

### Which items fall under the jurisdiction of the Lost Property Department of the airport?

The Lost Property Department of TRIWO Hahn Airport GmbH is responsible for the entire airport campus, including the Terminal, parking area 1, 2 and 3, as well as items left on board of the aircraft. Excluded: items left behind in taxis, busses, immediate areas outside the airport campus, and other airports.

### My luggage did not arrive. Whom can I contact?

In case of missing Check-In luggage, please contact your airline or our handling agent via E-Mail: [passage@hahn-airport.de](mailto:passage@hahn-airport.de)

### How can I get in contact with the Lost Property Department?

You can contact our Lost Property Department under the following E-Mail: [fundbuero@hahn-airport.de](mailto:fundbuero@hahn-airport.de)

### How can I prove that the lost item is my property?

By providing exact details like device ID numbers, colour, material, brand or individual modifications of the lost item.

### What are the prices for the lost and found service?

Items with a time value of less than 250 €, Handling fee	per day	7,50 €
	maximal	30,00 €
Items with a time value of more than 250 €, Handling fee	flat rate	60,00 €
**) NZG (objects not being identified), which can be identified	flat rate	37,00 €
**) NZG, resulting in special security measures	flat rate	105,00€

When calculating the basic fee for several lost items, only the item with the highest fee will be charged.

\*\*) NZG (objects not being identified) can only be collected by the owner or a person being delegated as representative. The fee is to be paid during the appointment. It may be subject to legal processes.

### When can I pick up my found item?

Please make an appointment with our Lost Property Department for pick up.

### What do I have to bring when picking up my identified item?

During the pick up appointment we will ask you for a valid photo ID or passport. In addition, the processing fee must be paid for each item.

### How long are found items kept at TRIWO Hahn Airport?

Found items are stored for six month (Section 978 of the German Civil Code (BGB)). If the item is not picked up within that period, it is sold in a public auction (Section 979 of the German Civil Code (BGB)).

Exception: Perishable goods/foods are disposed immediately.

### I cannot pick up my property in person. What can I do?

You can arrange an appointment for a third party to pick up your item. They will need to present a letter of authorization from you.

Or we can send the lost item to an address of your choice if the item does not weight more than 10 kg or is bigger than 50x40x20 cm.

Shipping is only available within Germany and Europe if the item owner covers the costs.

Exception is luggage, which we generally do not send but must be picked up in person or by a third party via authorization.