

	RESOURCE LIBRARY HOTEL OPERATIONS CONCIERGE – LUGGAGE STORAGE	<i>Code:</i> 03.04.009
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Storage of Luggage

The guest's luggage may be kept in storage at the hotel at no cost under the following circumstances:

1. Guests waiting for a room to be readied.
2. Guests having checked-out but not leaving until later in the day.
3. Guests having checked-out but wishing to leave part of their luggage for a later return to the hotel.

In all the above cases the Bellman will issue a numbered baggage claim check for each piece of luggage. If the luggage has no visible tag with the guest's name, the name and last room number must be noted on the claim check.

Coats and other valuable items will not be accepted by the Bellman but referred to the Front Office Manager for special storage.

Handing out stored Luggage

A claim for stored luggage can only be made by original holder (ID check!) with the original luggage ticket. If the ticket has been lost, the guest must be able to describe the luggage in such detail as only the proper owner can possess. If another person is commissioned by the owner to pick up the items with the original ticket, a written authorisation from the owner must be demanded. The ticket(s) is(are) stapled to this memo and the messenger signs for the items received.