



POLICY DOCUMENT

Lost Property Policy

1. Introduction

Albatross Bus & Coaches Ltd recognises that passengers may occasionally leave personal belongings on Company vehicles. This policy sets out the procedures for handling, storing and disposing of lost property in a manner that is fair, transparent and compliant with applicable UK legislation, including the Public Service Vehicle (Lost Property) Regulations.

The Company shall take reasonable steps to assist in the recovery of lost items whilst ensuring compliance with health and safety and operational requirements.

2. Purpose

The purpose of this policy is to ensure that all lost property is managed consistently, securely, and efficiently, while minimising risks associated with unidentified items, storage and handling.

3. Scope

This policy applies to all vehicles operated by Albatross Bus & Coaches Ltd and covers all items left on board by passengers during any hire, trip or service.

4. General Principles

Albatross Bus & Coaches Ltd shall:

- Take reasonable care in handling and storing lost property
- Maintain appropriate records of items found and claimed
- Ensure compliance with health and safety requirements
- Manage lost property in accordance with operational and legal obligations

Passengers are responsible for their personal belongings at all times.

5. Reporting Lost Property

Passengers who believe they have lost property must report it to the Company as soon as possible.

- Lost property claims shall be submitted through the Company's official contact channels, including the website:
<https://www.albatrosscoaches.com>
- When reporting an item, passengers must provide:
 - o A full description of the item (including contents where applicable)
 - o Date and time of travel
 - o Pickup and drop-off locations
- The Company may request additional information to reasonably satisfy itself that the claimant is the rightful owner

6. Handling and Storage of Lost Property

All items found on Company vehicles shall be:

- Reported by the driver or staff member
- Labelled and recorded in the lost property register
- Transferred to the Company Head Office for secure storage

Lost property shall be handled in accordance with the Public Service Vehicle (Lost Property) Regulations.

7. Inspection and Disposal of Items

Where necessary, Albatross Bus & Coaches Ltd shall:

- Open and examine bags, packages or containers to identify the owner
- Dispose of perishable items, including food and associated containers, within 24 hours due to health and safety requirements
- Immediately dispose of any item considered a health and safety risk

This is necessary to ensure the safety of staff, passengers and premises.

8. Retention Periods

Lost property shall be retained for limited periods depending on its nature:

- Low-value items (e.g. hats, gloves): retained for up to **1 month**
- Higher-value items (e.g. mobile phones, electronic devices): retained for up to **3 months**

After these periods, items shall be securely disposed of if unclaimed.

9. Collection of Lost Property

Once an item has been identified:

- The claimant shall be informed of collection arrangements
- Items must normally be collected from the Company Head Office during office hours
- Alternatively, the claimant may arrange a courier at their own cost

The Company reserves the right to:

- Charge a reasonable administration fee for handling, packaging, or storage
- Require collection within 7 calendar days after confirmation

Failure to collect within this timeframe may result in disposal of the item.

10. Liability

Albatross Bus & Coaches Ltd shall take reasonable care in handling lost property but:

- Accepts no liability for loss, theft, or damage to personal belongings left unattended
- Shall not be responsible for items left on vehicles or for any subsequent loss
- Shall not be liable for items requested to be left on vehicles for later collection
- Shall not repair or replace items lost, damaged or stolen

Passengers are advised to obtain appropriate insurance for valuable items.

11. Special Conditions

The Company:

- Reserves the right to refuse requests to store or retain items on vehicles
- Shall not accept liability for items stolen due to unauthorised access to vehicles
- May refuse claims where sufficient proof of ownership is not provided

12. Monitoring and Review

This policy shall be reviewed periodically to ensure continued compliance with legal requirements and operational effectiveness.

Approved by

Managing Director: _____

Signature: _____

Approval Date: 15 April 2026

