



REGULATIONS – LOST AND FOUND SERVICE

NICE CÔTE D’AZUR AIRPORT

Definitions

Nice Côte d’Azur Airport provides a Lost and Found Service to its passengers and users to enable them to retrieve personal belongings which they may lose at the airport. This service is run by the Safe Bag Service Centre located on the ground floor of Terminal 2 between the door A3 and A4.

The Service Centre also provides a lost and found service for airline companies operating at Nice Airport, with the exception of Lufthansa, Emirates, Turkish Airlines, Air Algérie, Tunisair, Royal Air Maroc, Delta Airlines, S7, Aeroflot, et Rossiya, which independently arranges for the storage of objects lost by its passengers on its airplanes.

Please note that certain objects are not accepted by the Lost and Found Service and are systematically destroyed. Please find below a non-exhaustive list for information purposes, which may be amended, in particular based on changes to airport security regulations:

- Dangerous objects (weapons and ammunition, cutting implements, etc.)
- Dangerous, explosive, corrosive, inflammable, toxic and radioactive (fireworks, firecrackers, paint, alcohol, paintings, etc.) substances and materials
- Perishable and/or open food items are destroyed after 24 hours for hygien and safety reasons
- Animals
- Plants

Registering found objects

Objects handed over to the Service Centre will be checked through a contradictory inventory with the depositor, before being recorded in the register of found objects along with the following information:

- Registration date
- Location where the object was found
- Precise description
- Finder’s name (person who found the object and/or handed it over to the Service Centre)

Then they are inspected with an explosives detector, before being recorded in TROOV software.

Any suspicious or prohibited object will be handed over to the appropriate authorities and destroyed.



Procedure for returning objects

Any person who claims to own an object lost at the airport must declare the loss on www.troov.com/en/aeroport-de-nice website, and fill in all the requested information with as many details as possible (date and location of the loss, item precise description, brand, colour ...).

If the software identifies a possible correspondance with an object registered in its database, the claimer will receive an alert by e-mail. He/she shall then answer a few questions in order to give more precise details about the object and lift any doubt about the correspondance between the lost item and the found object identified in the database.

After final validation of the correspondance by Safe Bag, the owner will be invited to reconnect on www.troov.com/en/aeroport-de-nice website, in order to choose the way to collect his/her item back (directly at Safe Bag shop or by post), and pay for the corresponding fees : 12 € per item (management fees) plus shipping costs (if so). Shipping costs will be calculated directly by Troov software, according to the place of delivery and to the size/weight of the item.

If the owner chooses to collect the item him(her)self, he/she shall go to Safe Bag Service Center in Terminal 2 of Nice airport, during opening hours (8 :00 am to 21 :00 pm, seven days a week), on presentation of valid proof of identity.

If the owner is unable to personally go to the Service Centre, he/she may arrange for the object to be collected by a third party. In order to do so, he/she shall fill in a power of attorney directly on the Troov website, indicating first and last name of the third party, who must go to the Service Centre with valid proof of identity.

If the owner chooses to have his/her item sent back by another carrier than the one proposed on Troov website, he/she must contact Safe Bag Service Center by e-mail (service.nice1@fsbservice.fr).

In the event of doubt regarding the owner's identity, the Service Centre officers are entitled to refuse to return the object.

Special cases of valuable objects

Valuable objects (cash, jewellery, etc.) can be returned by post providing that the owner validates the Insurance option proposed on Troov website.

If the claimed object is a mobile telephone, a computer or a tactile tablet, and if no distinguishing feature enables it to be identified as the claimed owner's object (e.g., IMEI number [serial number which may be provided by the operator and shown on the purchase invoice], SIM card number), the owner must go to the Service Centre in person, with proof of identity, to attempt to identify the device.



Storage period

Found objects are stored 15 days at the Service Centre. Then, they will be transferred to the Lost and found Department of the city of Nice, located *42 rue Dabray*, which you may contact by phone on +33 (0)4 97 13 44 10.

Liability

Objects found at the airport are generally handed over to the Service Centre in Terminal 2, but this is not always the case. Therefore, the airport accepts no liability if the lost object is not found, or if, in spite of checks carried out by officers, the object was returned by mistake to person who was not the actual owner.

In addition, the Service Centre accepts no liability for any damage caused to returned objects: said objects will be returned in the condition in which they were found and handed over to the Service Centre.

Consultation of these Regulations

The up-to-date version of these Regulations can be consulted by airport users:

- at the Service Centre (on request)
- at the airport's website (en.nice.aeroport.fr), under the topic [Practical-services/Service Center](#).