

LOST PROPERTY PROCEDURE

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Company: Knyazeva Ltd
Business: Private Hire & Executive Chauffeur Services
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Knyazeva Ltd is committed to dealing with property left in its vehicles responsibly, securely and fairly.

This procedure explains how lost property is reported, stored, returned to its owner and dealt with if it remains unclaimed.

1. Reporting Lost Property

Customers who believe they have left an item in a Knyazeva Ltd vehicle should contact the company as soon as reasonably possible.

When reporting lost property, customers should provide, where possible:

- their name;
- contact details;
- date and approximate time of the journey;
- pick-up and destination locations;
- a description of the missing item;
- any other information that may help identify the property.

Knyazeva Ltd will make reasonable enquiries to establish whether the item has been found.

2. Property Found in the Vehicle

Where a driver discovers property left in the vehicle, the item will be removed from the vehicle as soon as reasonably practicable and dealt with in accordance with this procedure.

The driver will notify Knyazeva Ltd of the property found and provide relevant details, including where and when it was found.

Where appropriate, the circumstances in which the property was found will be recorded.

3. Secure Storage

Lost property will be stored securely by Knyazeva Ltd while reasonable efforts are made to identify and contact the owner.

Where practicable, access to stored lost property will be restricted to authorised persons.

Valuable, sensitive or personal items will be given appropriate additional protection.

Items containing personal, financial or confidential information will be handled carefully to

minimise the risk of unauthorised access or disclosure.

4. Identifying the Owner

Knyazeva Ltd will take reasonable steps to identify the owner of lost property.

Depending on the circumstances, this may include:

- checking booking information;
- contacting the passenger using the contact details provided at the time of booking;
- checking whether the item contains information that can reasonably be used to identify its owner;
- responding to enquiries from customers who report missing property.

Knyazeva Ltd will not disclose personal information belonging to another customer in an attempt to reunite lost property with its owner.

5. Returning Lost Property

Where the owner has been identified, Knyazeva Ltd will make reasonable efforts to arrange the return of the property.

The owner may be asked to provide reasonable information confirming that the property belongs to them before it is released.

Depending on the circumstances, the property may be:

- collected by the owner by prior arrangement; or
- returned by another mutually agreed method.

Any costs associated with returning the property, where applicable, will be agreed with the owner in advance.

6. Unclaimed Property

If the owner cannot be identified or contacted, Knyazeva Ltd will retain the property for a reasonable period while reasonable attempts are made to reunite it with its owner.

If property remains unclaimed after reasonable efforts have been made, Knyazeva Ltd may arrange for the item to be disposed of or otherwise dealt with appropriately.

The method of disposal will take into account:

- the nature and value of the property;
- whether the property contains personal or sensitive information;
- whether the item is perishable;
- any applicable legal or regulatory requirements.

Where an item contains personal, financial or sensitive information, it will be disposed of securely where disposal is appropriate.

7. Identification and Verification

Knyazeva Ltd will take reasonable precautions before releasing valuable or sensitive property to a person claiming it.

The claimant may be asked to provide sufficient information to demonstrate ownership.

This may include a description of the item, its contents or other reasonable identifying information.

8. Prohibited or Concerning Items

If property found in a vehicle appears to be illegal, dangerous or otherwise presents a safety concern, Knyazeva Ltd will not attempt to return or dispose of the item without appropriate consideration.

Where necessary, the matter may be referred to the appropriate authority or emergency service.

9. Personal Data

Any personal information obtained in connection with lost property will be handled in accordance with applicable data protection legislation and Knyazeva Ltd's Privacy Policy.

Information will only be used where reasonably necessary to manage the lost property and reunite it with its owner.

10. Customer Responsibility

Customers are responsible for checking that they have all personal belongings with them when leaving the vehicle.

Knyazeva Ltd will take reasonable steps to deal with property found in its vehicles but cannot guarantee that every lost item will be recovered.

11. Contact

To report lost property or enquire about an item, please contact Knyazeva Ltd using the contact details provided on this website.

Please provide as much information as possible to help us identify the journey and the property concerned