



Lost/Forgotten Belongings Policy

This policy outlines the procedures for handling personal items left behind by residents or guests at Campus Hub. The goal is to ensure the safe storage, retrieval, and return of these items, while maintaining the privacy and security of all parties involved.

Notification of Left Behind Items

Residents are responsible for ensuring they collect all their belongings before vacating the residence. If a resident or guest leaves personal items behind, they should notify the accommodation provider as soon as possible. Campus Hub will then make reasonable efforts to locate lost/forgotten items.

Storage of Left Behind Items

Upon notification of a left-behind item, Campus Hub will collect and securely store the item(s) for 30 days. Campus Hub reserves the right to charge a storage fee for items left behind, and the student or guest will be responsible for covering these charges.

Retrieval of Left Behind Items

To retrieve their left-behind items, the owner must schedule an appointment with the Campus Hub between 09:00-17:00 only. The owner must provide proof of identity and ownership of the items before they can be released.

Disposal of Unclaimed Items

If the owner does not claim their left-behind items within the specified storage period, the accommodation provider reserves the right to dispose of or donate these items in accordance with local regulations. The owner will not be entitled to any compensation or refund if their items are disposed of.

Liability

Campus Hub is not responsible for the loss, damage, or theft of any left-behind items during the storage period.