



LOCAL OPERATING PROCEDURE_FRA_PAX03

Mini-Found (Cabin Found Items) Handling on TUI

Version/Rev	Date	Section	Amendment

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OBJECTIVE

To guide Lost & Found employees on the correct procedure for "Mini-Found" (Cabin Found Items) Handling on TUI.

Application

Passenger Services Department:
L&F Coordinator, L&F Agents

Procedure:

All cabin found items to be registered in WorldTracer as FPI (Found Property Item). These items to be safeguarded in the metal lockable cupboard located in arrival hall E.

Exemptions:

- Personal identification documents (e.g. passport, personal id, driver's license, wallets)
- Customs sensitive items (e.g. cigarettes)

These items shall be brought and handed to the police located next to the border control in terminal 2 level 3. Once the item handed to the police, the FPI report is to be updated with this information, making sure that everyone knows where to look for the items once the passenger looks for it.

Unclaimed cabin found items are to be sent to the TUI HQ in Hannover (HAJ) until the 10th of every month.

Should a passenger initiate contact regarding a cabin found item which has already been sent to the TUI HQ, please revert the passenger to the TUI L&F Team and they will send the item to the passenger.