

# Lost and Found Policy

As a company limited by guarantee, Ryze & Roll CIC has the right to enforce its own policy on matters of Lost and Found property. Whilst a customer may wish to report the loss or finding of property to staff or local police, it is essential that Ryze & Roll follows its own procedures and that a record is maintained of all items of lost and found property

Anyone requiring any further assistance or information should contact the park on 0131 290 2337

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

- All items reported to Ryze & Roll staff by customers are recorded onto the parks database.
- All found items are kept in secure storage within the park, and remain the property of the park until claimed, or for a period of 28 days, whichever is longer
- Every possible attempt is made to identify the owner of the found property and contact the person

**After the 28 days storage period:**

- Personal identification will be reported to relevant authority immediately and after the 28 days period we are advised how to dispose of by the relevant authority
- Mobile Phones, will be handed to local authorities immediately
- Keys, handed to local authorities
- Wallets, all personal identification destroyed, cash will be donated to local charity
- Clothing, will be donated to local charity shop