

Rules for using the LOST & FOUND Service

Rules applicable from 01 April 2025

The rules set out herein apply to any item lost by its owner within the airport zone (outside of aircraft and excluding bags tagged by the airline or bearing a checked baggage tag) and which is found by another person and brought to the Airport Information Desk. Any luggage or parcels found in a public area must not be moved, and must be reported.

Article 1: Management of found items

- 1.1 The "Lost & Found" service is provided by TOULOUSE-BLAGNAC AIRPORT (ATB) to facilitate the return of any items lost or misplaced within the airport zone to their rightful owners. As such, it cannot be considered as an official lost & found service.
- 1.2 Found items can be brought to the Information Desk every day during business hours. They can be collected 7 days a week from 8am to 7pm, except for valuables, which can be collected from Monday to Friday from 9am to 5pm.
- 1.3 A fixed service fee of 12 euros (inclusive of tax) is charged for collecting an item.

Article 2: Recording of found items

- 2.1 Each item brought to the Airport Information Desk will be labelled, numbered and catalogued if necessary, and then recorded in a file containing the relevant information: record number, date deposited, description of items, place found and storage location.
- 2.2 Some items are not accepted and are either destroyed or handed over to third-party services. The list below includes, but is not limited to, special cases and is subject to change, particularly in light of new regulations:
 - Bank cards and cheque books are handed in at the Airport bank.
 - Perishable foods, newspapers and magazines are destroyed immediately.
 - Keys are not recorded, but are kept under the same conditions as other items.
 - Items that may contain a flammable, pressurised or explosive product, etc., and other items considered hazardous, are turned over to the Airport's First Aid service and destroyed.
 - Animals and plants are not accepted.
- 2.3 If they wish to identify themselves, the person who brings the item will be qualified as the finder. A person who has found an item within the scope of their professional duties shall not be considered a finder.

Article 3: Item storage period

- Items are kept for 2 months after they have been recorded. Any item that has not been claimed within this limit is handed over to:
- the relevant state authorities for administrative identity documents (ID card, passport, driving licence, residence permit)
 - the State Property and Treasury department (valuables and cash).
- Items not accepted by the State Property department are destroyed or handed over to an association.

Article 4: Return of items

- 4.1 If the item is claimed by the owner while it is still in the possession of the Airport Information Desk, the latter verifies rightful ownership by all possible means (including pin code, serial number, IMEI no., photos or a detailed description). If there is any doubt about the owner's identity, the agents reserve the right to refuse to hand over the item.
- 4.2 The item is returned to the owner or their authorised representative, subject to valid proxy, who must sign for it.
- 4.3 Seven days before expiry of the storage period, the item may be returned to the finder at their request, if they provide proof of identity and domicile. However, the finder does not become the owner until 3 years have elapsed since the item was handed over, in accordance with Article 2276 of the French Civil Code; until then, the owner of the item retains ownership of it and may claim the item from the finder, who must return it. If the owner claims the item before 3 years have elapsed, they will be provided with the finder's name and contact details.
- 4.4 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 requester is obligated to pay the required found item fee and shipping costs.

Article 5: Liability:

- 5.1 Found items are usually reported to the Information Desk, but this is not always the case. ATB will not be held liable in any way if the lost or misplaced item is not found or if, despite checks performed by agents, an item is mistakenly returned to someone other than its rightful owner.
- 5.2 ATB cannot be held liable for any damage to the items when they are returned.

Article 6: Advertising

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

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 Lost & Found service. ATB collects and processes, where necessary, the following data: first and last name, address, email address, telephone number and a copy of the proof of identity of the owner and finder, and of their authorised representative where applicable. This data shall only be processed by authorised ATB employees. The finder's contact details may be provided to the owner in the case provided for in Article 3.3. 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 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. The User also has the right to file a complaint with the French National Commission for Information Technology and Civil Liberties (CNIL).

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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/. Contact the mediator: MTV Médiation Tourisme Voyage - BP 80 303 - 75 823 PARIS cedex 17.