

## Lost Property

Except as required by law, the Bannatyne Group accepts no responsibility for private property whilst on any Bannatyne Group premises, including accepting any liability should lost property be returned for any reason to someone who is not its owner - eg if someone makes a false representation to the Bannatyne Group regarding ownership of property.

Property that is left on the premises will be kept for a maximum period of 60 days in accordance with the guidelines below.

The Bannatyne Group applies the following guidelines in dealing with lost property:

1. Valuables: are logged in the Lost Property Log with the description, date and time found, person who found it, guest full details (if found in a guest room) otherwise no guest details if found in public areas. These items will be stored for 30 days at the property and then sent to Head Office for a further 30 days. Any items unclaimed after 30 days at Head Office will be auctioned (with the proceeds going to charity), recycled or destroyed.
2. Clothes, shoes and same nature items: are logged in the Lost Property Log with the description, date and time found, person who found it, guest full details (if found in the guest room) otherwise no guest details if found in public areas. These items will be stored for 30 days at the property before being donated to charity or destroyed.
3. Perishable items and liquor: are to be disposed of immediately, liquor to be disposed of in the presence of the Duty Manager.
4. Any items left in or next to the garbage bins at any time, or left in or next to bathroom or kitchen facilities after checkout, are considered refuse and will be discarded. The Bannatyne Group is not responsible for items that appear to be for disposal. Members and guests are encouraged to avoid confusion by placing all items in the drawers and cabinets provided, or in their luggage.

In order for property to be reclaimed, a detailed description of the item(s) and/or proof of ID (identity), and date that the item was left will be required.

While reasonable effort will be made to identify the possible owner of lost property (which is likely to involve searching of the item) and then make contact with them, the Bannatyne Group will not return the property to that person unless they provide the details set out in the previous paragraph.

The Bannatyne Group will not mail/courier or insure during transit any reclaimed found property back to the presumed owner unless they send the appropriate fees to cover packing and postage, and any insurance during transit stipulated by the claimant.

All items sent at owner's risk.

Note that the Bannatyne Group will NOT automatically arrange insurance during transit. The Bannatyne Group will only arrange insurance during transit if it is specifically requested in writing at the time of reclaiming found property - and then the Bannatyne Group will only arrange the insurance that is made available as "standard" by the carrier chosen by the Bannatyne Group (so the Bannatyne Group will not be liable for the suitability of the insurance), and for the value stated in writing by the person claiming the property.

Please contact the appropriate Bannatyne Group location to make any lost property enquiries.