



Lost Property Policy

All items of lost property that are found on our vehicles are collected and returned to our main depot in Byfleet.

They are then tagged to show –

- Date & Time found,
- Vehicle found on,
- Bus Service Route Number (if applicable),
- Coach Booking Reference Number (if applicable),
- Description of item.

The item is then stored in the relevant lost property box in the office.

Items will be disposed of after a 4 week period if not collected before this time. (any items of food will be disposed of immediately)

Items of high value (such as mobile telephones) we will require proof of identification before items can be released.

To report lost property please firstly contact our customer services team on 01932 787752, which is open Monday to Friday 09:30 to 14:00 only. They will then be able to confirm if we have found your missing items or not.

All lost property must be collected from our main depot in Byfleet, Surrey. No appointment is required but please note that lost property can only be collected between the hours of Monday to Friday 09:30 to 14:00.

Please note that we are unable to post, deliver or return any lost property to you, all items must be collected from our Byfleet Depot.

We do not accept any responsibility for any items that are left on our Buses, Coaches or any items that are returned to any of our Depots.