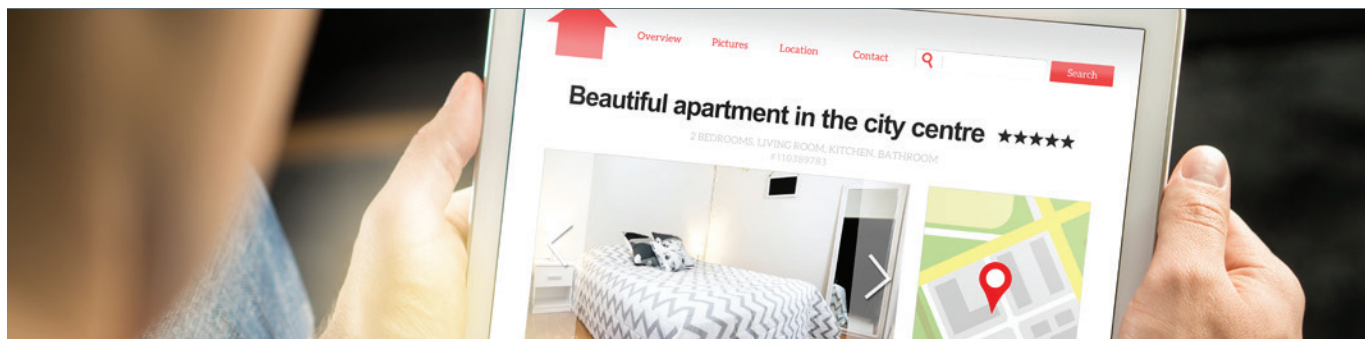




Good Host Guide

A guide to responsible operation
of a short-term rental



Short-term rental regulations

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

Short-term rental

- 58.1 (1) Short Term Rental means the business of providing temporary accommodation for compensation, in a dwelling unit or portion of a dwelling unit for periods of up to 30 consecutive days.
- (2) Despite subsection (1), Short Term Rental does not include the provision of temporary accommodation for compensation in a dwelling unit located in a building for which a development permit for a Bed and Breakfast has been issued pursuant to the Land Use Bylaw 1P2007.

Getting started

Effective February 1, 2020, The City of Calgary is requiring short-term rental operators to have a business licence to operate legally in the city. There are two tiers of licences based on number of rooms offered by a host:

- **Tier 1** – One to four rooms for rent with a maximum of two guests per room, not including minors.
- **Tier 2** – Five or more rooms for rent for ten or more guests.

All rooms made available to guests, with exception for condominiums, apartments and lofts, must contain a window which provides egress to the exterior of the property.

Condominiums, apartments and lofts do not require a window for egress due to Alberta fire and construction codes which provision additional life safety through emergency exits, fire rated construction and other safety measures. If you are unsure your building contains the appropriate standards for life and fire safety, please contact 311 and create an inquiry and concern for Fire.

Things to do before listing

If you are using a condominium as a short-term rental, review the property's bylaws for restrictions and inform the property association.

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 (see A good host, a good neighbour section).

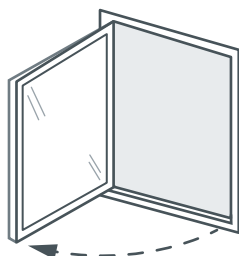
Application check list

Before starting an application for the licence, please collect the required information in advance. The owner of the property is responsible for the licence requirements.

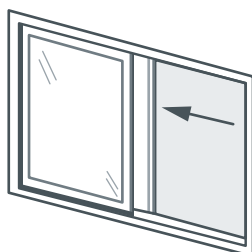
- ☐ Name of applicant
- ☐ Address of the property for rent
- ☐ Roll number of property
- ☐ Number of rooms for rent
- ☐ Review of the Good Host Guide and Good Guest Guide
- ☐ Primary or secondary residence
- ☐ Emergency contact information
 - Full Name
 - Email address
 - Phone number

Window requirements

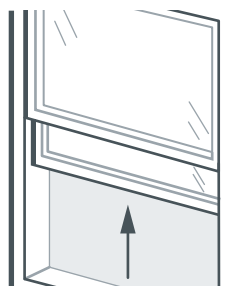
Rooms available for rent must have at least one window that can be fully opened and used to escape during an emergency. Windows must be clear of any obstructions on the interior and exterior. Identified below are recommended window styles, the shaded areas represent unobstructed openings that must be 0.35 m^2 with no dimension less than 380 mm.



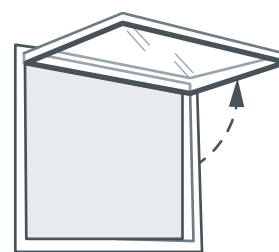
Casement window



Horizontal sliding window



Vertical sliding window



Inward swinging awning window

Room requirements

Rooms must have one or more windows for egress located on an adjoining wall. Windows that are located outside a room through a doorway are not considered accessible. Condominium, apartment and loft buildings which have existing fire safety standards do not require egress windows.



Maximum number of guests

No more than two adults can occupy a room regardless of size, however minors are permitted to stay with adults

- A **Tier 1** licence is limited to one to four rooms for rent with a maximum of two guests per room, not including minors.
- A **Tier 2** licence is for properties which will accommodate 10 or more guests and requires a Fire inspection.

Overlapping bookings

Short-term rental operators are permitted to offer only one booking at a time. Operators who are interested in offering multiple units for rent in one property can do so under a Bed & Breakfast designation. More information can be found at calgary.ca.

Advertising your listing

Upon receiving your short-term rental licence, the licence number must be posted on any online or physical advertising. The location of licence number is recommended to appear at the end of the title in any advertisement.

Below is an example of an advertisement with the licence number.



Modern house on Parkway #110389783

4 guests/4 bedroom/2 bath/
Air conditioned/WiFi

\$77 CAD/per night

Emergency contact information

Operators must provide emergency contact information for guests. The information must be displayed in a conspicuous location inside the property. A recommended emergency contact template is available [here](#) for download.

The following is the required information for operators to display for an emergency contact.

- Full name of emergency contact
- Phone number of emergency contact
- Email address of emergency contact

Guest record

Operators must maintain guest records for each booking they offer. A recommended guest record template is available [here](#) for download.

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

- The 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.



Name	Email	Arrival	Departure	# 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. Understand the applicable bylaws and provide your guests with information so they are aware of these and any condominium bylaw regulations, if applicable, at your short-term rental property.

The bylaws that are relevant to short-term rental operators include the Community Standards Bylaw, Streets Bylaw, Parking Bylaw and Traffic Bylaw. Visit calgary.ca/bylaws for more information.

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

Noise

Noise is restricted to certain levels during the daytime and at night. 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 owner before they arrive.

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

Garbage 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

Safe to stay

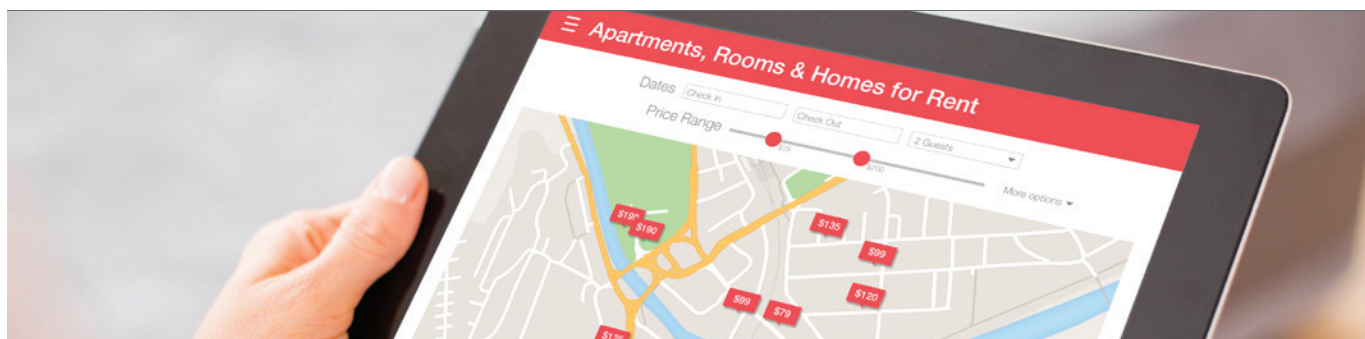
Although a fire safety inspection is not required for the Tier 1 licence, the Calgary Fire Department considers these actions an important part of home safety and The City recommends these best practices for all operators.

Install interconnected smoke and carbon monoxide alarms throughout the home and on every level. Place alarms outside or inside bedrooms. 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 manufacture instructions.

Home escape plan

Post a home escape plan on the door of each room (see the home escape plan grid on the back page of this guide). Identify two exits, such as through a door and a window, out of each room, especially rooms where guests sleep. Make sure the exits are free of furniture and clutter.

See calgary.ca/homeescapeplan for more information.



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.
 - Glenbow Museum featuring Mavericks: An Incurable History of Alberta and numerous other permanent and temporary exhibits.
 - TELUS Spark Science Centre.
 - Calgary's newest and burgeoning industry, microbreweries and brew pubs are located throughout Calgary offering award-winning beers in unique settings.
 - Walk and shop along Stephen Ave and 17th Avenue S.W., then stop to savour one of Calgary's many great restaurants and bars.



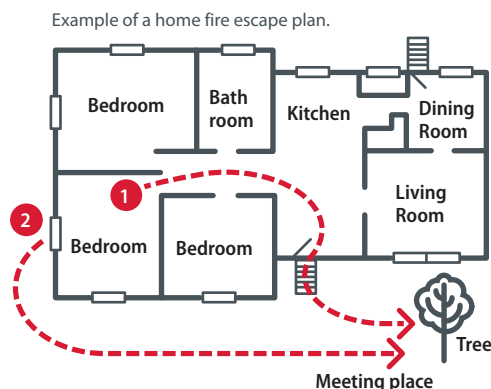
See [visitcalgary.com](https://www.visitcalgary.com) for more information.

Home escape plan

Instructions

1. Print and use our home escape plan template to draw a floor plan of your home that includes all doors and windows.
2. Draw two ways out of every room. Using a door to get out of your home is the first option. A second option can be to use a window.
3. Pick a meeting place outside the home where everyone should gather after leaving the home. This meeting place can be a neighbour's house, a tree or a telephone pole.
4. Remind your family and guests to never go back into a burning building.

See calgary.ca/homeescapeplan for more information.

[illegible]