

## RYZE & ROLL

# LOST PROPERTY

## Purpose

Ryze & Roll cannot be held accountable for lost property in the park. However, good customer service ensures that we do our best to reunite customers with their belongings.

## Procedure

If an item is found it is to be handed in to the front desk staff, or left inside the skate park informing them where and when it was found.

The park staff are to record the item's description, where in the park it was found, date and time on Lost Property sheet (**A004**).

The item is then placed into the "Lost Property" box inside container.

Every Sunday night, the contents of this box are bagged and labelled with the week-ending date and stored in the container.

Clothing etc to be disposed of after one month. Valuables will be retained for up to six months.

### Collection procedure

When a customer phones/emails/comes in person looking for a lost item, the staff member checks the Lost Property sheet (**A004**) and verifies item from the description.

If the person has phoned the park the staff member should arrange a collection date with them. The item is then located and placed in the Collection Box, under the front desk. The details of the collection date and customer are filled in on the Lost Property sheet.

When customer comes to collect or if they have come in person to ask about a missing belonging, staff verify their name and the item description before handing over item. The customer then signs the Lost Property sheet for collection.

Valuable items such as phones should not be handed back unless valid ID is shown which ties the person to the item.

## Responsibilities

It is vital that the lost property items are stored and organized correctly, in order for the belongings to be available for the customer on request. It is also vital that staff are sure that it is the correct customer requesting the item - it is better to ask "What does XY look like?", rather than tell them "We have XY here, is that one yours?" This prevents fraudulent collections.

Remember, customers are responsible for their own belongings in the park. Always advise the use of lockers.