



HEVER CASTLE

Lost Property Policy and Procedure

Within reason, Hever Castle aims to collect, store and return items of property that are deemed to be genuinely lost by visitors and guests in the castle and grounds and likely to be sought by the original owner.

Enquiring after lost property

Enquiries can be made in person at the Information Centre within the grounds. This will be open in line with opening times - please see website.

For enquiries after a visit, please email information@hevercastle.co.uk

Please include a full description of the item, including brand, size, colour, unique features or other details that will help with identification. It may also be necessary for us to request specific information for certain items, including, description of contents for bags, wallets and purses, phone numbers or un-lock codes for mobile phones and distinguishing marks or engravings on jewellery.

Items that are handed into us will be kept within a secure location for a period of not less than twenty-eight (28) days. Perishable items will be kept for the date on which the item was found. Items of obvious nil value may also be kept for the duration of the original visit only. We do not keep cups, drinking bottles or vapes.

Proactive contacts

Where possible, Hever Castle visitor services staff will try to contact the owner of property handed to us where we reasonably believe we have the correct contact information. Should we not be able to contact you directly, we will leave a message that we may have an item of your property and ask you to contact us.

Limitations

While we will take due care when collecting, storing and dispersing property within our remit, no claim whatsoever will be accepted for any loss arising from our involvement in this process.

Any items accepted as lost property within the confines of the estate will become the responsibility of Hever Castle and should be handed to a senior member of the staff or taken to the Information Centre.

Procedure

Items found will be logged and will be stored at the information centre until the end of the month. At the month's end all lost property will be sent to the Estate Office where it will be disposed of.

Unclaimed goods

If goods are unclaimed, despite our efforts and a reasonable timeframe having passed, we will dispose of goods in a manner that we see fit. This may include donation to charity or third parties, or sale of goods through any channel. In line with the Data Protection Act 1992, we will not disperse any goods that contain personal identifiable information. Any items such as mobile phones will be data cleansed before dispersal or sale.

Personal information

Hever Castle Ltd takes your privacy seriously and will only use the personal information you have provided to administer your lost property request. For full details of our [Privacy Policy](#), please see our website or ask a member of staff for a copy.

Claimed Items

Items can be claimed from the Information Centre during normal working hours. There is a fee to return Lost property via Royal Mail. Starting at £6 P&P. Heavier items requiring specialist postage may incur additional costs.