

Lost and Found Policy

We understand that items can occasionally be misplaced during the excitement of a game. Our Lost and Found process is designed to help reunite fans with their belongings while maintaining a secure and organized system.

Where to Report or Retrieve Lost Items

- **During Games:** Visit the Guest Services booth located behind Section 117
- **After Games:** Contact our stadium front office at 585-454-1001 ext. 3001 or email jwolfe@redwingsbaseball.com. The office is staffed Monday through Friday from 9 AM to 5 PM. If you are calling outside of these hours, please leave a message, and your call will be returned during regular business hours.

Retention Timeline

Lost items will be held for 30 days from the date they are found. After this period:

- **Credit Cards, IDs, and Other Sensitive Documents:** These will be securely stored and then shredded after 30-day retention window to protect personal information.
- **Clothing and Accessories:** Items not claimed within the 30-day window will be donated to local charitable organizations.

Wallets, Cell Phones, and High-Value Items

Wallets, cell phones, and other high-value items will be securely stored and held for up to 60 days from the date they are found. During this time, we will make every reasonable effort to identify and contact the item's owner. If the item remains unclaimed and no ownership can be confirmed, it will be destroyed to protect any personal or sensitive information.