



Advisory # [2023-A-011]

**Subject: GTAA Lost & Found Office: Returning items at Lost and Found Office**

**From:** Airport Operations

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**Date:** 2023-05-03

**Purpose:** The purpose of this Advisory is to inform all airlines and airport employees of the proper procedure to follow when lost property is found in Terminal 1, 3 and the IFC and onboard aircrafts.

**Background:** The Greater Toronto Airports Authority (GTAA) provides a Lost and Found Service for the handling and disposition of all property found at the following locations:

- Public and secure areas of Terminal 1, Terminal 3 and the IFC;
- Pre-board Screening Points;
- Plaza Premium Lounges;
- Public transportation vehicles including:
  - taxi and limousine
  - the Automated People Mover (APM)
  - parking garages
  - GTAA bussing services (contingency and employee busses)

The Lost and Found Office **does not** handle or dispose of any property found at the following locations:

- On board aircraft
- Airline Lounges (e.g. Admiral, Maple Leaf, KLM)

All airlines are responsible for the processing of items found on their aircraft. Passengers should not be directed to the GTAA Lost and Found office for retrieval of lost property if the lost property was found on the aircraft. Property found onboard aircraft belonging to airline passengers should be retrieved from the airline's lost and found location. Airlines are to provide Lost and Found contact information to the GTAA in order to direct passengers to the correct source

**Additional Information:** Lost passports (any country), PR cards, NEXUS cards, or official government-issued documents (any country) should immediately be taken to the CBSA office in Terminal 1 or Terminal 3.

**Expected Action:** Please ensure that this information is disseminated to all airline and airport front line employees to ensure only lost property found at the specific locations mentioned above are brought to the GTAA Lost and Found office.

Thank you,

GTAA Lost and Found Program Team