

T&T Private Hire Ltd

Lost Property Policy

1. Purpose

This policy outlines the procedure for handling lost property found in vehicles operated by T&T Private Hire Ltd. Our goal is to ensure that items left behind by passengers are secured and returned promptly to their rightful owners.

2. Scope

This policy applies to:

- All drivers employed or contracted by T&T Private Hire Ltd.
 - All passengers using T&T Private Hire Ltd services.
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3. Driver Responsibilities

1. End of Shift Check

Drivers are required to check their vehicles for lost property at the end of each journey or shift.

2. Reporting Lost Items

Any found items must be reported to the office within 24 hours.

3. Storage of Items

Found items must be securely stored and delivered to office at the earliest opportunity.

4. Passenger Responsibilities

1. Reporting Lost Items

Passengers who believe they have left an item in a taxi should contact T&T Private Hire Ltd by phone as soon as possible.

2. Providing Journey Details

Passengers should provide details such as the date and time of the journey, pick-up and drop-off locations, and a description of the lost item to facilitate recovery.

5. Company Procedures

1. Logging Items

All lost items are to be logged with the following details:

- Date and time found.
- Description of the item.
- Location or vehicle in which it was found.

2. Storage

Items will be securely stored at the office for a maximum of 30 days.

3. Return of Items

Items will be returned to individuals who provide:

- A detailed description of the item.
- Proof of ownership, if applicable.
- Valid identification.

6. Limitations

- T&T Private Hire Ltd is not responsible for items lost or damaged in its vehicles.
- Perishable items will be discarded immediately if found.
- Hazardous or illegal items will be reported to the appropriate authorities.

7. Contact Information

For inquiries regarding lost property, please contact:

Phone: 01954778778

Email: admin@tnttaxi.co.uk
