

LOST AND FOUND

ASSISTANCE

How do I contact the Lost & Found Office?

Please contact the Lost & Found Office as follows:

Online - Please complete our Lost & Found Enquiry Form to send data relating to your item of Lost Property, direct to the computer system at the Lost & Found Office. Initial enquiries should be made via the website as this provides a direction connection with our computer system.

Contact us - A security agent will explain the Lost & Found process to you and how you can get your Lost Property returned to you. Please visit our contact page for telephone numbers of our offices.

Visit our Office - Visit the Lost & Found Office at the Security Management to complete a Lost & Found Enquiry Form. If we have your item in our store, it will normally be possible to release your Lost Property to you subject to appropriate identity and other checks.

Our Politics:

The AIPC handles individual items that you have lost in the airport.

The AIPC does **NOT** handle lost property that you have lost onboard (in the cabin) or at Customs area.

The AIPC does **NOT** handle lost property for other airports.

The AIPC does **NOT** handle airline lost in transit luggage. If you checked your bags with your airline, and they did not arrive at your destination, please contact them directly as we are unable to help.

Items that are deemed to be hazardous or for whatever reason, outside our scope of handling, may be disposed immediately, and in certain circumstances they will be handed to Security, Customs or other appropriate authority.

We do not have any refrigeration facilities. We will hold other items of Lost Property for a maximum of six months. Perishable items will be similarly disposed of.

After six months, Items normally may be donated to charity.

Tips 1:

We will return property, subject to achieving proof of ownership via your airline if you require it. Please send an email to the relevant airline indicating the characteristics of baggage and its contents, as well as a simple power of attorney authorizing that airline to withdraw the article. The customer can authorize the same way to a shipping agency to withdraw the article. Punta Cana International Airport is not responsible for shipping of any items or expenses they may incur.

Tips 2:

The owner of Lost Property must provide a detailed description of the lost property, and will also in most cases be required to provide proof of ownership. You can come to the Lost & Found Office to pick your lost property up.

We will require photo ID/passport etc. issued by a government or similar organization, or a workplace photo ID.

If we cannot identify you as the owner of an item conclusively, we will not be able to release it to you. It would therefore be sensible to bring where necessary, original purchase information, telephone bill, receipts etc.

This can be done by arrangement to a family or friend. You will need to arrange to supply original photo ID for both parties, together with a letter of authorization.



PUNTACANA
RESORT & CLUB

Link: seguridadcae@puntacana.com

Data Form Lost & Found

ORGANIZATION AND TRANSPARENCY

Date of Flight:	Airport Landing:	
Airline y Flight Ticket:		
Assigned Seat:	Passport Number:	
Names:		
Nationality:	E-Mail:	Phone Number.:
Permanent Address:		
Description of Lost Property:		

Note: The Punta Cana International Airport, is not responsible for items Lost or left it, just as not responsible for shipping costs of such items to the country or locality where the owner.