



Policy & Procedure

Title	Loss Prevention 06 - Lost and Found
Purpose	This policy outlines the procedures for handling lost and found items to ensure they are managed consistently, securely, and in accordance with company standards. Proper handling protects guest property, reduces risk, and ensures appropriate documentation and disposition of items.
Who Does This Impact	Campus Head Coach Head Coach Assistant Coach Coach in Training Team Captains Teammates Field Leaders
Definitions	Lost & Found Item: Any item left behind by a guest or discovered in the store and turned in by a team member or another guest.
General Policy	• All lost and found items immediately turned into the Leader on Duty. • The Leader on Duty is responsible for receiving, securing, and determining the next steps for all items. • Store Leadership must approve final disposition and destruction of items. • If there are questions regarding an item, contact your District Manager. • Taking a lost and found item without permission is considered theft and will be handled in accordance with company policy.
Storage Requirements	All locations should maintain a dedicated Lost & Found Bin • Place a white open top bin in the stockroom or cash wrap under the camera view. • Label the bin "Lost and Found". • Store the following items in the bin: ○ Personal items ○ Items valued under \$100 • Store Leadership must audit the bin monthly and dispose of items according to policy.
When an Item is Found	• Notify the Leader on Duty immediately. • Attempt to locate the owner as soon as possible (the individual may still be in the store). • Direct all guest inquiries regarding lost items to the Leader on Duty.



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If the owner is located:

- Verify ownership by having the individual describe the item.

For sensitive items (e.g., credit cards, checkbooks), request photo identification

Lost & Found Action by Item Type

High-Value & Sensitive Items

- Items valued at \$100 or greater must be secured immediately in a designated area under camera view. Partner with Loss Prevention at lossprevention@rallyhouse.com if you have additional questions
- This includes:
 - Credit cards
 - Driver's licenses
 - Passports
 - Checkbooks
- **Note:** Driver's licenses and passports may be placed in a mailbox after 24 hours for USPS handling and return.

Lost and Found Item disposition

Use the table below to determine how to handle and store items based on type and value.

Rally House Merchandise (with receipt)

- Email your District Manager with receipt of information to attempt guest contact.
- Place a note on the item with date and time found.
- Hold the item in the designated bin.
- If the guest cannot be contacted within 2 weeks:
 - Return the item(s) at the register.
 - Keep the funds in the register, if the tender type was "cash".

Rally House Merchandise (no receipt)

- Place the item in the designated bin with the date and time noted.
- Email District Manager or Corporate with SKU to attempt to locate transactions.
- If the guest cannot be contacted within 2 weeks:
 - Return the item to stock after one week

Rally House Gift Cards

- Turn over to Leader on Duty immediately with date and time noted.
- After 24 hours:
 - Cash out the gift card
 - Complete a paid-in with explanation "GC left by guest"
 - Leave the funds in the register
 - If guest comes back later to pick up, complete a paid out with the explanation "guest claimed"



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Merchandise from Other Stores

- Place items in the designated bin with date and time noted.
- Hold for two weeks.
 - After two weeks, contact the retailer to arrange a pickup.

Lost & Found Cash

- Immediately complete a paid-in at the POS with explanation "Found in Store"
- If claimed:
 - Validate the amount
 - Complete a paid-out to return funds to the guest with explanation of "guest claimed".

Credit Cards

- Attempt to locate the owner in-store.
- If located:
 - Verify identity with a photo ID and return the credit card to the guest.
- If not located:
 - Store in lockbox with a note including date, time, and team member name.
- After 24 hours:
 - If unclaimed, destroy the card.
 - Destroy card by cutting into multiple pieces; it is also recommended that you cut through the chip on the card.

Driver's License / Passport

- Store securely with date and time noted.
- After 24 hours:
 - Place in a mailbox for USPS handling and return

Personal Items (Under \$100)

- Attach note with date and time found.
- Keep at cash wrap for the remainder of the day.
- Move to Lost & Found Bin under camera view.
- Retain for 30 days.
- After 30 days, the Head Coach must destroy the item(s).

Items Valued at \$100 or More

- Attach a note with date, time found and store in lockbox.
- If item does not fit in the lockbox, place in Lost & Found bin
- After 30 days:
 - Contact Loss Prevention at lossprevention@rallyhouse.com for further directions on disposition.