

Lowry Outlet

MediaCityUK Manchester

LOST PROPERTY PROCEDURE

The following actions will be taken when a report of lost or found property is made:

- All items reported to Lowry Outlet as lost by customers are recorded on the Centre's Lost Property database
- All items are kept in secure storage within the Centre and remain the property of the Centre until claimed, or for a period of 31 Days,(3 months for cash) whichever is longer
- Every possible attempt is made to identify the owner of the found property and make contact with that person.

After the 31 days storage period:

- Passports and personal identification - reported to the relevant authority immediately and after the 31 day period we are advised how to dispose of by the relevant authority
- Mobile telephones - the SIM card is destroyed and the telephone is donated to Francis House Charity (Reg Charity No: 328659). Once the telephone has been given to Francis House Charity, the deletion of any information stored directly on it is their responsibility
- Keys - destroyed and securely disposed of by the Centres Security Team
- Bank cards - reported to the relevant authority immediately and after the 31 day period we are advised how to dispose of by the relevant authority
- Cash - donated to Francis House Charity (Reg Charity No: 328659) after a period of 3 months
- Purse/Wallet - all personal information is destroyed and securely disposed of. Then it is dealt with as a general item
- Medicine - securely stored for 31 days then given to a pharmacy to dispose of safely
- After the 31 day period all other unclaimed goods are disposed of (general items)

Perishable goods:

- Unclaimed perishable goods are disposed of at the close of each trading day.
- Retailers within the Centre are encouraged to deliver found property to the Information Representative at the Front Desk to centralise the function, however retailers are under no obligation to do so, and some will operate their own procedures.
- If you are satisfied that the person is the owner of the item, complete the item history section of the Lost Property form and obtain the owner's signature.
- If a report is received of lost property the form held on the Lowry server is to be completed. Lost property item(s) will be held for six months after this period certain item(s) will be disposed of or returned back to the finder.

Reclaiming property:

- To reclaim an item the centre asks will ask you to produce a form of ID for our records.
- You will also be asked to sign for the item, and from this point it will become your responsibility.