



Lost Property Policy

1. Introduction

- 1.1. The purpose of this policy is to provide clear guidance about the handling of lost property.

2. Found items

- 2.1. All our cinema screens are cleaned in between film screenings and any lost property without contact details is collected and placed in the locked office.
- 2.2. Any items left in our customer toilets, garden or in the Restaurant areas are also collected daily and stored in the locked office.
- 2.3. When an item, which contains identification or contact details is found, our Box Office team will make an attempt to contact the owner.

3. Storage

- 3.1. Precious items such as wallets, jewellery or mobile phones are stored in a designated drawer in the locked office to keep them safe.
- 3.2. Other items are stored in dated storage boxes labelled 'Lost Property 1st - 16th' of the month and '17th - 31st' of the month, to better manage the large quantities of items that are left on our premises.
- 3.3. All items are kept safe, dry and protected from any damage.

4. Claiming your property

- 4.1. To claim your lost property you can visit Box Office in person or contact them via telephone 01273 52 53 54 or our Office Manager via email admin@lewesdepot.org.
- 4.2. You must collect your item within **two weeks** of claiming it via email or telephone as we do not have the capacity to store it for any longer.
- 4.3. Please be prepared to show identification or to provide relevant evidence, such as a detailed description, that the item you are collecting is yours.

5. Disposal

- 5.1. Items that have not been claimed or collected within **two weeks** will be considered unwanted.
- 5.2. Depot will arrange for these items to be disposed of. This could include destroying them, giving the items to charitable causes, recycling the items by giving them to staff or other relevant methods of disposal.

For any questions regarding Lost Property, please contact admin@lewesdepot.org