

# **Rules for using the LEFT ITEMS Service**

## **Rules applicable from 01 April 2025**

These rules legally apply to all those using the left items service.

### **Article 1: Left items service**

**1.1** The "left items" service is provided by TOULOUSE-BLAGNAC AIRPORT to enable items that owners do not wish to carry on to the aircraft or that are prohibited in hand luggage to be stored in a safe place for later collection.

**1.2** Items can be left daily at the Information Desk during the desk opening hours or at any of the Security Checkpoints. These items can be collected from the Information Desk during opening hours.

**1.3** A fixed rate of 12 euros (inclusive of tax) is charged per envelope or per motorbike helmet.

### **Article 2: Recording of items**

**2.1** Each item is placed in a standard envelope provided by TOULOUSE-BLAGNAC AIRPORT or by the Security Checkpoint personnel. Only items placed in one of these envelopes will be accepted, the only exception being motorbike helmets that can be handed in at the Information Desk.

Each envelope is recorded at the Information Desk or Security Checkpoint. Each envelope has a unique number and a detachable receipt to be retained by the item owner.

**2.2** With the exception of motorbike helmets, only items that fit in an A4 envelope can be deposited. The envelope must be able to be sealed and must not weigh more than 1 kg.

Perishable foods and hazardous items (hazardous materials, explosives, corrosives, etc.) may not be deposited in left items.

### **Article 3: Item storage period**

Any items not collected within two months of being deposited will be handed over to the State Property department. Items not accepted by the latter will be destroyed or handed over to an association after two months.

### **Article 4: Return of items**

**4.1** Owners must collect their left items from the Airport Information Desk within a maximum period of 2 months of the date of deposit. Owners will be asked to show their detachable receipt and proof of ID in order to collect their items.

**4.2** The service terminates once an item has been returned to its rightful owner. The Customer agrees to pay TOULOUSE-BLAGNAC AIRPORT the amounts due, regardless of any claim they may wish to file. Payment can be made by cheque payable to "société Aéroport Toulouse-Blagnac", in cash or by bank card.

**4.3** The item is returned to the owner or their authorised representative, subject to valid proxy, who must sign for it.

**4.5** If an owner is unable to collect an item in person, they may request that the item be posted within the two-month storage period. The current rate payable for the item shipping service is specified in the general terms and conditions of use of the item shipping service. The general terms and conditions of use of the item shipping service must therefore be approved prior to any shipment, and the owner is obligated to pay the required left item fee and shipping costs.

### **Article 5: Advertising**

These Rules are made known to Airport users by means of posters at the Information Desk and Security Checkpoints, and on the Airport website.

### **Article 6: Liability**

**6.1** ATB will not be held liable in any way if, despite checks performed by agents, an item is mistakenly returned to someone other than its rightful owner.

**6.2** ATB can only be held liable for the loss of or damage to an item if proof that it is responsible for such loss or damage is provided. In any event, ATB's liability is limited to the sum of €50.

### **Article 7: Information and Right of Access**

Personal data collected is processed by ATB, which is the data controller. ATB uses the personal data collected to manage the left item service.

ATB collects and processes, where necessary, the following data: first and last name, email address and telephone number of the owner or their authorised representative where applicable. This data shall only be processed by authorised ATB employees. The data is kept in compliance with Regulations and the applicable legal durations, and is proportional to the processing objectives. At the end of the fixed duration, 5 years in this case, personal data is deleted. In accordance with the Regulations, individuals concerned can exercise their rights (access, rectification, deletion, opposition, limitation and portability where required) by email at [dpo@toulouse.aeroport.fr](mailto:dpo@toulouse.aeroport.fr) by attaching a copy of valid personal identification and specifying the right they wish to exercise or by filling in the form [www.toulouse.aeroport.fr/mention-legales/contact-dpo](http://www.toulouse.aeroport.fr/mention-legales/contact-dpo). The User also has the right to file a complaint with the French National Commission for Information Technology and Civil Liberties (CNIL).

### **Article 8: Mediation**

After submitting the case to the customer support service of TOULOUSE-BLAGNAC AIRPORT, and if a response deemed satisfactory has not been received within 60 days, any person who can show that they qualify as a consumer and customer of the services provided directly by TOULOUSE-BLAGNAC AIRPORT shall have the right, in the event of a dispute relating to the contractual obligations, to seek the assistance of a consumer mediator, free of charge, the contact information and referral procedures thereof being available on the website [www.mtv.travel/](http://www.mtv.travel/). Contact the mediator: MTV Médiation Tourisme Voyage - BP 80 303 - 75 823 PARIS cedex 17.