

West Midlands Metro Lost Property Policy

1. Lost Property on the Metro

If you believe you've left something behind on a tram or at a stop, we're here to help. Please contact our **Customer Services team**:

- **Phone:** 0121 502 2006 - (*Available Monday to Friday, 09:00–15:00*)
- **Email:** customerservices@westmidlandsmetro.com

2. What Happens to Lost Property

All items found on the Metro network are taken to our **Lost Property Depot** at the **Metro Centre, Potters Lane, Wednesbury, WS10 0AR**.

- Items are stored for 28 days from the date they are found.
 - **Perishable goods** are kept until the end of the day.
- After this period, unclaimed items may be:
 - **Donated to local charities** or disposed of.

3. Reclaiming Your Item

To collect a lost item:

- Contact our **Customer Services Team** with:
 - A detailed description of the item
 - The date and location it was lost
- You may be asked to provide **valid ID** when collecting your item.
- Items must be **reclaimed in person**.

Please note: In exceptional circumstances, and where it would be unreasonable to expect the owner to collect the item(s) in person, lost property may be returned to the owner by post/courier. In these cases and payable in advance, the claimant will be liable for any postage/delivery charges.

4. Additional Information

- We make every effort to identify and contact the rightful owner, which may involve inspecting the item.
- Items will only be returned once the required details and identification are provided.