

# Lost property at City Road

Moorfields Eye Hospital cannot accept responsibility for your private property while you are on our premises at City Road. We will also not be liable for returning lost property to someone who claims to be the rightful owner and provides the relevant details required. For more information on this, see third paragraph titled 'what details are required to claim my lost property?'

## What do I do if I come across lost property at City Road?

All lost property must be handed into the security team at City Road as soon as possible, along with all relevant accompanying information, for example the time, date, place found and, if known, any indications as to who the owner may be. If you are at our networked sites, (for example Moorfields at Bedford), please hand any lost property into the local hospital's security team.

## What happens to lost property found at City Road?

- **Food or perishable items**- these will be disposed of at the end of the day they were found.
- **Oyster cards**-if these are not claimed within 24 hours, they will be handed in at the nearest tube station (Old Street).

- **Mobile phones** - attempts will be made to establish the owner but if this is not achieved, the phone will be kept for three months then disposed of.
- **Medicines**-these will be returned to the pharmacy.
- **Credit/bank cards**-if these are not claimed within 24 hours they will be destroyed securely, following advice from the relevant bank. Normally, the instructions we are given is to destroy the card. Other property which is left on the premises and not claimed will be kept for a period of three months, after which it will be disposed of.

## What details are required to claim my lost property?

In order to reclaim your property, a detailed description of the item(s) and/or proof of identity (passport, driver's licence etc.) **must** be given. You will also be required to provide the date that the item was lost. Every effort is made by us to identify and make contact with the possible owner of the lost property, which is likely to involve us searching the item. However, please be aware that unless you provide the necessary details required, we will not be able to return your property.

