

**Calgary**



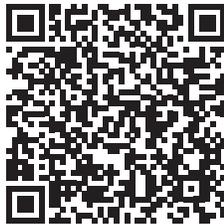
# **Good Guest Guide**

What to expect from your short-term rental experience

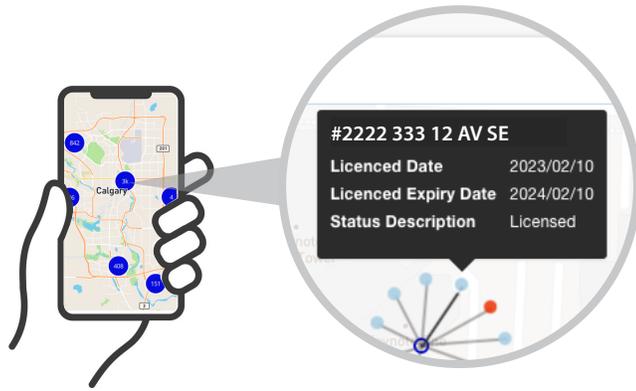
# Introduction

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

The City of Calgary requires all short-term rentals to be licenced under the Business Licence Bylaw 32M98. The City requires all hosts to post their licence number in all advertising. Look for your prospective rental's business licence number on the website where you booked your short-term rental to ensure it's licenced or check the property's licence status on **The City's Open Data Portal** by scanning the QR code below:



Verify licence number at The City of Calgary Open Data Portal



## What to look for in your accommodation

Under Calgary's Business Licence Bylaw, your host is required to ensure safety standards are in place. Here is an overview of what you can look for:

- The room you are sleeping in must have at least one window that can be fully opened and used as an alternative escape route in the event of an emergency with the exception of multi-storied apartment/condo buildings and lofts that have existing fire and life safety measures.
- No more than two people (not including minors under the age of 12) to sleep in each room.
- Hosts cannot accept more than one booking for the same accommodation at one time; however, one person can make the reservation on behalf of a group.
- Hosts must provide emergency contact information to guests in a visible location.
- Hosts must post a home escape plan for the property in a visible location, clearly showing exits, fire extinguishers, smoke and carbon monoxide alarms on the floorplan.
- Your host must keep record of the booking guest's information which includes name, email address and total number of guests.

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

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



## 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 home escape plan and 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.

Below is an example of the host emergency contact sheet.



### Short Term Rental Host Emergency Contact

Name\*: \_\_\_\_\_

Phone Number\*: \_\_\_\_\_

Email Address\*: \_\_\_\_\_

Property Address: \_\_\_\_\_

\*Required fields

<b>For emergency calls regarding:</b>	<b>For non-emergency calls regarding:</b>
<ul style="list-style-type: none"><li>▪ Reporting a fire</li><li>▪ Reporting a crime</li><li>▪ Seeking emergency medical assistance</li></ul>	<ul style="list-style-type: none"><li>▪ Noise concerns</li><li>▪ Parking issues</li><li>▪ Business Licence concerns</li></ul>

**Call 911** **Call 311**

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# 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 are a couple things to be aware of:

### ■ 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 host 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.

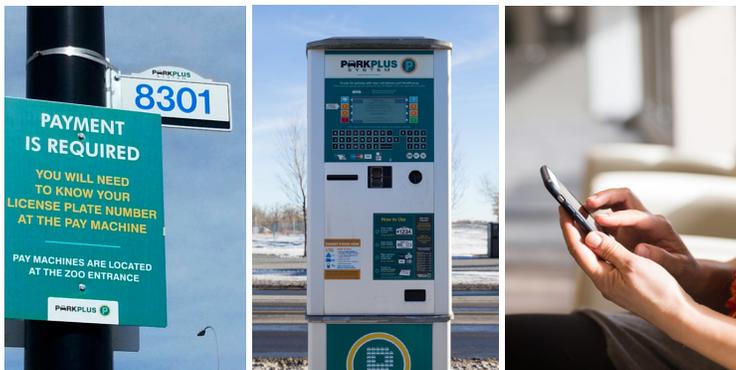


### ■ Park Plus System

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.

You may also choose to download the Park Plus App and manage your parking that way.

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





# Waste and recycling

Calgary has a waste and recycling program. All residential homes are provided with three separate bins for waste disposal, see image below. Condominiums may have a different waste and recycling arrangement. Get acquainted with what goes where at your rental at the start of your stay.

Your host 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).

 <b>Green Cart</b> Food and yard waste	 <b>Blue Cart</b> Recycling	 <b>Black Cart</b> Garbage	<b>Other Disposal Options</b>
<b>Food scraps</b> 	<b>Paper and cardboard</b> 	<b>Foam packaging</b> 	<b>Household hazardous waste</b> 
	<b>Plastic containers</b> 	<b>Rubber hoses</b> 	
		<b>Mixed packaging</b> 	
			<b>Electronics</b> 
<b>Yard waste</b> 	<b>Bundled plastic bags</b> 	<b>Diapers</b> 	
			
	<b>Food cans and foil</b> 	<b>Plastic cutlery and straws</b> 	<b>Toys</b> 
<b>Food-soiled paper</b> 			
<b>Pet waste (in a compostable bag)</b> 	<b>Glass jars and bottles</b> 	<b>Lotion and toothpaste tubes</b> 	<b>Clothing</b> 

# What To Do in Calgary

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



## Sightseeing and exploring

- Hop on 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 or head to nearby Chinatown to explore local shops, grab a bubble tea or enjoy a round of Asian cuisine.
- Learn about Calgary's history and historic buildings through self-guided walking tours. Go to [calgary.ca/heritage](https://calgary.ca/heritage) and look under Heritage resources and links.
- Calgary has a lively brewery industry. You can sample some of our award-winning beer and cider in many corners of the city. Go to [visitcalgary.com](https://www.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, including the Alberta Ballet. Visit [calgaryartsdevelopment.com](https://calgaryartsdevelopment.com) for information and a calendar of events.
- 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.

Visit the [calgaryzoo.com](http://calgaryzoo.com)

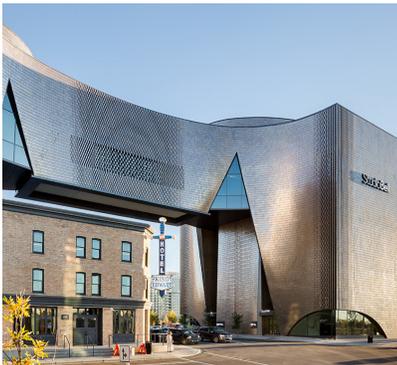


**Heritage Park Historical Village** – One of Calgary's premier tourist attractions and one of North America's largest and most successful living history museums. Heritage Park's exhibits span the early 1860s fur trade to the petroleum and automobile-dominated 1950s. This attraction is suitable for adults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



**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. Visit [artscommons.ca](http://artscommons.ca)



**Calgary Tower** – Located 191 metres above the downtown core, the Calgary Tower offers the best view in the city and is a must-see on any visitor's itinerary. On the Observation Deck you'll experience a spectacular 360° view of the bustling city, the majestic Rocky Mountains, the foothills, and the prairies. Visit [calgarytower.com](http://calgarytower.com)