



Division:	All Divisions
Department:	All Departments
Position:	All Employees
Subject:	Lost & Found Policy
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Recurrent Training	Yearly

POLICY

All Golden Nugget Employees are required to follow the below listed policies and procedures to ensure the proper handling, cataloging, retention, return-to-owner, return-to-finder and/or disposition of found articles of property, including but not limited to: cash, jewelry, gaming chips, electronics, clothing and cash-out vouchers, etc., which are found by employees, or turned in to employees, on the Golden Nugget premises.

The Security Department is responsible for the administration of these policies and procedures and will make a reasonable effort to return all found property to the rightful owner(s).

All Departments must adhere to this policy but there may be Department specific procedures approved to accommodate the unique circumstance of individual Departments. Each such Department specific procedure must be approved in advance and be reflected in this document.

Found property may be returned to the original finder (employee) whenever possible once the following conditions have been met:

- The Security Department has made a reasonable effort to return the property to its rightful owner.
- The property's retention period has expired.
- The property is claimable by the finder as a matter of policy.

NOTE: This does not include cash, cash-out vouchers, gaming chips, etc. directly given to an employee as a tip or gratuity.

GENERAL PROCEDURES

Turning In Found Property:

Gaming Items

Gaming items are not claimable no matter where they are found on property and are not subject to Department specific procedures. All found gaming items must be turned in according to the following procedures and will be handled by Security per Nevada Gaming Regulations.

- **Slot Gaming Instruments** (tickets, quickets, TITO, etc.): These items must be immediately submitted to the Security Department, who will deliver these items to the Slot Department.
- **Table Games Gaming Instruments** (chips, cheques, tokens, lammers, etc.): These items must be immediately submitted to the Security Department, who will deliver these items to the Cashier's Cage.
- **Foreign chips (chips from properties other than Golden Nugget)**
- Employees **are not** permitted to play off or keep credits left on a slot machine or gaming tickets of any kind.

Non-Gaming Items

All other found property including, but not limited to, cash, jewelry, electronics, clothing, etc., that is not covered by a Department specific procedure as defined within this policy must be handled using the following procedure. The employee (finder) may:

- Turn the item in to the Lost and Found Department located just inside the Employee Entrance, between the hours of 10:00AM and 6:00PM. (NOTE: In the event that there is not a Security Officer on duty during this time due to an emergency or other reason, this option will not be available. Items may not be left unattended outside of the Lost and Found Department.)
- Turn the item in to a Security Officer.
- Turn the item in to the Security Department.
- Call the Security Department at Extension 8117 or contact via company two-way radio so that a Security Officer can be dispatched to the employee's location to collect the found item(s).

Abandoned Items

- Cash valued at \$0.99 or less in public areas is considered abandoned and does not need to be turned into Lost and Found.

- Employees **may not** turn in property at the Cashier's Cage at any time. The Cashier's Cage is not considered a found property drop off area. Employees (Finders) must adhere to the steps provided when submitting the property to the Security Department.

Receiving A Lost and Found Receipt

A Security Officer who receives found property will provide the employee turning in the found property with a Lost and Found Receipt. The Lost and Found Receipt does not mean the item can be claimed nor does it establish any ownership right for the employee to the property; it is proof that the item was submitted to the Security Department.

Should a guest or patron provide an employee with a found item(s), the employee must immediately turn said item(s) in to Security as described above. The employee must provide details to Security, inclusive of, but not limited to where and when the guest / patron provided said items to the employee.

Found Property Retention Periods

Found items will be retained in Lost and Found for a minimum of fourteen (14) days.

Items left unclaimed in Bell Storage under the Bell Storage contract (Claim Check) must be retained for the period listed on the Claim Check, which is a period of twenty-four (24) days. Time spent in Bell Storage and time spent in Lost and Found may be combined to meet the 24-day retention period. These items are never considered found and cannot be claimed by other than the original owner.

Returning Found Property to the Original Finder (Employee)

Property may be claimed by the original finder (employee) when all of the following conditions have been met:

- The property is claimable as a matter of policy.
- The fourteen (14) day retention period has elapsed.
- The owner of the item has not made a claim for the item.
- The finder (employee) has indicated that s/he would like to claim the item.

On determination that the above conditions have been met, the assigned Security Officer will e-mail or otherwise deliver a "Chargerback ID Tag" to the finding employee's Management Team. The manager will then deliver the "Chargerback ID Tag" to the employee (finder) who is then eligible to claim the item(s).

1. Employees will have seven (7) days from the date listed on the “Chargerback ID Tag” to collect the item. Items not picked up during the time indicated will be donated to charity or otherwise disposed.
2. If an employee who has turned in an item to Lost and Found does not receive a “Chargerback ID Tag”, the item:
 - Has been returned to the owner, or
 - Is being held for investigation, or
 - The item is not eligible to be claimed.
3. Employees are responsible for picking up the unclaimed items within the seven (7) day period indicated on the “Chargerback ID Tag”.
4. Items may only be claimed during Lost and Found Department operating hours of 10:00AM-6:00PM.
5. Employees **must** present their “Chargerback ID Tag” and Golden Nugget photo identification badge to Security in order to receive the found article.
6. Cash-out vouchers (tickets, quickets, TITO, etc.) **will not** be returned to employees.
7. Gaming Instruments (chips, cheques, tokens, lammers, etc.) **will not** be returned to the finder (employee). They will be placed back into circulation.
8. Retention time may be extended based on Security’s investigation results.
9. Former employees, who have been terminated for reasons of misconduct, **will not** be entitled to collect found property/monies.

DEPARTMENT-SPECIFIC PROCEDURES

Responsibilities – All Department Managers

1. Establish and communicate Department specific procedures for the efficient handling of found articles, coins, cash, quickets, gaming chips, and gaming tokens within this policy. All Department specific procedures should reflect immediate notification of the found item to Security.
2. Ensure this policy is regularly communicated with employees to ensure compliance.
3. Consistently and objectively administer and enforce this policy per the guidelines provided herein.

Housekeeping Areas (Guest Rooms and Guest Corridor Areas)

The Housekeeping Department will adhere to the following policy when items are found and subsequently submitted to the Security Department.

1. Any article with a suspected value in excess of \$500.00 and all jewelry, electronics, money, gaming chips or cash-out vouchers found in Hotel Guest Rooms and / or Guest Corridor/Hallway areas, will be immediately reported to Security.
2. A Security Officer will respond to the location, retrieve the item from the respective area and take the item to Lost and Found. The Security Officer will give the

Housekeeping Department employee (original finder) a Lost and Found Receipt with a dispatch number listed.

3. Between the hours of 10:00AM and 6:00PM, articles suspected to be valued at less than \$500.00 and that are not listed above will be retained by the Housekeeping Department and delivered to Lost and Found per their Departmental policy. (This does not apply to monies left for Guest Room Attendants located on or below the tip card in the Hotel Room.)
4. All items found between 6:01PM and 9:59AM will require a Security response regardless of the value or type of article located.
5. Items found in any Guest Room safe **cannot be** claimed by an employee. These items will be returned to the owner. If the owner is not reachable, the items will be donated to charity.

Food, Beverage, and Retail Venues

All Food, Beverage and Retail venues will adhere to the following policy when items are found and subsequently submitted to the Security Department.

1. All Food, Beverage and Retail venues may hold found property, in a secure area, for **up to one (1) hour** from the time that the item was found. This period will allow the Guest the opportunity to promptly retrieve the item from the last place s/he had it.
2. Although the item may be retained by the outlet, in a secure area, for up to an hour, the employee **must immediately** advise his/her Manager on Duty of the found item.
3. If the Guest does not retrieve the item within the hour, the employee (finder) or the Manager on Duty may:
 - a. Deliver the item to the Lost and Found Department located just inside the Employee Entrance, between the hours of 10:00AM and 6:00PM.
 - b. Provide to a Security Officer or deliver to the Security Department.
 - c. Call the Security Department at Extension 8117 or contact via company two-way radio so that a Security Officer can be dispatched to the employee's location to collect the found item(s).
4. The Security Officer will provide the employee (original finder) or the Manager on Duty with a Lost and Found Receipt with a dispatch number; the item will then be secured by Security.

Pool Operations Inclusive of Beverage Venues and Cabanas

The Pool Department will adhere to the following policy when items are found and subsequently submitted to the Security Department. (This does not apply to tips or gratuities left for the Pool employees.)

1. Articles with a suspected value of more than \$500.00 and all sunglasses, jewelry, electronics, money, gaming chips, or cash-out vouchers found in the Pool Area, inclusive of Beverage Venues and Cabanas, will be immediately reported to Security.

2. A Security Officer will respond to the location, retrieve the item, provide the person with a Lost and Found Receipt with a dispatch number; the item will then be delivered to Lost and Found.
3. All other articles will be stored by the Pool Operations Team, in a secured area, and will be submitted to Security when the pool closes for swimming and then again when the pool closes for viewing if the times differ.

Bell Storage Rooms

The Guest Services (Bell & Door) Department will adhere to the following policy when items are left in Bell Storage longer than ten (10) days without prior arrangement by the Guest and subsequently turned in to the Security Department.

1. Item(s) that remain in these areas for up to ten (10) days that have not been requested for pick up or collected by the owner will be submitted to the Lost and Found Department.
2. The Department will deliver the item(s) to the Lost and Found Department, provide the items to a Security Officer or contact the Security Department (extension 8117) to have an Officer dispatched to collect said item(s).
3. These items will be stowed in the Lost and Found Department for a period that when combined with the time spent in Bell Storage will fulfill the twenty-four (24) day retention period.

Retention Periods		
Item	Retention Period	Claimable Period
Lost and Found items are held for 14 days. The Security Department may choose to hold an item for longer periods of time based on value or for investigation.	14 days	7 days
Empty Luggage, Coolers, Coffee Makers, cash valued at \$.99 or less.	Considered abandoned property and need only a back door pass approved by Management.	Immediately
Items That Cannot Be Claimed by The Employee (Finder)		
Item	Details	
Any item located in a Safe	Unless the owner has been notified and refuses to claim	
Any item of personal identification or which contains personal identifying information.	Including but not limited to; driver's license, check book, credit cards, passports, etc.	
Any electronic device that has a memory capacity	Including but not limited to; tablets, computers, cell phones, nooks, i-devices, memory cards, hard drives, etc.	
Flammable Liquids/Explosives	No flammable liquids or explosives will be stored in lost and found and will be safely disposed of.	
Drugs/Medications	Including but not limited to; over the counter drugs, prescription drugs, recreational legal or illegal drugs	
Bio-Hazards/perishable materials	Any item which has been exposed to blood, bodily fluids, or other bio-hazardous material cannot be claimed and will not be stored in lost and found. These items will be immediately bagged in a biohazard red bag and disposed of properly.	
Food or Beverages (All)	Unsealed, will be discarded immediately. Sealed, will be transferred to the Food and Beverage Department.	
Weapons	No weapon of any type including firearms, knives, pepper spray, electronic control devices, replicas of weapons, paint ball guns, air soft, pellet guns, etc.	
Toiletries, Cosmetics or Health and Beauty Products	Including but not limited to; makeup, shampoo, soaps, perfume, opened or un-opened, sealed or unsealed etc.	
Illegal Items	Any item which is illegal in and of itself or can be used for illegal purposes such as water pipes, rolling papers, etc.	
Slot/Poker Machine Tickets and Chips/Cheques	Slot/ video poker payment tickets (cash-out vouchers, Quickets, Tito tickets) and Gaming Chips/Cheques are the property of the Golden Nugget Las Vegas and must be turned into the Slot Department or Casino Cage when found unattended on property or when credits are left in a machine. The only exception will be a ticket/chip presented as a tip to an Employee. In that case, the ticket/chip will be handled as a normal tip in accordance with that Department's tip policy. Cash-out vouchers tickets from foreign casinos (all casinos that are not the Golden Nugget) may not be claimed and will be destroyed after the hold period.	
Cash	Any cash over the amount of \$500.	
Items that are being repurposed by the company for company use.	Box Fans, portable chargers, charging plugs and cables, electronics such as cameras and similar items.	

Policies and Procedures Receipt

I acknowledge that I have read, understood, and have participated in the training for the Golden Nugget **All Division Policy: Lost & Found – P&P**.

I also acknowledge the following:

- Violations of this policy may result in disciplinary action as described up to and including termination.
- Receipt of this Policy does not create or constitute an express or implied contract of employment or warranty of any benefits.

Name (Please Print)

Employee Signature

Employee Number

Date