

# Lost property

Moorfields Eye Hospital NHS Foundation Trust cannot accept responsibility for individuals' private property while they are on our premises. This includes the return of any lost property for any reason to someone who is not its owner – for example, if someone pretends to be the owner of the lost property.

All lost property must be handed into the security team as soon as practicable, along with all relevant information such as the time, date, place found and, if known, any indications as to ownership.

Property that is left on the premises and not claimed will be kept for a period of three months, after which time it will be disposed of.


The exceptions to this are:

- Food or perishable items which will be disposed of at the end of the day they were found
- Oyster cards not claimed within 24 hours will be handed in at the nearest tube station. (Old Street)
- Mobile Phones - attempts will be made to establish the owner of any mobile phones, but if this is not possible the phone will be kept for three months then disposed of.

- Medicines will be returned to the pharmacy.
- Credit/ Bank cards not claimed within 24 hours, will be destroyed securely subject to advice from the relevant banks. (Normally instructions are to destroy card)

In order for property to be reclaimed, a detailed description of the item(s) and/or proof of identity, and date that the item was left/lost will be required.

While every effort will be made to identify the possible owner of lost property (which is likely to involve searching of the item) and then make contact with them, we will not be able to return the property unless the owner provides the details set out in the previous paragraph.



All items returned by post are at the owner's risk.

Please note that we will not arrange insurance during Transit, we can do this only if it is specifically requested in writing at the time of reclaiming the property. If such a request is made, we will only arrange the insurance that is made available as "standard" by our chosen carrier (so we will not be liable for the suitability of the insurance), and for the value stated in writing by the person claiming the property.

Enquiries regarding lost property should be made to the security office at Moorfields Eye Hospital City Road London EC1V 2PD.

Telephone 020 7253 3411, Ext 2530, 4333, 4305, 4306 between 8.30am and 4pm, Monday to Friday

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**Moorfields Eye Hospital  
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City Road, London EC1V 2PD  
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[www.moorfields.nhs.uk](http://www.moorfields.nhs.uk)**

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