



HYDEAWAY *Stay*

LOST & FOUND POLICY

General. At Hydeaway Stay, we understand that sometimes items can go missing during your stay and while we strive to provide a safe and secure environment, please remember that you are responsible for your personal belongings and valuables during your stay.

Reporting Lost Items. In the event that you realize you've left something behind, reach out to us promptly. The sooner you let us know, the higher the chances of recovering your lost item. We'll coordinate with our team to search for and locate the item in question. Be sure to provide us with as much detail as possible, including the item's description, the location it was last seen, and any distinguishing features. Every effort will be made to find the item by the Hydeaway Stay team

Located items. If an item is found in the Hydeaway, it will be catalogued and kept in a secure location until such time as the guest reports the item(s) lost, or the guest arranges to pick it up in person or arrange delivery by courier at their expense. All relevant details such as the location where the item was found, guest information, date, and time will be recorded.

Return of Items. If we successfully locate your lost item, we'll arrange for its return to you. Any costs associated with shipping or handling of lost items will be the responsibility of the guest.

Foods & Perishables. Food, drink and other perishables are not considered lost or misplaced and are subject to immediate disposal after check out has been confirmed.

Retention period. Hydeaway Stay will retain lost items for a maximum of **90 days** after which they will be donated to a local charity, thrift store, or discarded.

Limited Liability. While we'll make every effort to help you find your lost items, Hydeaway Stay, its staff, and property owners, are not responsible for lost, stolen, or damaged items during your stay.

Please note that our Lost & Found policy aims to assist you in the event of misplaced items, but we encourage you to keep your belongings secure and accounted for throughout your stay.

If you have any questions or concerns about lost items, feel free to contact us at info@hydeawaystay.com