



LOST PROPERTY POLICY - STADIUM

Purpose

This policy sets out the procedures for handling, storing, recording, and disposing of lost property found within the stadium and its surrounding operational areas. Its aim is to ensure consistency, transparency, and fairness for all supporters, staff, and visitors.

Scope

This policy applies to:

- All stadium staff, including matchday, casual, volunteers and contracted personnel.
- All areas of the stadium and club-operated facilities, including seating areas, concourses, hospitality spaces, back-of-house operations, changing rooms, and external perimeters.
- All items found on matchdays, event days, and non-event days.

Recording Lost Property

- All items found must be handed to the Head of Operations in the South Stand Offices or the Safety Officer/Stadium Manager in the Control Room as soon as practicable.
- Each item must be logged in the **Lost Property Tracker**, including:
 - Date and location found
 - Description of the item
 - Staff member who found or received it

Storage and Security

- Items will be stored in a secure lost property location accessible only to authorised staff.
- Items may be moved to alternative secure locations depending on their value or sensitivity (e.g., ID documents, money, electronics).

Claiming Lost Property

- Individuals claiming an item must provide:
 - A description of the item
 - Any identifying details
 - Proof of ownership if applicable
- Staff must only release items if they are satisfied the claimant has correctly identified the property.

- The name and contact details of the claimant must be recorded, along with the date of collection.

Retention and Disposal

- Lost property will be held for a maximum of **three (3) months** from the date it is found.
- After this period:
 - Usable items may be donated to charity.
 - Unusable or hygienic-risk items will be safely disposed of.
 - Items containing personal data (e.g. IDs, bank cards) will be destroyed securely in accordance with data protection principles.
- Items that present a health, safety, security, or hygiene risk (e.g., food, medical items) may be disposed of immediately.

Valuables

- Cash may be donated to charity if not claimed within the 3-month retention period.
- Electronic devices will be securely wiped or destroyed where appropriate, if unclaimed

Liability Statement

The club accepts **no responsibility or liability** for:

- Loss, theft, or damage to any item left unattended in the stadium or its grounds.
- Any deterioration, damage, or loss of items while held in lost property.
- Any items disposed of after the retention period or in accordance with this policy.

All property is left at the owner’s risk.

Employee Responsibilities

- All staff must follow this policy when handling lost property.
- The Head of Operations is responsible for ensuring:
 - Lost property is stored securely
 - Records are complete and accurate
 - Disposal timelines are followed

Policy Review

This policy will be reviewed annually or following major events, operational changes, or legal updates.

Effective Date	March 2026
Policy Author	Head of Operations
CEO/Board Approver	CEO
Board Director Signature	
Review Date	March 2027

Review History

Version	Date	Review details	Authorised by Board/CEO
1	March 2026	Creation of Policy	CEO