

Lost and Found Program

I. OVERVIEW

The Lost & Found Program will ensure that items reported lost or found are properly accounted for and if at all possible, reunited with the rightful owners.

Definitions:

- a) **Lost Property** - Items reported to the Guest Services Department at the Mercedes-Benz Superdome/Smoothie King Center/Champions Square by visitors as lost, forgotten, misplaced or stolen and that are considered to have personal value
- b) **Found Property** – Items that are found within the boundaries of the Mercedes-Benz Superdome/Smoothie King Center/Champions Square and left unattended, abandoned, misplaced or forgotten such as equipment, cash, jewelry, books, documents, or personal identification paper
- c) **Donation** – Items that are not claimed or reunited with the owner within thirty (30) days will be donated to a designated charity.

II. POLICIES

1. Lost & Found hours of operation:
 - a. **Event Days** - Lost & Found will open with regular doors and will remain open for thirty minutes after the event concludes.
 - b. **Non-Event Days** - Lost & Found will be closed. Guests will be able to email lostandfound@asmneworleans.com to inquire about their item(s). If an item is found, an appointment will be made for the guest to retrieve the item(s).
2. MBSD/SKC/CS assumes no responsibility for the care and/or protection of any personal belongings left unattended on the property and for loss, under any circumstance, including theft, vandalism, or malicious mischief, of such belonging.
3. All persons on MBSD/SKC/CS property (i.e. team members, guests, clients, vendors, visitors, contractors, etc.) are required to turn in to the Guest Services Department or Security office, any items of value, whether cash, documents, or personal possessions, that they may find unattended anywhere on the Stadium property.

4. The Guest Services Department is responsible for safekeeping items that have been found and will return them to the rightful owner(s) upon presentation of reasonable proof of ownership.

III. EVENT DAY PROTOCOL

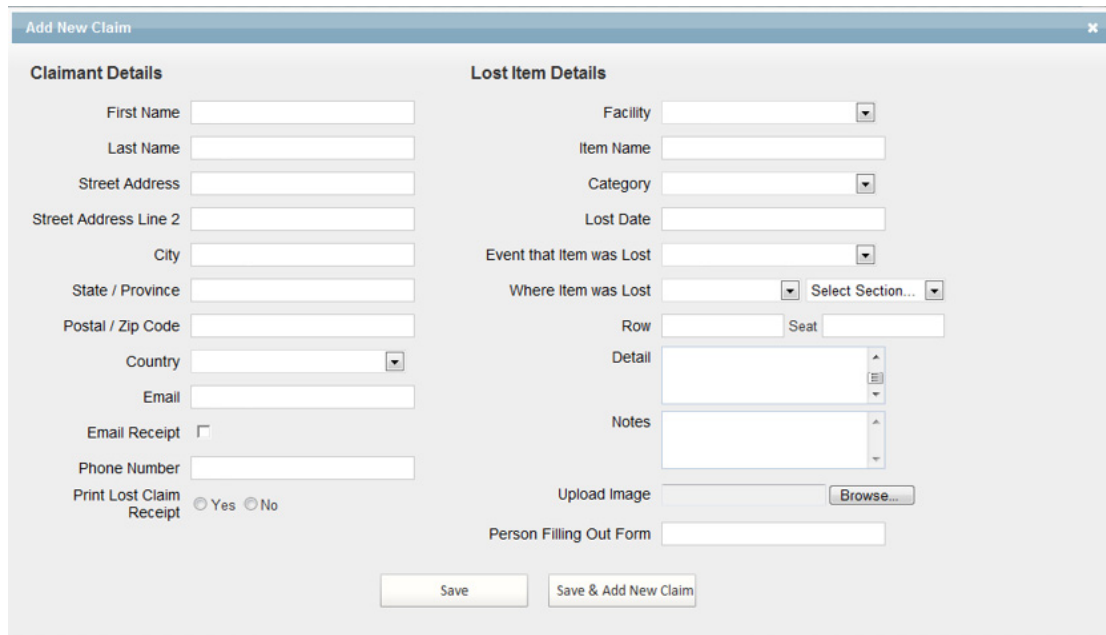
LOST ITEMS PROCEDURES

Lost Items can be inquired about in the following ways:

- **In Person** – at any Guest Services location
- **Online** – via the MBSD or SKC website or via email lostandfound@asmneworleans.com

To make a claim in person – Designated Guest Services locations (MBSD at Guest Relations Center (Gate A Plaza) or SKC at Section 108) are equipped to process a claim. Anyone that has lost an item(s) can go to any Guest Services location and report their item(s) lost. In cases where it is mentioned either implicitly or impliedly, that the loss is not accidental and may be the result of an intended act, stadium security will be contacted to create an open investigation. For all other claims, Guest Services representatives will take the report to include the following information:

- | | |
|-----------------------|----------------|
| • Name | • Facility |
| • Address | • Item Name |
| • Email address | • Category |
| • Phone Number | • Lost Date |
| • Location Where Lost | • Event Date |
| • Additional Details | • Completed By |



When the report is complete, a receipt will be printed and given to the guest. The guest will retain this receipt and will have the ability to inquire about the lost item via email.

To make a claim online – guests can utilize the MBSD or the SKC website and can submit a report. The guest will complete the online fields which include:

- Name
- Address
- Email address
- Phone Number
- Item Name
- Event/Lost Date
- Category
- Location Where Lost

Contact Information

| | |
|-----------------------|-------------------|
| First name | Last name |
| Street Address | |
| Street Address Line 2 | |
| City | |
| State / Province | Postal / Zip Code |
| United States ▼ | |
| Email | |
| Phone Number | |

Lost Item Details

| | |
|---------------------|------------------|
| Item Name | Lost Date |
| Select Category ▼ | |
| Where item was lost | Select Section ▼ |
| Row | Seat |

When the online claim is complete, the guest will receive the following auto-reply:

“We have received your completed Lost Item claim. You will receive a response to your inquiry within forty-eight (48) business hours from the date of this response. Should we need additional information to process this claim, you will be contacted via the information you’ve provided. Thank you and have a great day.” [Example reply below](#)

LOST CLAIM FORM CONFIRMATION

Thank you for submitting a lost claim form. Your submission has been received. Please allow 2-3 business days for a response.

Please note that guests will only receive a phone call if the missing item is found.

Thank you,

Claims from the website are routed directly into the Lost & Found system. Incidents are created and the Guest Services Staff will respond to all claims within forty-eight (48) business hours.

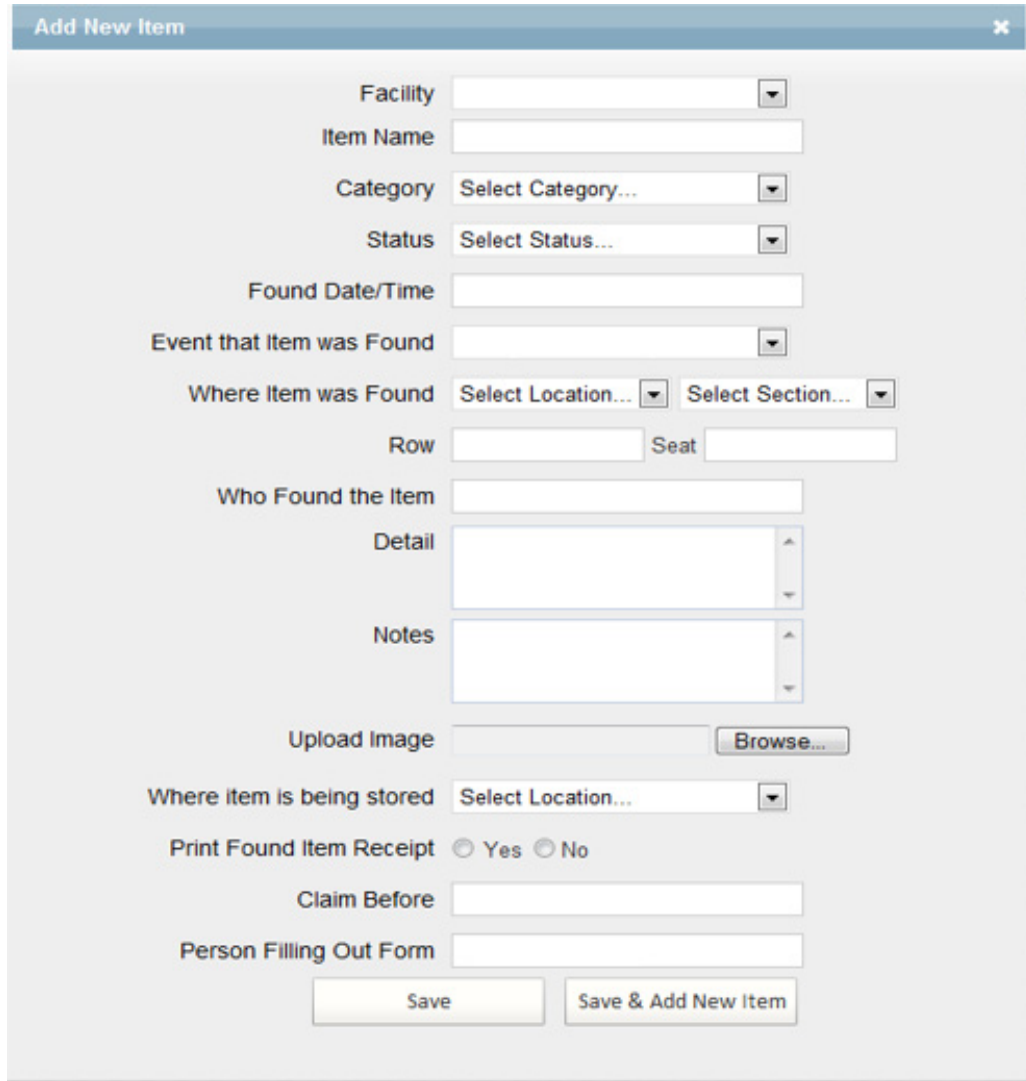
FOUND ITEMS PROCEDURE

The Guest Services department will make every effort to ensure that all items found on property during events are returned to the rightful owner. In order to properly process all found items the following processes will be followed:

1. Any persons finding any lost property shall immediately turn them in Guest Services location (MBSD- Guest Relations Booth at gate A Plaza) or (SKC Guest Services at section 108) and shall be required to provide the following information:
 - a. Person Reporting
 - b. Description of the item(s) found
 - c. Date and time found
 - d. Location of where item was found
 - e. Witnesses (if any)

2. In the case of a team member on post finding an item, he/she will contact their Supervisor. The team member **will not** leave their post. The Supervisor will receive the item and take it to the designated Guest Services location.

3. Once the found items are turned in to the Guest Services location, reasonable efforts will be made to ensure that the item(s) are returned to their rightful owners. All items found will be logged into the ISS Lost and Found system and an incident will be created to include the following information:
 - Facility Name
 - Item Name
 - Category
 - Status of Item
 - Details
 - Location of item storage
 - Event of Found Item
 - Found Date/Time
 - Who Found
 - Location Where Found
 - Image of item
 - Reported By



4. When the found item contains the identification of its owner, an attempt to reach the owner shall be made the same day. When a passport, state identification card, Global Entry cards, etc. are not claimed within twenty-four (24) hours of the end of the event, the Guest Services team may contact local authorities and make additional arrangements.
5. All credit cards not claimed within twenty-four (24) hours will be shredded and destroyed. Guest Services department will work with Centerplate and Retail partners to collect credit cards left behind at concession stands and retail locations during events and we will attempt to reunite with owners. If those efforts are unsuccessful, those cards will also be shredded or destroyed.
6. At the end of an event, any unclaimed found items will be brought to the Guest Services department and locked in the cabinet.

IV. NON-EVENT DAY PROTOCOL

LOST ITEMS PROCEDURES

On Non-Event Days lost items can be reported via the MBSD or SKC website or email **only**. SMG will not allow guests to walk-up to the property to make inquiries about lost items. However, we will do our best to accommodate those requests by doing the following:

- If items are not found at time of inquiry, persons inquiring about lost item(s) can complete a claim. The team member will create an incident in the ISS Lost & Found system and generate a claim receipt for the guest.

All items that are reported via online or email will be processed under the same protocol as on event days:

Guests can access the MBSD or SKC websites to report lost item(s) electronically. The claimant will complete the online fields which include:

The guest will complete the online fields which include:

- Name
- Address
- Email address
- Phone Number
- Item Name
- Event/Lost Date
- Category
- Location Where Lost

Contact Information

First name Last name

Street Address

Street Address Line 2

City

State / Province Postal / Zip Code

United States

Email

Phone Number

Lost Item Details

Item Name Lost Date

Select Category

Where item was lost Select Section

Row Seat

When the online claim is complete, the guest will receive the following auto-reply:

“We have received your completed Lost Item claim. You will receive a response to your inquiry within forty-eight (48) business hours from the date of this response. Should we need additional information to process this claim, you will be contacted via the information you’ve provided. Thank you and have a great day.” **Example reply below**

**LOST CLAIM FORM
CONFIRMATION**

Thank you for submitting a lost claim form. Your submission has been received. Please allow 2-3 business days for a response.

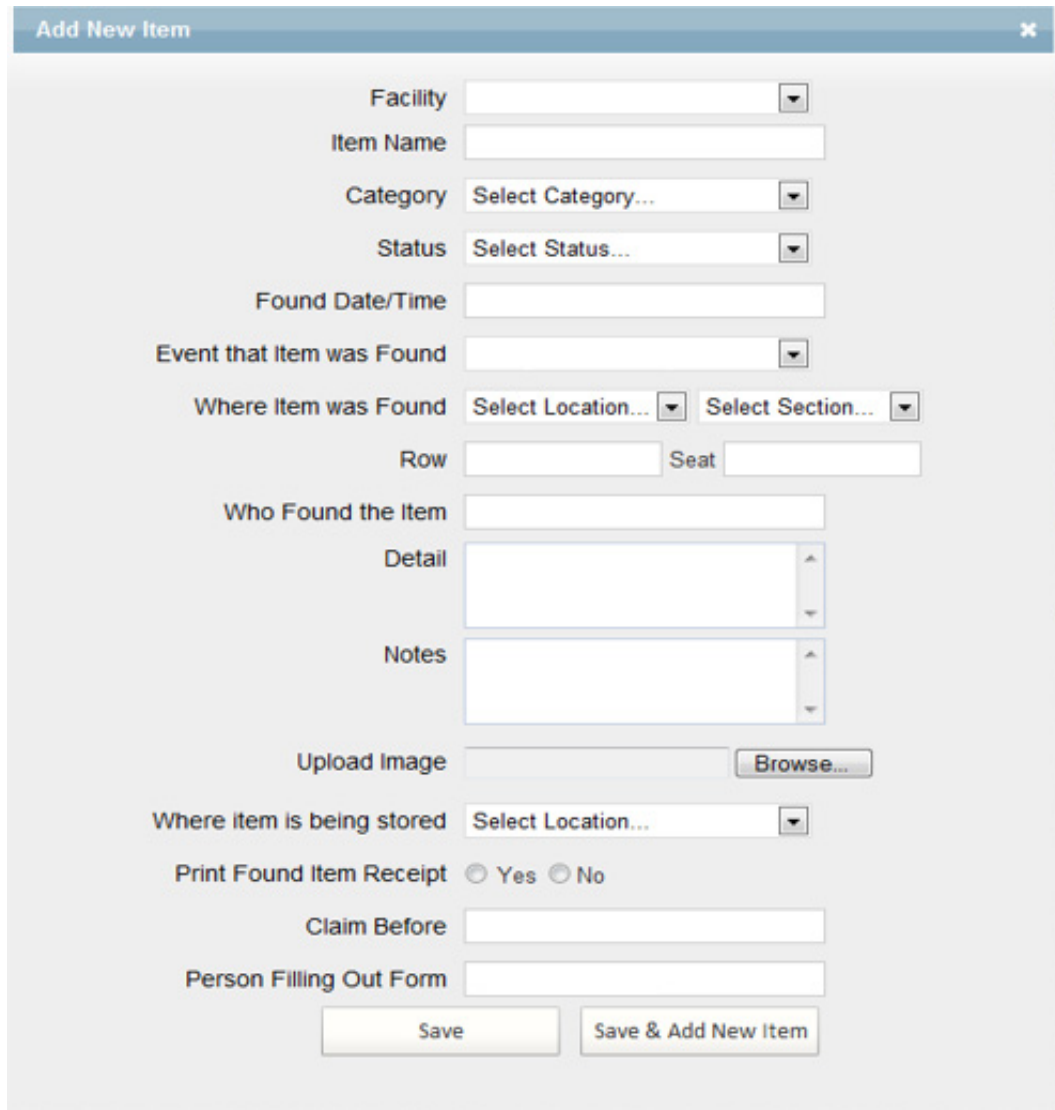
Please note that guests will only receive a phone call if the missing item is found.

Thank you,

FOUND ITEMS PROCEDURES

When staff, vendors, contractors and all other person on Stadium property finds items on non-event days, they are should deliver the item(s) to the Guest Services department or Public Safety department will receive the item and contact the Guest Services team to inform them that items have been turned in. The item(s) will be delivered to the Guest Services team who upon receipt, will log and process the item(s) as follows:

- Facility Name
- Item Name
- Category
- Status of Item
- Details
- Location of item storage
- Event of Found Item
- Found Date/Time
- Who Found
- Location Where Found
- Image of item
- Reported By



All items found on non-event days will be stored in the Guest Service Office in the Lost & Found locked cabinet. These items will be stored and processed per the Storage, Claiming and Disposal protocol.

V. STORAGE, CLAIMING AND DISPOSAL OF FOUND ITEMS

STORAGE

During an event, found items will remain at the Guest Services location where they were reported. After an event, unclaimed items will be brought to the Main Guest Services location and stored in a locked cabinet for a period of up to thirty (30) days.

Items will be inventoried on a weekly basis to ensure that all items are being aged properly.

CLAIMING

When persons claim that item(s) which have been found belong to them, the Guest Services team will:

1. Obtain from the claimants: proper identification, precise description of the items lost, probable location of the loss, the approximate time of the loss and, where applicable, proof of ownership.
2. Compare the claim to the report of items found.
3. If satisfied that the claimant is the owner of a found item, hand over the item.
4. Have the claimant sign the claim ticket as having received the item.
5. Make a note in ISS Lost & Found that the item has been claimed.

DISPOSAL/DONATION

Items that have not been claimed after thirty (30) days will be disposed of in the following ways:

1. Items with value or use will be donated to designated charities
2. Items with no intrinsic or significant resale value, (e.g. books, handkerchiefs, and sundry personal possessions) shall be disposed of by recycling or trash.

In all cases, the date and means of disposal shall be noted in ISS Lost and Found system as “Disposed” or “Donated” depending on the resolution.

VI. LOST AND FOUND GUEST NOTIFICATIONS

Notification of Matched Found Items

When items are matched to claims in ISS the following communication will be sent via email to the guest who filed the claim:

Dear [Name]:

Fantastic News! We believe we’ve found the item you lost on [Date] at MBSD, SKC or Champions Square. We would love to reunite you with your [Item]. Please contact us at your earliest convenience so that we can make arrangements for you to retrieve your [Item].

Thank you and have a great day.

Guest Services Team

Notification of Non-Matched Found Items

When items are not found and cannot be matched to claims in ISS the following communication will be sent to the guest who filed the claim:

Dear [Name]:

Thank you for contacting Mercedes-Benz Superdome/Smoothie King Center/Champions Square regarding your lost item. Unfortunately, your particular item or any item matching its description was not found and/or turned-in after the event. Please keep in mind that we will log and retain your information so that in the event your item does show up, we are able to contact you in the future.

We take a great deal of pride in reuniting our Guests with lost and found items so please understand and rest assured that we will keep our eyes open. Should you wish to follow-up, please feel free to contact us via email at lostandfound@smgneworleans.com.

Thank you and have a great day.

Guest Services Team

VII. REPORTING

A report is generated at the end of each event to include the following data:

- Quantity of Lost Items Claims
- Quantity of Found Items
- Ageing Processes