# A blue and white letter Description automatically generated

# Lost Property Authority to Collect – International Terminal

**DATE: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_**

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ authorise the Brisbane Airport Visitor Information Centre to

*(Your Name)*

hand my lost property item (*please give item description) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

as logged in the Brisbane Airport Lost Property register, number **(**\_\_\_\_\_\_\_**)** to the nominated authorise person/organisation below:

**Owner Contact Details:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**---------------------------------------------------------------**

Important: If you choose to nominate a person or organisation to collect on your behalf, you **must** fill out the below details and return to us via email [international@sqt.com.au](mailto:international@sqt.com.au), prior to collection.

***Pack & Send Albion*** is reliable, user-friendly and knows the processes on airport. You can contact them on: (07) 3262 9742 or via email at [albion@packsend.com.au](mailto:albion@packsend.com.au).

**Contact Details of Person/Organisation Collecting Item on Behalf of Owner:**

Name of person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Organisation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**BRISBANE AIRPORT LOST PROPERTY - INTERNATIONAL TERMINAL**

Thank you for your enquiry regarding your lost property. We are pleased to be able to reunite you with your item. There are several ways that this can be done:

**If you live in Brisbane** or have a relative/friend who can pick your item up, please make your way to:

**Brisbane Airport International Terminal**

Visitor Information Centre

Level 2 Arrivals Hall

**We are open daily from** **5.30am till 12am, but this may be subject to change based on the ever-changing nature of airport activity.**

To collect your item please call or email us (**07) 3406 3190 /** [**international@sqt.com.au**](mailto:international@sqt.com.au) to schedule a specific date and time and wait for our confirmation prior to collecting.

**1]** **If you are collecting your lost property item in person**, you will need to quote your reference number and provide photo ID at the time. This can be in the form of a driver’s license, Proof of Age card, ASIC or passport.

**2]** **If a relative/friend is collecting your item**, you will need to email an authorisation form to us: [international@sqt.com.au](mailto:international@sqt.com.au) which will authorise them to pick up the item on your behalf. The form must quote:

* The name of the person collecting on your behalf
* Item description
* Reference number
* Date and approximate time that this person will be collecting the item
* **They will need to bring photo ID.** This can be in the form of a driver’s license, Proof of Age card, ASIC or passport.

As detailed above please call or email us (07) 3406 3190 / [international@sqt.com.au](mailto:international@sqt.com.au) to schedule a specific date and time and wait for a confirmation email prior to collecting.

**If you live outside of Brisbane**, you can do either of 2 things:

**1]** **Go to Australia Post** and pre purchase a return bag/envelope for us to post your item back to you. It is your responsibility to pre purchase a bag that will hold the size and weight of your item and have this fully paid for. It is also your responsibility to decide whether you wish to track the bag or just have it as regular post and or whether you wish to insure the item. **You will then need to self-address this pre-paid bag/envelope before sending to us.** Also include with this, a letter of authority containing a description of the item, the item reference number and a contact phone number (preferably a mobile number).

**Please note:** We charge a $20 fee for items that are too large to fit in a normal post box or require forms to be filled out. An item will not be posted unless fees are paid either by card over the phone or direct deposit.

**\*\*IMPORTANT\*\*:** WE WILL NOT SEND LAPTOPS, IPADS/TABLETS, CAMERAS, GAMING CONSOLES, PASSPORTS, CASH OR ANY OTHER SENSITIVE/FRAGILE ITEMS IN THE POST.

**You need to mail your bag/envelope, including a self addressed return bag/envelope and authority to**:

**BNE LOST PROPERTY**

**Mailbox 43**

**International Terminal**

**Brisbane Airport QLD 4008**

**2] Or organise a courier** to collect your item and deliver to your home. You can contact any courier company (*Eg.* Pack and Send Albion **07 3262 9742** / [albion@packsend.com.au](mailto:albion@packsend.com.au)), but once the courier is organised, you will need to email [international@sqt.com.au](mailto:international@sqt.com.au) with all the details and an authority letter for the courier to collect. If the courier company you organise requires us to package your item and/or print consignment documents, a service fee of $20 will need to be paid. The item will ***not*** **be handed over unless this is paid.**

We hope that this has been a helpful service to you.

Please let us know what you decide to do.

Kind Regards,

Lost Property Team at Brisbane Airport