



## **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 Service Centre located on the ground floor of Terminal 2 between the door A 3 and A 4.

The Service Centre also provides a lost and found service for airline companies operating at Nice Airport, with the exception of Lufthansa, 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
- Animals
- Plants

#### **Registering found objects**

X-ray inspection is used to screen objects handed over to the Service Centre before they are recorded in the register of found objects along with the following information:

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

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 provide detailed information (date and location of the loss, precise description of the object, brand, colour, etc.) in order to enable the Service Centre officers to check that he/she is the actual owner of the object and has to pay 12 euros for an item with value (jewels, passports, Identity Cards, credit or payment cards, glasses, wallets, purses, hand bags and luggages) and 6 euros for any other item.

The owner may then go to the Service Centre during opening hours (6:00 am to 11:30 pm, seven days a week) to collect the object 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, whose first and last name he/she will give in advance, who must go to the Service Centre with valid proof of identity and a power of attorney drawn up in writing by the owner, or
- arrange for the object to be collect by carrier (the Service Centre may provide him/her with the contact details of carriers operating at Nice Airport).

The object will be returned against signature and payment of management fees (rate is displayed within price list at the Service Centre, and available on request). 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.) cannot be returned by post.

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

### **Liability**

Objects found at the airport are generally handed over to the Service Centre in Terminal 1, 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 ([www.nice.aeroport.fr](http://www.nice.aeroport.fr)), under the topic "practice thereof".