LOST PROPERTY HANDLING POLICY

Policy Statement

Gym Nation London Bridge • Gym Nation Vauxhall

Updated 07/11/26

1. Purpose and scope

1.1 This policy makes sure lost and found property at Gym Nation sites is stored securely, returned to its owner wherever possible and, if it is not claimed, disposed of responsibly.

1.2 Gym Nation Ltd is the parent company that runs all Gym Nation gyms through its subsidiaries, Gym Nation London Bridge Ltd and Gym Nation Vauxhall Ltd. In this policy, "Gym Nation" means Gym Nation Ltd and those subsidiaries together. The policy applies at every Gym Nation site (currently London Bridge and Vauxhall).

1.3 Lost property means any item found on Gym Nation premises that cannot immediately be returned to its owner. This includes items left in lockers overnight, which are removed the following day under the Membership Agreement.

1.4 This policy covers property belonging to members, guests, visitors and the public.

2. Responsibilities

2.1 The General Manager has overall responsibility for lost property at each site, including the Lost Property Log.

2.2 Each site has a named person for lost property queries (this does not need to be the General Manager).

2.3 Each site has a secure lockbox for valuable items and a designated lost property area for everything else. Items stay there until they are claimed, transferred or disposed of under this policy.

3. When an item is found

3.1 Hand the item to reception straight away.

3.2 Record it on the site's Lost Property Log the same day, including:

- a description of the item;
- the date it was found and where;
- who found it and who logged it;
- where it is being stored;
- any attempts to contact the owner; and
- what finally happened to it (returned, transferred or disposed of), the date and the staff member responsible.

3.3 Try to identify the owner: check any name or ID against member records on Kenko and contact the member by phone and email.

3.4 Store and dispose of the item as set out in the table in section 4.

3.5 Only contact the police about items that may be linked to a crime, or about weapons, drugs or other dangerous items. Handle these as little as possible and keep them secure until the police collect them. Most police forces no longer accept general lost property.

4. How long items are kept and what happens next

All items are kept for 1 month, except bank cards (1 week) and food, drink and hygiene items (24 hours).

Type of item	Kept for	What to do
Bank cards (credit and debit)	1 week	Check the name against member records and contact the member by phone and email. If there is no match, call the number on the back of the card and follow the bank's advice. Keep the card in the lockbox. Record only the name on the card and the last 4 digits on the log. If unclaimed after 1 week, cut through the chip and magnetic strip with a second staff member present, dispose of it, and log the date.
Passports and driving licences	1 month	Check the name against member records and contact the owner. Keep in the lockbox. If unclaimed, never destroy them. Return passports to HM Passport Office and driving licences to the DVLA, following the instructions on gov.uk. Log the date sent.
Cash, wallets and purses	1 month	Two staff members count any cash together and record the amount on the log. Check the wallet or purse for ID or cards to identify the owner, and contact them. Keep in the lockbox. If unclaimed, donate the cash to charity and log it. Deal with any cards or ID inside as set out in the rows above and below.
Phones, laptops, tablets and other electronics	1 month	Contact the owner if known. Keep in the lockbox. If unclaimed, do not put in general waste. Hand to a certified recycling service that securely wipes data, and log the date.
Other ID, keys, jewellery, watches, earphones and other valuables	1 month	Contact the owner if known. Keep in the lockbox. If unclaimed, shred ID cards, dispose of keys securely, and donate other items to charity or dispose of them. Log the outcome.
Clothing, towels, water bottles and training equipment (belts, straps, bands etc.)	1 month	Contact the owner if known. Keep in the lost property area. If unclaimed, donate clean, usable items to charity and dispose of the rest. Log the outcome.
Food, drink and hygiene items (e.g. gum shields, opened toiletries)	24 hours	Contact the owner if known. For hygiene reasons, dispose of the item if it is not collected within 24 hours.

5. Returning items

5.1 Anyone claiming an item will be asked to describe it. For items kept in the lockbox, they must also show photo ID.

5.2 For lockbox items, the claimant signs the Lost Property Log when they collect. Update the log every time an item is returned.

5.3 Owners can ask for an item to be transferred to the other Gym Nation site for collection. Record the transfer on both sites' logs.

5.4 Someone else can only collect an item for the owner with the owner's written permission (e.g. an email) and their own photo ID.

6. Records and privacy

6.1 The Lost Property Log contains personal data, so it must be kept securely and handled in line with our Data Protection Policy. Entries are deleted 12 months after the item was returned, transferred or disposed of.

6.2 Each site makes sure the Lost Property Handling Statement is available to customers and visitors at reception and on the Gym Nation website.