

LOST & FOUND POLICY

At Norval Foundation, we strive to provide a safe and enjoyable experience for all our visitors. We understand that personal items may be misplaced during your visit, and we are committed to assisting in the recovery of lost property. Please review our Lost and Found Policy below:

1. REPORTING LOST ITEMS

If you have lost an item during your visit, please notify a museum staff member. You can also visit the Museum's Front Desk or them on info@norvalfoundation.org or +27 87 654 5900.

2. HANDLING FOUND ITEMS

Staff Protocol: Any museum staff member who finds an item should immediately turn it in at the Front Desk or designated area. Items found in public areas will be collected and logged.

Identification: Found items will be catalogued and stored in a secure location. If you find an item, please ensure that it is handed over to a staff member for proper documentation and care.

3. STORAGE AND RETENTION OF LOST ITEMS

Timeframe: Lost items will be stored for a period of 90 days, after which unclaimed items may be donated, discarded, or repurposed, depending on the nature of the item.

Security: Lost items will be stored in a secure and locked area to prevent theft or damage. The museum is not liable for any damage to lost items while in our custody.

4. CLAIMING LOST ITEMS

Identification Verification: To claim a lost item, visitors must provide sufficient identification and a description of the item. In cases of valuable or fragile items (such as electronics, wallets, or jewellery), the claimant may be asked to provide additional details or documentation.

Pick-Up Location: Items can be claimed at the Front Desk during normal museum operating hours.

No Liability: While we make every effort to ensure the safe return of lost items, the museum is not responsible for any items that are lost, damaged, or stolen.

5. EXEMPTIONS

Certain items, such as hazardous materials, perishable goods, or items considered illegal or dangerous by law, will not be accepted or returned by the museum.

6. CONTACT INFORMATION

For any questions regarding lost and found items, please contact us at:

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