

## **LOST PROPERTY POLICY**

### **General Overview**

Our lost property management service at Rhino Boulder is provided as a courtesy to our customers. At the close of business each day a staff member will collect any unattended belongings. These items are recorded on a log, tagged for identification purposes, and stored in our reception area.

On a weekly basis, any unclaimed property held in reception is transferred to our storage room for an extended period, as specified in our policy. Subsequently, items exceeding this timeframe are subject to removal from our premises. Management reserves the right to exercise discretion in the removal process, taking into account available storage capacity.

### **Process**

1. Staff collects abandoned items from the facility at the end of day.
2. Staff log each item on the spreadsheet, with the date, a short description of the item, and the staff's name.
3. A tag is then attached to the item with the date, staff initials, and item id (retrieved from the spreadsheet).
4. Lost property is then stored at reception.
5. On Tuesday morning:
  - a. Any lost property older than a week is moved to the storeroom.
  - b. The lost property in the storeroom older than a month needs to be removed. If a customer has called to ask about a piece of lost property, we can add their name to the tag and update the date on the tag to the current date, and store the item for a maximum of 1 month from the date of the call.
6. Items in the storeroom will be stored in 3 crates:
  - a. When items are moved into the storeroom, the oldest crate will be emptied and their contents will be gotten rid of, either by donation or thrown in the bin.
  - b. The new items are put into the now empty crate, and this crate is now considered the newest crate.
7. When a customer collects their lost property:
  - a. They need to be able to describe the item, and confirm that the item is theirs when handed over.
  - b. The customer's name, the date and staff name needs to be entered into the spreadsheet, alongside the item.

## **Rhino Boulder Disclaimer of Liability for Lost Property**

Rhino Boulder takes reasonable precautions to ensure the safety and security of all personal property within our premises. However, it is important to note that Rhino Boulder cannot be held liable for any lost, stolen, or damaged property belonging to visitors, or customers.

Rhino Boulder also cannot be held responsible for the state or condition of returned items, and as such accept no responsibility for their suitability for future use. Customers accept their items back at their own risk.

By entering our premises or utilising our services, individuals acknowledge and agree that they assume full responsibility for the security and safekeeping of their personal belongings.

This includes but is not limited to electronic devices, jewellery, money, and other valuable items.

While Rhino Boulder may provide assistance in locating lost items, we cannot guarantee the recovery of any lost property. Any assistance provided by our staff in this regard is done so on a best-effort basis and without assuming any legal obligation. Individuals are encouraged to exercise caution and take necessary precautions to safeguard their belongings while on our premises. This may include utilising secure storage facilities, keeping valuables with them at all times, or taking advantage of any security measures provided by Rhino Boulder.

By using our services or accessing our premises, individuals agree to waive any claims against Rhino Boulder for the loss, theft, or damage of personal property, whether due to negligence, theft, or any other cause.

This disclaimer of liability is effective upon entry into our premises or engagement with our services and applies to all individuals, including guests, visitors, clients, and employees.

Rhino Boulder reserves the right to amend or update this disclaimer of liability for lost property as deemed necessary without prior notice.