



LOST AND FOUND FAQs

FREQUENTLY ASKED QUESTIONS



What is the phone number?

(303) 342-4062

Phone lines close 30 minutes before the office closes.

What are the hours of operation?

Monday – Friday 8:00 am – 7:30 pm

Saturday – Sunday 8:00 am – 6:00 pm

Where is the Lost and Found located?

Jeppesen Terminal Level 1 East, near doors 111-113.

Driving: Park on the East Side of the Main Terminal. Follow wayfinding signs to the Lost and Found.

Inside Terminal Level 5: Find luggage carousel 6 and 7. Take elevator to Level 1.

How do I file a claim for a lost item?

Filing a claim for lost items can be done online at no charge. File your claim by visiting our website at <https://lostandfound.flydenver.com/>.

Is my item coming to the Lost and Found?

The Lost and Found receives items lost in public areas of the airport. This includes restrooms, TSA security checkpoints, employee shuttles, Mt. Elbert parking lot shuttle, Pikes Peak parking lot shuttle, and any public interior or exterior areas of the airport.

I lost my item(s) at a TSA security checkpoint.

If you lost your item at a security checkpoint today, please return to the checkpoint, if possible, to retrieve your lost item. Items lost at security checkpoints are collected and turned in to the Lost and Found within 24 hours.

I lost my item(s) on an airplane or within airline property.

Please contact the airline directly for items lost on the airplane, gate area, ticket counter, or checked luggage. For a full list of airline contact information, visit <https://www.flydenver.com/flights>.

I lost my item(s) at an airport restaurant, shop, or business.

Please check your receipt for a direct phone number, or visit https://www.flydenver.com/enjoy_relax for a complete listing of concessions at Denver International Airport. Please realize concessionaires are responsible for their own lost and found items.



I lost my item(s) with a ground transportation provider.

If you lost your item on a taxi, limo, shuttle, ride app service (Uber, Lyft), or RTD bus or train, please check your receipt for a direct phone number, or visit https://www.flydenver.com/parking_transit to find ground transportation contact details.

When will my item(s) arrive at the Lost and Found?

It can take 24 to 48 hours for items to be turned in to the Lost and Found.

How long do items stay in the Lost and Found?

Items are entered and remain in our inventory for 30 days from the entered date. After 30 days, the item is removed from our inventory and is no longer retrievable. Once you have been in contact with us and confirmed as the item owner, we ask that you pick up or ship the item within 5 days.

What is the procedure for picking up an item?

The owner, or a second party authorized by the owner, can visit the Lost and Found to pick the item up. Please present a valid form of identification for pickup.

Can I pick up my item after hours?

We are happy to serve you after normal business hours with prior notification. Please contact us during business hours to prearrange this.

What is the procedure for shipping an item?

Items can be shipped at the owner's expense. Once you have contacted us and select shipping as your return method, detailed instructions are emailed to you. The email guides how to purchase the shipping label online via FedEx or USPS. Lost and Found provides all packaging materials at no cost.

What items are NOT accepted at the Lost and Found?

Per policy the following items cannot be accepted if outside a suitcase, backpack, or other suitable travel bag: blankets, hats, pillows, water bottles, used face masks. If these items are received at the Lost and Found, they are disposed. All food items (except alcohol) received at the Lost and Found are immediately disposed. Items that are dirty (soiled, wet) are not accepted.

What is the procedure for abandoned items?

Abandoned items are any item that has been deliberately left in public areas of the airport. Items include, but are not limited to, loose clothing, empty or broken luggage, and any item left intentionally for any reason. These items are not held in our inventory, and they are not retrievable by customers.

What is the procedure for hazardous items?

Hazardous materials are not accepted by the Lost and Found. All sharp objects are disposed of in approved safety containers. Vape pens are not accepted. Weapons, knives greater than 3.5 inches, and illegal drugs and illegal drug paraphernalia are relinquished to Denver Police Department.