Silvermere Golf Complex Lost Property Policy

1. Purpose and Scope

The purpose of this policy is to establish a clear, fair, and secure process for managing items lost and found on **Silvermere Golf Complex** premises. This policy applies to all employees, visitors, contractors, and customers.

2. Reporting and Turning in Found Items

Anyone who finds an unattended or misplaced item on the premises must hand it over to **[Silvermere Golf Store – Till Area]** as soon as possible.

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- **Logging:** All recovered items will be logged immediately in the Lost Property Register.
- **Recorded Details:** The log will include a unique reference number, the date and time found, the exact location where the item was found, a detailed description, and the name of the finder.
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3. Storage and Security

All items will be stored securely in a designated, locked **[location, e.g., lost property cabinet/room and safe]** to prevent theft or tampering.

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- **High-Value Items:** Items such as electronics, wallets, cash, and luxury goods must be given strict oversight and handled only by authorized personnel.
- **Data Protection (GDPR):** Devices containing personal data (smartphones, laptops) will be kept powered off or securely locked away to protect data privacy.
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4. Claiming Lost Property

To claim an item, individuals must contact: - Email = golfstore@silvermere-golf.co.uk
or Call 01932 584 323

- **Proof of Ownership:** The claimant must provide a detailed description of the item, verify approximately when and where it was lost, or unlock electronic devices to prove ownership.
- **Identification:** The claimant must present a valid form of photo ID, and sign the Lost Property Register to acknowledge receipt.
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5. Retention Periods and Disposal

In alignment with standard corporate best practices, items will be held for fixed periods based on their nature before disposal or recycling:

Item Category	Retention Period	Disposal Method
High-Value Items (Laptops, phones, jewellery, wallets, cash, golf clubs)	**3 months**	Unclaimed cash is donated to charity. Electronics are securely data-wiped and recycled or sold for charity.
Low-Value Items (Clothing, umbrellas, books, keys)	**30 days**	Donated to local charities or disposed of sustainably.
Perishable / Hazardous Goods (Food, drinks, cosmetics)	**Immediate / End of day**	Disposed of immediately for hygiene and safety reasons.

Official Documents (Passports, Driving Licences, Bank Cards)	**Immediate actions**	Bank cards are destroyed immediately. UK documents are securely returned to the relevant issuing body (e.g., HM Passport Office / DVLA).

6. Unclaimed Items and Finder's Rights

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- **Finder's Claims:** Silvermere Golf Complex does not operate a "return-to-finder" policy. Unclaimed items will not be given to the employee or visitor who found them.
- **Charity Donation:** All proceeds generated from unclaimed items that are sold, or cash that goes unclaimed past the 3-month mark, will be donated directly to Lucy Rayner Foundation Charity.
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7. Policy Review

This policy is maintained by the **[Operations / Facilities]** team and will be reviewed annually to ensure compliance with local regulations and organizational needs.

Silvermere Golf Store, its directors and employees accept no liability for mis-communications/verbal confirmation of any lost and found property.
Any claims for such property must be made in person in the store during opening hours.
