

Calgary



Good Host Guide

A guide to responsible operation of
a short-term rental

Short-term rental regulations

The City of Calgary has bylaws which regulate short-term rentals. Below is information about short-term rental regulations identified in the Business Licence Bylaw 32M98 and applicable processes for hosts to follow.



Getting started

The City of Calgary requires short-term rental hosts to have a business licence to operate legally in the city.

Information about licensing for short-term rentals can be found at calgary.ca/shorttermrentals.

Once you have your business licence



- If you are not the owner of the property, it is a best practice to inform the owner about your new business licence before listing the property for rent.
- If your short-term rental is a condominium, review the property's bylaws for restrictions and inform the property management association of your new licence.
- Review your homeowner's insurance policy to ensure operating a short-term rental will not impact your insurance.
- Review City bylaws that have regulations of interest to short-term rental operators as well as the Good Guest Guide.

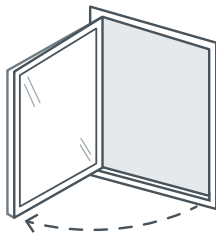
For more information about the Community Standards Bylaw, Streets Bylaw, Parking Bylaw and Traffic Bylaw, visit calgary.ca/bylaws.



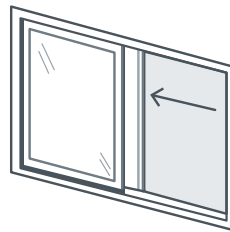
Safety reminders

All rooms made available to guests, must have at least one window that can be fully opened and used to escape during an emergency. Windows must be clear of any obstructions on the interior and exterior and must be operable without the use of keys, tools or special knowledge. Identified below are recommended window styles. The shaded areas represent unobstructed openings that must be 0.35 m^2 with no dimension less than 380 mm.

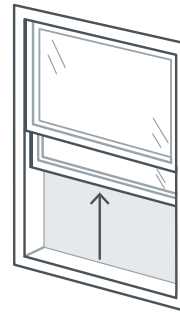
Please note: multi-storey condominiums, apartments and lofts are exempt if they have pre-existing fire and safety measures.



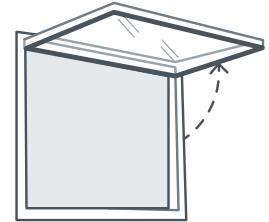
Casement window



Horizontal sliding window



Vertical sliding window



Inward swinging awning window



Bookings

Short-term rental hosts are permitted to offer only one booking for a property at a time. No overlapping booking of unrelated or unassociated persons can be accommodated in the short-term rental at the same time.

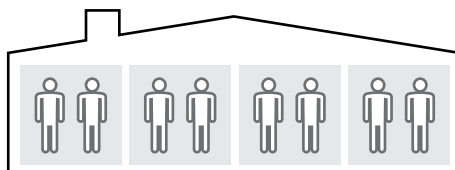
Hosts who are interested in offering multiple units for rent in one property can do so under a Bed & Breakfast or a Lodging House designation. More information can be found at calgary.ca.

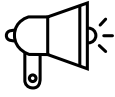


Maximum number of guests

Regardless of a room's size, no more than two guests, can sleep in each room. This does not include minors under the age of 12.

- A Tier 1 licence is limited to one to four rooms for rent with a maximum of two guests per room.
- A Tier 2 licence is for properties which will accommodate 10 or more guests.





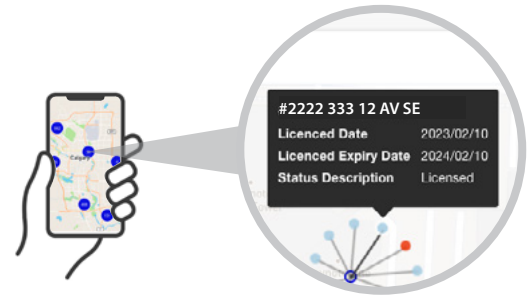
Advertising your listing

Upon receiving your short-term rental licence, the licence number must be posted on any online advertising.

- On the right is an example of an advertisement with the licence number.



- The status of the licence can be verified by potential guests on **The City of Calgary's Open Data Portal** by scanning the QR code:



Emergency contact information

Hosts must provide emergency contact information for guests. The information must be displayed in a clearly visible location inside the property. A recommended emergency contact template is available on page 6.

The following information is required for an emergency contact:

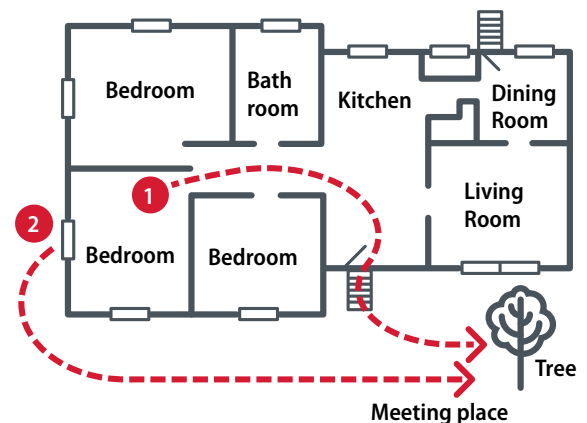
- Full name of emergency contact who can be reached 24 hours per day
- Phone number of emergency contact
- Email address of emergency contact



Home escape plan

You must post the floor plan provided at the time of the licence application or renewal, clearly showing:

1. The path of exits from all rooms
2. The location of smoke alarms and carbon monoxide alarms
3. The location of fire extinguishers
4. The location of the fire exits from the rental property.



The information must be displayed in a clearly visible location inside the property. For more information, reference the **Business Licence Bylaw 32M98**.



Guest record

Hosts must maintain guest records for each booking they offer. A recommended guest record template is available on page 7.

The following criteria is required to be recorded by the host:

- The full name and email address of the guest who provided payment for the booking.
- Associated guests, such as family members, must also be recorded, capturing the number of guests for the booking.

Example: Cooper Lywis books a short-term rental for their family. The family members are not required to provide their names/emails but must be identified as a part of the booking. Below is an example of the guest record for Cooper's stay.

Name	Email	Arrival (dd/mm/yy)	Departure (dd/mm/yy)	# of guests
Cooper Lywis	Chw@gmail.com	10/15/2019	10/19/2019	4



A good host, a good neighbour

City of Calgary bylaws are in place to ensure good neighbour relations and help keep communities safe and enjoyable for residents and visitors.

Below are some specific regulations and rules to be aware of:

- **Noise**

Quiet hours are between 10 p.m. and 7 a.m. Monday to Saturday and 10 p.m. and 9 a.m. on Sundays and holidays.

- **Vehicle parking**

Inform your guests on where they may or may not be permitted to park while staying at your short-term rental. Some residential streets in Calgary have areas designated for permit parking only. Guests parking in these areas will have to be registered with The City of Calgary Parking Authority by the property owner before they arrive.

Visit permits.calgaryparking.com/how-to-apply for more information.

- **Waste and recycling**

Please ensure your guests have access to proper garbage, recycling and composting. Diversion of waste from landfills is key to supporting recycling and composting programs and environmental targets. As different jurisdictions have different recycling rules, please refer your guests to calgary.ca/WhatGoesWhere. A best practice is to post the *Quick Reference Waste Guide* in a visible area within the property. A copy of the Waste Guide is available on page 8.

- **Safe to stay**

Install interconnected smoke and carbon monoxide alarms throughout the home and on every level. Test all alarms in your home once a month by pressing the alarm's test button and replace the batteries of each alarm at least once a year. Do not use rechargeable batteries. Replace alarms based on the manufacturer's instructions.

Tips for successful short-term rental hosting

Short-term rental operators are an important part of Calgary's sharing economy. Help your guests enjoy what Calgary has to offer and tell them about the different attractions and opportunities available throughout the city.



Getting around

Depending on your area, let your guests know about local transportation options like the C-Train, BRT lines, bike and e-scooter sharing companies.



Local attractions and businesses

Let your guests know about our local attractions and activities. Here are some examples:

- Rent an e-scooter and explore the East Village and Calgary's riverwalk that follows the Bow River as part of a pathway system that extends over 900 kilometres throughout Calgary.
- Take in one of the many festivals and events during the summer months at Prince's Island Park and other areas of Calgary.
- Visit one of Calgary's many top-rated attractions such as:
 - Heritage Park, one of North America's largest and most successful living history museums.
 - National Music Centre, featuring the Bell Stage and the King Eddy bar and music venue.
 - TELUS Spark Science Centre, Calgary's premiere destination for explaining science, technology and engineering.
 - Calgary's newest and burgeoning microbreweries, craft distilleries and brew pubs are located throughout the city offering award-winning beers in unique settings.
 - Walk and shop along Stephen Avenue and 17th Avenue S.W., then stop to savour one of Calgary's many great restaurants and bars.

See visitcalgary.com for more information.



Short-Term Rental Host Emergency Contact

Name*: _____

Phone Number*: _____

Email Address*: _____

Property Address: _____

*Required fields

For emergency calls regarding:

- Reporting a fire
- Reporting a crime
- Seeking emergency medical assistance

For non-emergency calls regarding:

- Noise concerns
- Parking issues
- Business Licence concerns

Call 911

Call 311



Guest Record

The following criteria is required to be recorded by the operator:

- Full name and email address of the guest who provided payment for the booking
- Associated guests, such as family members, do not need to provide their names/emails but must be recorded under the number of guests for the booking.

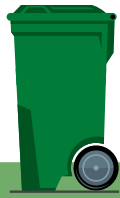
Example: Cooper Lywis books a short term rental for his family. His family members are not required to provide their names/emails but must be identified as a part of his booking. Below is an example of the guest record for Cooper’s stay.

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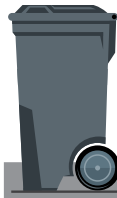
Waste & Recycling Quick Reference Guide



Green Cart
Food and yard waste



Blue Cart
Recycling



Black Cart
Garbage

Other Disposal Options

Food scraps



Yard waste



Food-soiled paper



Pet waste (in a compostable bag)



Paper and cardboard



Plastic containers



Bundled plastic bags



Food cans and foil



Glass jars and bottles



Foam packaging



Rubber hoses



Mixed packaging



Diapers



Plastic cutlery and straws



Lotion and toothpaste tubes



Household hazardous waste



Electronics



Toys



Clothing

