

Lost Property Office Düsseldorf Airport GmbH **General Information**

Have you lost something at Düsseldorf International Airport? Our Lost Property Office will be pleased to help you recover what you've lost. You can of course also hand in items you've found on the airport premises at the Lost Property Office, but not items you've found in taxis, at railway stations, on trains or on aircraft.

Contact

Left Luggage/ Lost Property Office, Car Park 3, Level 0
Opening times: daily from 4.00 am till midnight
Phone: 0211-421-2515
Email: fundbuero@dus-int.de or lost-property@dus-int.de

If you'd like to email us, please note the following:

To enable us to search effectively, it is helpful if you can provide all information relevant to your search enquiry, including:

- place and time of loss
- item lost
- brand name, serial number, contents (if available)
- colour and any special identifying features of the item

Information for finders

In compliance with the regulations of the German Civil Law Code (BGB) relating to items found in public buildings and public transport agencies (§§ 978 - 982 BGB) which, in accordance with the stipulations of the Airport Use Regulations (FBO), are also applicable to Düsseldorf Airport, we draw your attention to the following:

1. A claim for a finder's reward presupposes that the item found has a value of at least EUR 50; that the finder is not an employee of Düsseldorf International GmbH or of one of the companies tasked with the cleaning of rooms, areas or conveyors; that, after making the find, the finder did not wilfully or negligently fail to fulfil his statutory obligation to hand in the item found to the Lost Property Office; and that the finder did not in advance renounce the finder's reward.
2. The amount of the finder's reward is calculated at 2.5% of the value of the item found up to EUR 500. In the case of the item being worth more, an additional 1.5% is payable on the amount above EUR 500.
3. The finder's reward is, in accordance with the BGB, payable by the owner / person authorised to accept delivery.

Information for owners

The Lost Property Office at Düsseldorf Airport keeps lost property found on the premises or in the terminals. Items found in aircraft or on trains are handed in to the relevant authority.

Lost property is kept for 6 months and is then publicly auctioned, with the exception of perishable goods such as food which are immediately disposed of. Lost property can be claimed in person on payment of a 5 Euro processing charge during opening times at the Lost Property Office. For collection you need:

- a valid photo ID,
- the date of loss and
- a precise description or proof of ownership.

You can also entrust a third party with the collection of the item lost. To do so, the person collecting must additionally bring a written authorisation and their ID or a copy.

If you're not able to collect the item, we can send it to you, on prepayment, up to a value of 500 EUR within Germany. In the case of international dispatch or a higher value, we would ask you to assign a courier of your choice.

Card cancellation

If you've lost your credit or EC card or if it's been stolen, you should report this without delay to your bank and cancel the card. If you cannot contact your bank by phone, you can use the central emergency number 24/7 to cancel the card.

Card cancellation emergency number free of charge in Germany: 116 116
from abroad subject to charge: +49 116 116

You can cancel most debit and credit cards using the emergency number.

Further information is available at: www.kartensicherheit.de

Lost Property Offices

Depending on where an item was lost or found, there are various competent agencies. Use one of the following ways to reclaim your lost property:

- Did you lose the item on the airport premises or within the buildings? If so, then the Lost Property Office at Düsseldorf Airport is the right place.
- For loss on an aircraft, responsibility lies with the relevant airline:
<http://dus-int.de/dus/gepaeckermittlung>
- Did you travel by train and lose something on the train or on the platform?
If so, please contact Deutsche Bahn:
<http://www.bahn.de/p/view/service/bahnhof/fundservice.shtml>
- If you used a courtesy or shuttle bus, then your contract partner is the right point of contact.

Düsseldorf Lost Property Office

www.duesseldorf.de/ordnungsamt/fund

Tel.: 0211-8993285, 0211-8994199, 0211-8994231, 0211-8993253

Opening times:

Monday to Thursday 7.00 am – 1.00 pm and 1.30 pm – 3.00 pm

Friday 7.00 am – 1.00 pm

Lost property auction

Lost property is kept for you at the airport for 6 months; thereafter it is disposed of by public auction. Lost property is auctioned at regular intervals by a publicly employed and authorised auctioneer. Dates are announced well in advance on our website (www.dus-int.de).