

Degresort Amusement Park - Lost & Found Policy

Lost & Found Policy

Effective Date: June 17, 2025

Degresort Amusement Park is committed to assisting visitors in recovering lost items and safeguarding found property. Our Lost & Found policy is designed to ensure transparency, accountability, and fairness in managing misplaced belongings.

1. Reporting a Lost Item:

- Visitors who misplace items should report immediately to the nearest Guest Services counter or call our Lost & Found hotline at 0908 206 5651.
- Provide a clear description of the item including color, brand, size, and any distinguishing features.
- Lost item reports will be logged and tracked for up to 30 days.

2. Found Items:

- Items found within the park are to be handed over to any park staff or brought to Guest Services.
- All found items are logged, stored securely, and tagged with the date and location of discovery.
- Perishable items or those posing a health risk (e.g. food, drink, medicine) will be discarded the same day.

3. Claiming Items:

- Guests must provide valid identification and a matching description of the item.
- Items not claimed within 30 days may be donated to charity or disposed of responsibly.

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4. Valuable Items:

- Valuables such as phones, wallets, jewelry, and electronics are stored in a secure area and require stricter identification for release.
- We do not guarantee the recovery of any lost items.

5. Disclaimer:

- Degresort is not liable for lost or stolen items but will make every reasonable effort to assist in their recovery.
- Guests are encouraged to label their belongings and avoid bringing high-value items into the park.

For assistance, contact Guest Services or email: info@degresort.com

Thank you for your cooperation.