

## MISPLACED OR LOST PROPERTY POLICY

### INTRODUCTION

The driver partners we engage with are self-employed and licensed by the local licensing authority.

Licensing conditions generally dictate that driver partners must search their vehicle for misplaced property at the end of a journey and appropriate enquiries made to return it to the rightful owner. Depending on where a journey is completed, you will either need to contact your local Police station or contact the private-hire operator you used to book the journey.

If you took a journey in any of the following areas, please note that driver partners are required to deliver any found items to the local Police station or Council Licensing Office and you should contact them before contacting the private-hire operator you used to book the journey.

- [Bath: Police](#)
- [Birmingham: Police](#)
- [Bradford: Police](#)
- [Bridgend: Police](#)
- [Bristol: Police](#)
- [Caerphilly: Council Licensing Office](#)
- [Chippenham: Council Licensing Office](#)
- [Dudley: Council Licensing Office](#)
- [Leeds: Police](#)
- [Newport: Police](#)
- [Sandwell: Police](#)
- [Solihull: Police](#)
- [South Gloucester: Police](#)
- [Swindon: Police](#)
- [Telford & Wrekin: Police](#)
- [Torfaen: Police](#)
- [Walsall: Police](#)

We cannot accept responsibility for property believed to have been left in the possession of a driver partner or their vehicle. If there is a dispute, you should report your concern to the Police or local licensing authority.

### CONTACTING US ABOUT MISPLACED OR LOST PROPERTY

We understand how frustrating it is to misplace your property so in the unfortunate event that you believe you have left an item of property in a Hackney carriage/private hire vehicle by mistake, please get in touch so that we can assist in locating and returning it to you as soon as possible. We are here to help but cannot guarantee that a driver partner has your property or can immediately deliver it to you. Please remember that many other passengers will use the same vehicle in the same day.

We will let you know if the driver partner is required to deliver property directly to the Police.

Any property handed in by a driver partner will be recorded in a Property Found Register.

### RETURNING PROPERTY

If the driver partner has your property in their possession and you would like this to be returned to you directly, a fee will be charged based on the fare from the driver partners' current location and the destination.

## COLLECTING PROPERTY

If we or a driver partner let you know that your item has been handed into one of our hubs, you will need to give us an accurate description of the item and the journey you made before making arrangements to collect it. You will also need to bring one of the following identification documents at the time of collection;

- Driving licence
- Passport
- National ID

You must sign for the items claimed, and we will record your details in the Property Found Register.

You may collect your property during office hours, Monday to Friday 09:00 – 17:00 and weekends by prior appointment.

## HOW LONG WE HOLD ITEMS FOR

If we are required to store your item in accordance with local authority licensing conditions, we have limited storage and can only hold unclaimed items for a maximum of 6 weeks.

## ITEMS WE CANNOT STORE

If we are required to store your item in accordance with local authority licensing conditions, for safety and security reasons we follow these guidelines on the storage and handling of certain items;

- Perishable food and drink will be disposed of
- Tinned or dried foods may be transferred to a Food Bank
- Unopened alcohol may be donated to charitable local events as raffle prizes
- Medicines and/ or prescribed drugs will be safely disposed of
- Un-prescribed drugs or associated paraphernalia will be reported to the Police
- Credit/ debit cards will not be held for longer than 24 hours and are shredded and disposed of securely after this time
- Passports will be returned to the issuing office after 24 hours. Find out how to [cancel your passport](#)
- Driving licences will be returned to the DVLA after 24 hours

## HOW WE DISPOSE OF MISPLACED OR LOST PROPERTY

If we are required to store your item in accordance with local authority licensing conditions, after 6 weeks we will dispose of unclaimed property as follows;

- Cash – unclaimed cash will be donated to a charity of our choice
- Recyclable items – will be donated to a charity of our choice
- Laptops/ mobile phones/ other PDAs – will be handed into the Police due to the potential security risks associated with personal data/ recycled in line with WEEE recycling guidelines

Lesser value items that do not fit into a category above, or appear damaged or soiled, will be disposed of via general waste.

In all scenarios, where possible a receipt will be obtained and disposal details entered into the Property Found Register.



## CONTACT

If you have any queries, you should contact your local Veezu operator:

[A2B Radio Cars](#)

[Amber Cars](#)

[Dragon Taxis](#)

[Go Carz](#)

[VCars](#)

The Compliance team will oversee the adherence to this policy; if you have any questions please contact them at [compliance@veezu.co.uk](mailto:compliance@veezu.co.uk). You can also write to us at:

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