



LOST AND FOUND ITEMS POLICY

Items found on Roam public transit buses are documented and stored with the Roam Customer Service Team. Lost and found items can be collected from our Customer Service Desk, inside the Banff Visitor Centre at 224 Banff Avenue between 9:00am and 5:00pm daily.

Please note, items can take up to 3 days to be delivered to the Visitor Centre.

Items of minimal value will be kept for 14 days, other than perishable or unsafe items, which will be disposed of immediately.

Examples of items of minimal value may include:

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

Items of value 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 value may include:

- Wallets, travel documentation or identification documents
- Phones, cameras, or other electronic devices
- Jewelry
- Bikes, skis, and snowboards
- Bus passes

If you have left the area or are not able to collect the item from our office in Banff, you must arrange a courier to retrieve the item and cover all costs associated with shipping.

When collecting a lost item, the person collecting the item will be asked to accurately describe the item, provide identification, and sign off on the collected/returned item. Phones will need to be unlocked by the owner, and if collecting wallets or identification documents, you may be asked to verify details on said documents.

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

224 Banff Avenue
403-762-0606
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