





# Good Guest Guide

What to expect from your  
short-term rental experience

## Introduction

This guide gives guests of short-term rentals an idea about what to expect from their short-term rental experience in Calgary and offers a few suggestions about what to do in Calgary.

As of February 1, 2020, The City of Calgary requires all short-term rentals in Calgary to be licenced under our Business Licence Bylaw. Look for the business licence number posted on the website where you booked your short-term rental — The City requires all operators to post the number in all advertising.



Modern house on Parkway #110389783

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

\$77 CAD/per night

## What to look for in your accommodation

As a licenced operator, your host is required to follow bylaw regulations based on the number of rooms available for rent in a property.

### You are renting four rooms or fewer

Your short-term operator is required to ensure basic safety standards are in place under the Business Licence Bylaw. Here is an overview of what you can look for:

- The room you are sleeping in must have an egress window which provides an alternative escape route in the event of an emergency. Multi-storied apartment/condo buildings and lofts do not require egress windows as they have existing fire and life safety measures.
- The operator cannot allow more than two adults (not including minors) to sleep in a room.
- Operators cannot accept more than one booking at a time, however, one person can make the reservation on behalf of a group.
- Operators must provide emergency contact information to guests in a conspicuous location.
- Your operator must keep record of the booking guests information which includes name, email address and total number of guests.



### You are renting five rooms or more

In addition to the requirements above, your operator is required to follow safety standards identified through The City's fire safety inspection.

For more information, visit [calgary.ca/shorttermrentals](https://calgary.ca/shorttermrentals)

## A good guest, a good neighbour

The City of Calgary has bylaws in place to ensure good neighbour relations and to help keep communities safe and enjoyable for residents and visitors. The City's web site has a host of information to address specific questions at [calgary.ca/goodneighbour](http://calgary.ca/goodneighbour). Here is a brief overview of common issues that sometimes arise:

### Noise

All residents have the right to not be disturbed by noise. Sound is restricted to certain levels during the daytime and at night. Please turn down music and reduce noise levels between **10 p.m. and 7 a.m. Monday to Saturday and 10 p.m. to 9 a.m. on Sundays and holidays.**

### Permitted vehicle parking

Like all major cities, knowing where to park can help make your stay in Calgary more enjoyable. Some residential streets in Calgary have areas designated for permit parking only. In these areas, your operator must register your licence plate number with The Calgary Parking Authority. Parking in these areas without being registered may result in a parking fine. If signage is not listed, parking is free in residential neighbourhoods.

### Park Plus system

Instead of parking meters, Calgary uses the Park Plus system in the downtown and surrounding areas. Signs are posted on streets and in parking lots and parkades where this pay system is used indicating the zone number and maximum length of parking. When you see one of these signs, take note of the parking zone number and your licence plate—this information will be required at the pay machine.

Visit [calgariyparking.com](http://calgariyparking.com) for more information about parking in Calgary.



### Garbage and recycling

Calgary has a waste and recycling program that supports recycling and composting programs and environmental targets. All residential home owners are provided with three separate bins for waste disposal:

- Black bin – Garbage (items that can't be recycled or composted in our facilities)
- Blue bin – Recyclables
- Green bin – Compostable material

Your operator should provide access to these disposal bins to help divert waste from landfills. Under the Calgary Community Standards Bylaw it is an offence to allow garbage and waste to accumulate in yards. The City provides a searchable web page to help residents sort waste at [calgary.ca/WhatGoesWhere](http://calgary.ca/WhatGoesWhere)





## What to do in Calgary

Our city has a wealth of recreation opportunities and exciting local attractions, right here in the city. This guide lists a few ideas of what to do in Calgary. For a more extensive list of all that Calgary has to offer, visit [visitcalgary.com](http://visitcalgary.com) or one of the web sites listed below.

### Sightseeing and exploring

- Download the apps for e-bikes or one of the e-scooter companies then hop on 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.
- Learn about Calgary's history and historic buildings through self-guided walking tours. Go to [calgary.ca/heritage](http://calgary.ca/heritage) and look under Heritage publications and links.
- Calgary has a growing brewery industry and a host of microbreweries operating brew pubs and restaurants. You can sample some of our award winning beer and cider in many corners of the city. Go to [visitcalgary.com](http://visitcalgary.com) and view their Calgary Beer Map.
- Calgary also has a thriving arts and culture community that includes art galleries, art walk events, a variety of professional performing arts companies, the Calgary Philharmonic Orchestra and the Alberta Ballet, to name just a few. Visit [calgaryartsdevelopment.com](http://calgaryartsdevelopment.com) for information and a calendar of events. Calgary also has a number of live music venues in bars and restaurants throughout the city.
- Walk and shop along Stephen Avenue, 17th Avenue S.W., 4th Street S.W., throughout Inglewood or Kensington then stop to savour one of Calgary's many great restaurants, bars, pubs and brewpubs. Or visit one of our major malls in every quadrant of the city.



### Attractions

**Calgary Zoo** –Home to nearly 1,000 creatures across 119 species and one of Calgary's favourite family destinations. The Calgary Zoo is one of just five zoos in Canada accredited by the Association of Zoos and Aquariums. The Calgary Zoo is also a premier event venue for private events. Visit the [calgaryzoo.com](http://calgaryzoo.com)

**Heritage Park Historical Village** – One of Calgary's premier tourist attractions and one of North America's largest and most successful living history museums. Heritage Park's exhibits span the early 1860s fur trade to the petroleum and automobile-dominated 1950s. This attraction is suitable for adults and children. Visit [heritagepark.ca](http://heritagepark.ca)



**TELUS Spark** – A place for people of all ages and abilities to let go and embrace the desire to explore and discover science, technology, engineering, art and math. Every day is all-ages, with select evenings for adults only. Visit [sparkscience.ca](http://sparkscience.ca)

**Glenbow Museum** – Featuring Mavericks: An Incurable History of Alberta and numerous other permanent and temporary exhibits. As Calgary's art museum, their purpose is to provide vibrant experiences that bring art and culture to life. Visit [glenbow.org](http://glenbow.org)

**Studio Bell National Music Centre** – Explore five floors of interactive exhibitions that will take you on a journey through the sights, sounds and stories of music in Canada. The Centre also incorporates the restored King Eddie bar and music venue and hosts events throughout the year. Visit [studiobell.ca](http://studiobell.ca)



**Arts Commons** – In the heart of downtown Calgary, Arts Commons is home to eight premier performing arts companies including Theatre Calgary, Alberta Theatre Projects, One Yellow Rabbit and the Calgary Philharmonic Orchestra. Its 12 spaces and venues include Jack Singer Concert Hall, Max Bell Theatre, Martha Cohen Theatre and the Engineered Theatre. Visit [artscommons.ca](http://artscommons.ca)

## Guest checklist

- Understand the rules and responsibilities outlined by your host.
- If travelling by vehicle, register your licence plate if a parking permit is required.
- Locate the emergency contact information posted by your host.
- Become familiar with the locations of emergency exits, windows and doorways.
- Record the address of the property for ease of travel to and from destinations.
- Know what number to call in emergency and non-emergency situations.

For **emergency** calls regarding:

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

**Call 911**

For **non-emergency** calls regarding:

- Noise concerns
- Parking issues
- Business licence concerns

**Call 311**

Check out [visitcalgary.com](http://visitcalgary.com) for ideas and enjoy your stay in Calgary.