of staff will review the items that have been held for the months previously.

6.2 Non valuable items which remain unclaimed are to be disposed of, either by donation to a charity or the items will be disposed of.

6.3 Valuable items, the airport may contact the Police station for advice. The items may be transferred to the responsibility of the Police if deemed necessary. Forms relating to these items will be updated to reflect this transferal.

Any items, for example laptops, iPad's, phones will be deactivated and sent for disposal.

6.4 Any unclaimed cash will be donated to a charity of the airport's choice.