

Diggers Venues Ltd – Lab 11 Lost Property Policy

1. Scope

This Lost Property Policy applies to all personal property found, recovered, or handed into **Lab 11**, operated by **Diggers Venues Ltd** ("the Venue"). This policy applies to all customers, visitors, employees, contractors, performers, and any other persons attending or working at the Venue.

2. Reporting Lost Property

Any person who believes they have lost property at the Venue must submit a lost property request via the official Lab 11 website at:

www.lab11.co.uk

Lost property enquiries may also be submitted through the Venue's official social media channels:

- Instagram: **@lab11warehouse**
- Facebook: **Lab11**

Claimants should provide sufficient information to enable the Venue to identify the item, including (where possible) the date of attendance, location where the item is believed to have been lost, a detailed description of the item, and any distinguishing characteristics.

Submission of a lost property request does not constitute confirmation that the item has been located or is in the possession of the Venue.

3. Storage and Return of Property

All property found within the Venue or handed to members of staff will be recorded and stored in a secure location.

Where a lost property request corresponds with an item held by the Venue, the claimant will be contacted using the details provided and advised of the collection procedure.

The Venue reserves the right to require satisfactory evidence of ownership before releasing any item. Such evidence may include, but is not limited to:

- an accurate description of the item and its distinguishing features;
- knowledge of the contents of bags, wallets or similar items;
- production of valid photographic identification; and
- any other evidence the Venue reasonably considers necessary.

Where ownership cannot be satisfactorily established, the Venue reserves the right to refuse release of the property.

Property will only be released to a third party where the owner has provided prior written authorisation and the third party presents valid photographic identification.

4. Cloakroom Items

To protect customers against theft and fraudulent claims, any item deposited in the Venue's cloakroom, including but not limited to coats, jackets, bags and other personal belongings, will only be released at the conclusion of an event upon presentation of the original cloakroom ticket or a clear photographic image of that ticket.

Where the original ticket or an acceptable photographic image cannot be produced, the item will not be released at the end of the event.

In such circumstances, the item will remain securely retained by the Venue and may be claimed during the Venue's designated collection hours during the following week, subject to the claimant providing satisfactory proof of ownership and valid photographic identification. The Venue reserves the right to make any additional enquiries it reasonably considers necessary before releasing cloakroom property.

5. Retention and Disposal

Lost property will ordinarily be retained for a period of **60 days** from the date on which the item was found.

Any property that remains unclaimed after the expiry of this period may, at the sole discretion of Diggers Venues Ltd, be donated, recycled, destroyed or otherwise disposed of without further notice.

Items requiring special handling, including but not limited to passports, driving licences, bank cards, or items the possession of which may be unlawful, may be transferred to the appropriate issuing authority or law enforcement agency before the expiry of the retention period where the Venue considers this appropriate.

6. Liability

Whilst Diggers Venues Ltd will take reasonable care in the storage and handling of lost property, the Venue accepts no responsibility or liability for the loss, theft, deterioration or damage of any item before, during or after it comes into the possession of the Venue, except where liability cannot lawfully be excluded.

The Venue accepts no responsibility for personal property left unattended or otherwise brought onto the premises at the owner's risk.

Nothing contained within this policy shall exclude or limit any liability which cannot be excluded or limited under applicable law.

7. Data Protection

Personal information provided in connection with a lost property enquiry will be processed solely for the purpose of administering lost property claims and returning property to its lawful owner.

Such information will be processed in accordance with applicable data protection legislation and retained only for so long as is necessary to fulfil that purpose or to comply with any legal or regulatory obligations.

8. Amendments

Diggers Venues Ltd reserves the right to amend, vary or withdraw this Lost Property Policy at any time without prior notice.

The current version of this policy shall be published on the Lab 11 website and shall take effect immediately upon publication.