

Customer PIN does not open locker or customer has forgotten PIN

CAUTION – thieves and crooks will sometimes pretend they have forgotten their PIN in order to persuade the locker attendant to open the locker. If there is any doubt that the person requesting assistance may not own the items in the locker then please request assistance from resort security team before opening locker.

CAUTION – if customer does not know DOB and colour then items will only be returned if photo ID in locker. If no ID then resort security will need to decide whether to return items.

