

Lost and Found Policy



In-room safes are provided in every guest Apartment and are to be used to store valuable items. However, the hotel is not liable for the theft, loss, damage or destruction of the property in the absence of gross negligence on the part of the Hotel or its colleagues.

The Nojoom Hotel Apartments Dubai follows direct instructions and guidelines mandated by the Dubai Police which below points are example to guide the operation but not limited to:

1. **Valuables:** are reported to the lost and found department with the description, date and time found, person who found it, guest full details (if found in the guest room) otherwise no guest details if found in public areas. Please be advised that the lost and found item will be stored for 30 days at the property and then handed over to Dubai Police.
2. **Clothes, shoes and same nature items:** are reported to the lost and found department with the description, date and time found, person who found it, guest full details (if found in the guest room) otherwise no guest details if found in public areas. Please be advised that the lost and found item will be stored for 30 days at the property and then handed over to charity as guided by Dubai Police.
3. **Perishable items and liquor:** are reported to the lost and found department with the description, date and time found, person who found it, guest full details (if found in the guest room) otherwise no guest details if found in public areas. Please be advised that the lost and found item will be directly disposed in the presence of the Security Manager or Manager on Duty as mandated by the Dubai Police.
4. Any items left in or next to the garbage bins are considered refused and will be discarded. The Hotel is not responsible for items that appear to be for disposal. Guests are encouraged to avoid confusion by placing all items in the drawers and cabinets provided, or in their luggage.

To report a lost item, please contact Reception on ext. # 800 when in the hotel, and if after departure, please call +971 4 265 8888 or send an email to info@nojoomsuites.com