

London, 14th July 2025

Have you seen my glasses? What about my wheelchair?

Europcar urges holidaymakers to check their hire car before handing it back as it reveals the surprising - and not-so-surprising - items left in rental vehicles

Over the last 12 months, Europcar Mobility Group UK discovered a wide range of personal belongings left behind after vehicles are returned at the end of a rental. Glasses and sunglasses are easily misplaced, so it is unsurprising they top the list. However, clothing items, keys and mobile phones are not far behind and could be much more problematic losses. Onward journeys may prove boring for the many drivers who left their headphones in the car.

Top Ten items left behind in rental vehicles – May 2024-May 2025

1. Glasses / Sunglasses
2. Clothing
3. Keys
4. Miscellaneous
5. Mobile Phone
6. Bank Card / Credit Card
7. Personal Bag / Purse
8. Headphones
9. Wallet
10. Blue Badge

“Other important items left in vehicles include personal bags and handbags, bank cards, wallets and Blue Badges that allow parking in disabled spaces,” commented Sarah Clarke, Consumer Marketing Manager of Europcar Mobility Group UK. “Not making the top ten but certainly sticking in the minds of station staff were the forgotten sporran and abandoned wheelchair. We have to wonder how that customer continued their journey!

“Drivers may be in a rush to catch a flight, get to a meeting or just get home to unpack, but a final sweep of the vehicle could avoid some serious inconvenience if important items are left behind.”

Europcar’s London branches recorded the highest number of lost items, representing more than 13% of all lost property. Branches in the Yorkshire and Manchester cluster came in a close second with 12%, and Heathrow Airport staff recovered 9%. Summer holiday season is the busiest time for lost property, with July and August seeing the highest numbers of items left behind, while December and January saw the lowest number of items left behind.

Sarah Clarke continued, “Many items are successfully reunited with their owners, but when they can’t be we donate as much as possible to local charity shops to reduce waste. Another thing that we are delighted to donate is the loose change left behind. Since May 2024 our agents have collected approximately £10,000 worth of UK and foreign currency from vehicles in the UK, and all unclaimed cash was donated to MacMillan Cancer Support.”



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Notes to Editors

About Europcar Mobility Group

Europcar Mobility Group is a global mobility player, with 75 years of mobility services expertise and a leading position in Europe.

“We help to change the way you move” is what we stand for and brings us together. More than ever, we’re committed to delivering simple, seamless, innovative solutions that make mobility easy, enjoyable and increasingly eco-friendly.

To do this, we offer to individuals and businesses a wide range of car and van rental services, be it for a few hours, a few days, a week, a month or more, on-demand or on subscription, relying on a fleet of more than 280.000 vehicles, equipped with the latest engines including an increasing share of electric vehicles.

Our brands address differentiated needs, use cases and expectations: Europcar® - a global leader of car rental and light commercial vehicle rental, Goldcar® - a frontrunner at providing low-cost car rental services in Europe, Fox-Rent-A-Car®, one of the main players in the car rental market in the US, with a "value for money" positioning, and Euromobil®, a German car rental player. The Group also operates the "myEuropcar" platform for vehicle subscription.

Customers’ satisfaction is at the heart of the Group’s ambition and that of our more than 9,000 employees, everywhere we deliver our mobility solutions, thanks to a strong network in over 130 countries (including 15 wholly owned subsidiaries completed by franchisees and alliance partners).

More info: www.europcar-mobility-group.com