



Lost and Found Policy

Electronic safes are provided in every guest room and are to be used to store valuable items.

Arotel Rooms & Suites follows the below procedure, under mentioned points are example to guide the operation, but not limited to:

1. Valuables: are reported to the lost and found department with the description, date and time found, person who found it, guest full details (if found in the guest room) otherwise no guest details if found in public areas. **Please be advised that the lost and found item will be stored for 30 days at the property and then handed over to Goa Police.**

2. Clothes, shoes and same nature items: are reported to the lost and found department with the description, date and time found, person who found it, guest full details (if found in the guest room) otherwise no guest details if found in public areas. **Please be advised that the lost and found item will be stored for 60 days at the property and then handed over to charity.**

3. Perishable items and liquor: are reported to the lost and found department with the description, date and time found, person who found it, guest full details (if found in the guest room) otherwise no guest details if found in public areas. **Please be advised that the lost and found item will be directly disposed in the presence of the Security Manager or Manager on Duty.**

4. Any items left in or next to the garbage bins are considered rejected and will be discarded. The Hotel is not responsible for items that appear to be for disposal. Guests are encouraged to avoid confusion by placing all items in the drawers and cabinets provided, or in their luggage.

The hotel takes no responsibility for any lost or damaged items. Please look after your valuables and use the electronic safe(s) provided in your room.

To report a lost item, please contact Guest Relations by dialing 9 when in the hotel, and if after departure, please call +91 9096222410 or send an email to fdesk@arotel.net