

## Lost / Found Property

All lost & found items are passed to our Reception team who record the details. In order to register the item(s) lost please contact us as soon as possible after your visit.

Advising us of the details can be submitted in one of three ways:

- Completion of a lost property form
- A telephone call to Reception (01962 777407)
- By email to [reception@marwell.org.uk](mailto:reception@marwell.org.uk)

All lost/found property is referenced to a log number which will be confirmed to the guest.

### **Returning Property to the guest:**

- All lost property handed in is checked against the lost property system  
If the item is found we contact the guest and arrange collection. Guests need to provide the reference number allocated to them.
- If the item is small we are happy to post the item.
- If the value exceeds £5 we will advise of the cost to post the item back
- If the item is large, the guest will be asked to collect on a prearranged date during normal opening hours. The guest will need to provide identification before the item is released.

### **Retention period for lost Property**

- Perishables will be disposed of immediately along with soiled items and dummies.
- Credit and Debit Cards will be kept for a Maximum of 7 days after which they will be destroyed.
- All non valuable items are kept for a period of 3 Months after which they will be disposed of or donated to a charity.
- Cash is held for 3 Months after which it is placed into the charities collection box.
- Valuables (e.g. mobile phones and cameras) will be held for a period of 6 Months before disposal.