

OLYMPIA CLOAKROOM POLICY

This policy covers the use of the cloakroom at Olympia, Hammersmith Road, Kensington, London W14 BUX ("Olympia"). Olympia provides a cloakroom solely for the use of visitors to Olympia, subject to the following terms:

Terms:

1. Charges

- The cost is £2.00 per coat and £2.00 per bag and £5 larger item/bag.
- We do not allow more than one item on a hanger.
- Due to limited space, the cloakroom may not accept the following:
 - Large cases
 - Large sports bags
 - Prams, trolleys, bicycles (folding or otherwise)
 - Pushchairs
 - Metal-framed backpacks or rucksacks
 - Items which may cause injury or damage, including heavy items
 - Fragile items which are not in secure containers
 - Perishable food
 - Items larger than 1000mm

2. Right to Refuse Items

The cloakroom reserves the right to refuse any item for deposit and does not accept offensive, foul-smelling, or otherwise objectionable items.

3. Valuables

The cloakroom does not accept valuables (phones, purses, money, keys, jewellery, etc.), cameras, laptop equipment, and/or other electronic devices.

- All items are left at your risk. We advise you not to leave any valuables in the cloakroom as Olympia accepts **NO LIABILITY** for any loss or damage to such items.

4. Items Acknowledgement/Receipt

- Your phone number is the acknowledgement/receipt for your property. Once administered, the receipt will be messaged to your phone.
- If you provide a number other than your phone number, please remember that number as you will need it to recover your item.
- Olympia accepts no liability if any loss or damage occurs from a lost acknowledgement/receipt.

5. No Acknowledgement Receipt – No Returned Property

- The cloakroom will be entitled to deliver your item in exchange for the appropriate phone number and shall thereby be discharged from all liability in respect of the item.
- You will have to wait until the very end of the event day to describe your item or collect it during the allocated collection times provided in the Lost Property Policy (Monday to Friday on days when the venue is open to the public, 0800–1700).

6. Lost Property and Collections

- Items may not be left overnight in the cloakroom.

- Any item left at the end of the event day will be handed to the Lost Property Department, where they can be retrieved the next day for a **£5.00 fee**.
- Olympia shall not be liable for any item not collected within one month from the date of deposit and shall have the right after this time to sell, give away, or dispose of the item.

7. Emergency Situations

- In the event of a fire evacuation or other emergency, the cloakroom will be closed immediately.
- You may not return to the cloakroom to retrieve items until the venue is officially reopened to visitors following the emergency situation.

8. Lost or Damaged Items

- The cloakroom staff take care when handling your items to ensure that damage or loss does not occur. However:
 - Olympia accepts no wilful liability and will not compensate for any lost or damaged items unless it is proven to be attributable to wilful default on its part, its staff, or agents, or negligence.
 - In such cases, Olympia's liability for loss, destruction, mis-delivery, or damage of any item shall not exceed **£100** or the actual evidenced value of the item if lower.
- Olympia accepts no liability for any property lost or damaged on the premises.

Cloakroom Charges

Item	Charge
Coat	£2.00
Small bag or Umbrella - up to 40 x 20 x 25 cm	£2.00
Large bag – up to 90 x 75 x 43	£5.00
