



# Event Exeter Lost Property

## 1. Purpose

This policy is intended to cover Event Exeter managed bookings, and any property belonging to Event Exeter customers or invited attendees of Event Exeter managed events. It covers all buildings or areas where Event Exeter managed bookings take place.

## 2. Responsibility

At no point can the University of Exeter be held responsible for any items classified as lost or found. It is not the responsibility of the University of Exeter to return items to their owner. It is the responsibility of the owner to reclaim property within the timeframes and as agreed with staff members.

## 3. Storage of Valuable Items

When an item of found property is handed in, a decision is made as to whether the item is 'valuable'. Items classed as valuable are: ID cards, bank cards, driving licences, jewellery, laptops, tablets, phones, smart watches. For all areas other than residences, the valuable item will be retained in the area found for 48 hours and then relocated to the lost property central store in the Forum, where it will be kept for the retention periods listed below. Valuable items found in guest bedrooms will be retained in the residence reception for the retention periods listed below.

## 4. Retention and Disposal of Valuable Items

Below are details of how long valuable items are held in the lost property central store and the disposal method for each in compliance with University of Exeter policy or Government legislation.



Lost property category	Retention period	Disposal Method
Bank cards	30 days	After 30 days these will be destroyed by shredding.
Driving Licences, Passports, ID cards	30 days	After 30 days, post to the DVLA, Passport Office or respective licensing authority for disposal or re-delivery.
Jewellery / watch	30 days	After 30 days, these items will be donated to the British Heart Foundation, who will collect from the lost property store in the forum.
Laptop / phone / tablet / smart watch	30 days	After 30 days, these items will be disposed of by Campus Services. To be wiped clean and recycled where possible.

## 5. Storage of Non-valuable items

All other lost items of property not classed as valuable items are bagged after 48 hours and put in the receptacle at the agreed drop-off point depending on which campus the property is found:

- Streatham Campus – Main University reception
- St Luke's Campus – Info @ St Luke's South Cloister
- Penryn Campus – Reception/Information Point
- RILD- Reception

Non-valuable items of property found in guest bedrooms will be retained in the residence reception for the retention periods listed below and then disposed of. To dispose of any items that have reached the end of their retention period, email [lostproperty@exeter.ac.uk](mailto:lostproperty@exeter.ac.uk) to request for these items to be collected by a member of the Facilities Assistants team.



## 6. Retention and Disposal of Non-valuable items

Below are details of how long non-valuable items are held and the disposal method for each in compliance with University of Exeter policy or Government legislation.

Lost property category	Retention period	Disposal Method
Medicines / medical equipment	2 Weeks	Take to Estate Patrol, who will deal with their collection.
USB Drives	30 days	Items to be wiped and disposed of by Campus Services.
Cash	30 days	To be collected and donated to the Student Welfare Fund.
Student Cards	30 days	To be kept at SID and then shredded.
Staff / Associate Cards	30 days	Person to be emailed and ID card returned. Shredded after 30 days if not collected.
Bags / clothing	30 days	Any items that can be donated to charity (British Heart Foundation), will be. Any items that will not be accepted by the British Heart Foundation will be disposed of by Campus Services.
Books		
Chargers		
Glasses		
Headphones		
Paperwork	30 days	Disposed of by shredding.



Umbrellas	30 days	To be donated to British Heart Foundation
Stationery	Kept at our discretion for 30 days	Disposed of by Campus Services.
Water bottles / food containers / toiletries	Disposed of immediately	Dispose of immediately or recycle where possible.

## 7. Collecting or Reporting Lost Property

Anyone wishing to collect lost property, or notify that an item has been lost during an event or booking, needs to contact Event Exeter in the first instance.

To collect an item, they will need to supply staff with a name and bring photo ID when collecting. If requested by the owner, items may be posted, but this will incur a charge. Event Exeter will not accept any responsibility for items that may be lost in the post.

## 8. Accommodation Guest Left Property

- Any property that is left in a guest bedroom is to be bagged and labelled by the FM team and handed in to Reception on the day it was found.
- It is the responsibility of the reception team to log/record the item on NotLost and to contact the guest as soon as the item is handed in to advise them of the left property item(s) and arrange for collection of the item. If a staff member does not have access to NotLost, then they should add an entry on the Vacation Handover requesting that the item is added to NotLost and that the guest is contacted.
- If the item is required to be posted, the guest needs to pay for the postage and arrange for a courier to collect.

To arrange a redelivery the guest needs to:

1. Go to <https://send.royalmail.com/> to buy a postal label (in PDF format)
2. Then, go to <https://www.royalmail.com/collection/> to arrange a collection within reception opening hours.
3. Finally, email the label and collection details to the reception.



- **Important:** the University is not affiliated with the Royal Mail and no proof of postage is available for this service.
- Any items of value e.g., money, jewellery, passport should be kept in the safe
- A review of left property should take place weekly, and guests contacted again should they have failed to have responded on the first attempt.

## 9. Contact Details

Contact Details	Contact Phone No.	Contact Email Address
Event Exeter	0300 555 0214	eventexeter@exeter.ac.uk