



LEICESTER RACECOURSE

A CLASSIC VENUE FOR RACING, DINING & EVENTS

Lost Property Policy

1. Introduction

The following policy and procedures have been designed to manage and handle lost property. The policy applies to all Staff, Visitors, Clients and Attendees of Leicester Racecourse to include the land and buildings owned by Leicester Racecourse where property may be lost or found.

1.1 Definition

Lost property means any unattended, misplaced or forgotten item, which is the property of a person or persons, and which is found within the boundaries of Leicester Racecourse land and subsequently handed to Leicester Racecourse staff, or sub-contracted staff or agency staff in the employ of the Leicester Racecourse. Pending the identification of the original owner or appropriate disposal. Inappropriate items such as Kettles and Heaters will also be handled under this policy.

1.2 Risk

At no point can the Leicester Racecourse be held responsible for any items deemed lost property. No items should be left at the Leicester Racecourse without prior express permission from the management of Leicester Racecourse and any that are left are done so at the owner's risk. Visitors are reminded to keep valuables attended at all times and to be especially careful during busy events.

2. Policy Statement

Leicester Racecourse staff will endeavour to return property of high value/high risk or official hard copy documents containing personal data. If it is not possible to do this within the nominated period of time, which is six weeks from the date of finding for high value/high risk and low value/low risk that is four weeks, items will be offered to the original finder or disposed of to Leicester Racecourse's chosen nominated charity of the year. If not suitable for donation items will be destroyed. Handling of lost property is not seen as a core service at Leicester Racecourse and therefore the staff time available to handle lost property is limited.

2.1 Lost Property Procedure

Property lacking or with limited owner identification, will be disposed of in different ways according to the assessed value of the item(s).

2.1 cont....

Assessments of value or risk of personal data loss is as follows:

High Value Items
Jewellery (e.g. gold, silver)
Purses/wallets containing cash
Mobile phones
Camera
Binoculars
Laptop
Electrical items of value (e.g. personal MP3 players)
Person data – high risk
Passport
Credit/Debit cards
Driving Licence
Keys (House & Car)
Low Value Items
Items of Clothing
Flasks
Food Boxes
Food Shopping
Sports Items and toys
Personal Seating
Fashion Jewellery
Spectacles
Electrical chargers and cables
Other
Walking sticks
Umbrellas

2.1.1 High Value Items

Leicester Racecourse will record High Value items in the Lost and Found Property Log Book. Details for High Value Items will include:

- a) Date found.
- b) Log number.
- c) Item description.
- d) Found or Lost.
- e) Location found.
- f) Turned in by.
- g) Claimed by.

2.1.1 cont.....

h) Phone number.

l) Released by.

j) Date released.

k) Signature of recipient/finder.

When searching for identifying information e.g.in a purse, wallet or handbag when possible this will be done in the presence of two members of staff. Inappropriate items will be logged in the Lost and Found Property Log Book. Using the details from a) to k) mentioned above, and kept for six weeks.

All items of Lost and Found property, both High Value and Low value will be stored securely in the Main Office. High value in the Safe and Low value in the Secure Room.

2.1.2 Official items containing personal data

Official items containing personal data will be logged in the Lost and Found Property Log Book and where possible the owner will be identified. If this is not possible, the items will be destroyed in a secure way.

2.1.3 Low value non-food items

Low value non-food items will be placed in the Secure Room and disposed of after four weeks.

2.1.4 Other items

Other items will not be logged. This is due to the volume of items during our busy events. As such, these items will be disposed of after two weeks.

2.1.5 Food and Drink

Food and Drink will be disposed of immediately using the relevant rubbish bins.

2.2 Finding Lost Property

Any Leicester Racecourse customers or staff finding lost property should hand it in to the Main Office staff located near the Owners & Trainers entrance.

2.3 Claiming lost property and owner identification

Leicester Racecourse staff will attempt to contact the owners of any official or valuable found property where ownership can be easily identified. Once contact has been made, the item however will follow the normal path of lost property, as above, unless a date to collect has been agreed. Please note the item will be returned in the condition that it is received in.

Any person reclaiming property of high value must provide photographic ID prior to the item being returned. If the item being returned contains photographic ID, Leicester Racecourse staff will check the image matches the claimant. Additional proof of ID may be requested. When an owner reclaims an item and staff are satisfied of the owner's claim, the property will be handed over once a declaration has been signed to confirm that they have received it.

2.4 Disposal of unclaimed items

Disposal Summary

Lost property of high value items and cash will be retained for six weeks. The high value item(s) will be offered to the finder after the six-week period has expired, if the finder does not want the item they will be donated to Leicester Racecourse's chosen Charity of the Year.

Lost property of low value items will be retained for four weeks. The low value item(s) will be offered to the finder after the four-week period has expired; if the finder does not want them they will be donated to, the Leicester Racecourse's chosen Charity of the Year.

Disposal periods

- 1) Food and drink or anything perishable will be discarded immediately.
- 2) Articles of clothing, umbrellas and items of little value not claimed after two weeks, will be discarded fortnightly.
- 3) Cash unclaimed after six weeks will be offered to the original finder, or if they do not want it, it will be donated to the Leicester Racecourse chosen Charity of the Year.
- 4) High value items unclaimed after six weeks will be offered to the original finder, or if they do not want it, it will be donated to the Leicester Racecourse chosen Charity of the Year.
- 5) Any unusual items of property will be drawn to the attention of the Technical Manager who will decide on the most appropriate means of disposal.
- 6) Where it is not possible to return an item to its original owner within the nominated period, or ownership is ambiguous and cannot be proved, it will be disposed of in an environmentally friendly manner or will be donated to the Leicester Racecourse chosen Charity of the Year. Any lost property containing personal data that has not been claimed within the specified time will be destroyed in accordance with GDPR.