



LOST AND FOUND ITEMS POLICY

Items found on Roam public transit buses are documented and stored at the Roam Customer Service Centre at 221 Beaver Street in Banff. The collection and documentation of items typically takes 24 hours from the time of collection. Roam Transit lost and found can be claimed between 9:30 and 5:15pm Monday to Friday.

- Items of minimal value (see examples below) will be kept for 14 days, other than perishable or unsafe items, which will be disposed of immediately.
- Items of value (see examples below) will be kept for 30 days and may then be turned over to the local RCMP office or otherwise disposed of.

Examples of items of minimal value:

- Hats, mittens, gloves, umbrellas, scarfs, small trinkets, food items, etc..
- Food items that may spoil or are spoiled will be disposed of.

Examples of items of value may include:

- Wallets, phones, jewelry, cameras, other electronic devices, bus passes, bikes, skis, travel documents, identification, etc..

When collecting a lost item, the person collecting the item will be asked to accurately identify the item and provide identification and sign off on the collected/returned item.

To inquire about Lost and Found items, please contact the Roam Customer Service Centre

Roam Customer Service Centre
403-762-0606
221 Beaver Street, Banff