



## Operations Memorandum

**To: CVG Airlines and Tenants**  
**Subject: Airport Lost & Found Office Relocation**  
**Date: 9/30/2022**

**EFFECTIVE SATURDAY, October 1, 2022**

Effective October 1<sup>st</sup>, Lost and Found will be handled by Airport Customer Experience. The new Lost and Found Office will be located at the Terminal Baggage Claim, across from Carousel 1.

The office hours will be Monday through Friday from 10am to 4pm. We ask all airlines and tenants to hold your items until they can be dropped off at the Lost and Found office during operating hours. **Each item must be tagged with a green found item tag (for TSA and Standard Parking use) OR noted on the *Found Item – Preliminary Report* with the following information:**

*Date the item was found*

*Approximate time the item was found*

*Location where the item was found*

*A description of the item found*

*Contact name and phone number of the person dropping the item at Lost and Found*

Please see a sample of the Preliminary Report attached on the following page.

All items found between 1600 on Friday to 1000 on Monday shall remain in the custody of the airline or tenant who found the item until they can deliver them to the Lost and Found Office during operating hours. Please note that the Lost and Found office will also be closed for all CVG Airport Authority recognized holidays.

Items that have been found by someone other than an airline or tenant can be dropped at one of the Information Booths located throughout the passenger facilities. Representatives at each booth will secure items that have been left until Lost and Found personnel or a Customer Experience representative can retrieve the items.

For any questions related to Lost and Found, please call 859-767-4885.

For any additional questions or concerns regarding updated Lost and Found procedures, please contact Wendi Orlando at 859-444-8522 or [worlando@cvgairport.com](mailto:worlando@cvgairport.com)

## Found Item - Preliminary Report

Date\* \_\_\_\_\_ Time \_\_\_\_\_

Item Description\* \_\_\_\_\_

Location\*       Bag Claim       Ticketing       Conc A       Conc B  
 TSA       SP+       CONRAC       Other

Location Detail\*      (Area, Gate #, shop name, etc.) \_\_\_\_\_

Found By\*\* \_\_\_\_\_

Address/Company\*\* \_\_\_\_\_

City\*\* \_\_\_\_\_ State\*\* \_\_\_\_\_

Phone\*\* \_\_\_\_\_ Zip\*\* \_\_\_\_\_

Accepted By \_\_\_\_\_

Info T       Info A       Info B       L&F  
 HK       Cust Exp       Ops       Other

\* Required items

\*\* Required if finder is interested in item after holding period. CVG AA employees not eligible

### Cash in Excess of \$100

Received By \_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_

APD – forward copy of this form to Lost and Found

