



City of
Kelowna

Short-Term Rental Operator's Guidebook

Updated April 2025



What is a short-term rental?

A short-term rental is the rental of a dwelling unit or bedroom for less than 90 consecutive days. Operators must follow rules and regulations to legally rent residences on a short-term basis.

Being a responsible short-term rental operator in Kelowna

Short-Term Rental Accommodation operators must maintain a valid business licence. To receive a business licence, you must meet specified requirements, building and fire safety standards, and good neighbour responsibilities.

Eligibility and licensing requirements

Before applying for a business licence, applicants must meet several requirements. **In addition to the City requirements listed below, short-term rental operators must also meet Provincial requirements, including [registration with the Province](#). For more information on provincial requirements visit: [Short-term rentals - Province of British Columbia](#)**

Principal residence requirement

- ▶ If a secondary suite or carriage house is used for short-term rental accommodation, it must be operated by a principal resident that resides at a dwelling unit on the same lot as the secondary suite or carriage house.
- ▶ Principal residence does not apply to a property in the case that the operator holds a fractional interest and the fractional ownership agreement prohibits the use of the property as a principal residence
- ▶ Principal residence means the usual place where an individual makes their home for the majority of the calendar year and lives within the residence a minimum of 240 days per year.
- ▶ For properties within the Agricultural Land Reserve, short-term rental accommodation must be in accordance with City regulations and the Agricultural Land Reserve. Tourist accommodation in the ALR is permitted up to a maximum of 4 bedrooms and can take place in the principal residence or secondary suite but NOT in an additional residence such as a carriage house.

Listing requirements / restrictions

- ▶ No more than one booking or reservation is permitted in each dwelling unit at one time.
- ▶ No more than two adults may occupy a sleeping unit.
- ▶ A maximum of 3 bedrooms can be used for short-term rental accommodation per dwelling unit.
- ▶ Where a lot contains a single detached dwelling and a carriage house and/or a secondary suite, a maximum of two dwelling units and five sleeping units in total are permitted for short-term rental use.
- ▶ Operators must advise if they are providing parking or not for guests and include this in all online marketing along with the business licence number and the number of permitted sleeping units.



Fire and safety requirements

Your short-term rental accommodation must have appropriate safety measures in place to protect guests in the event of an emergency.

- ▶ Provide contact information for someone who is available to respond to incidents 24/7.
- ▶ Install a minimum 2A10BC rated fire extinguisher on each floor, which must be wall mounted and visible: it cannot be stored in a closet or cupboard.
- ▶ Smoke alarms shall be operated monthly to ensure they are operational. A logbook shall be kept indicating the test dates. Smoke alarms shall be replaced after 10 years
- ▶ Test annually, and maintain in working order, all smoke alarms, fire extinguishers, and carbon monoxide detectors.

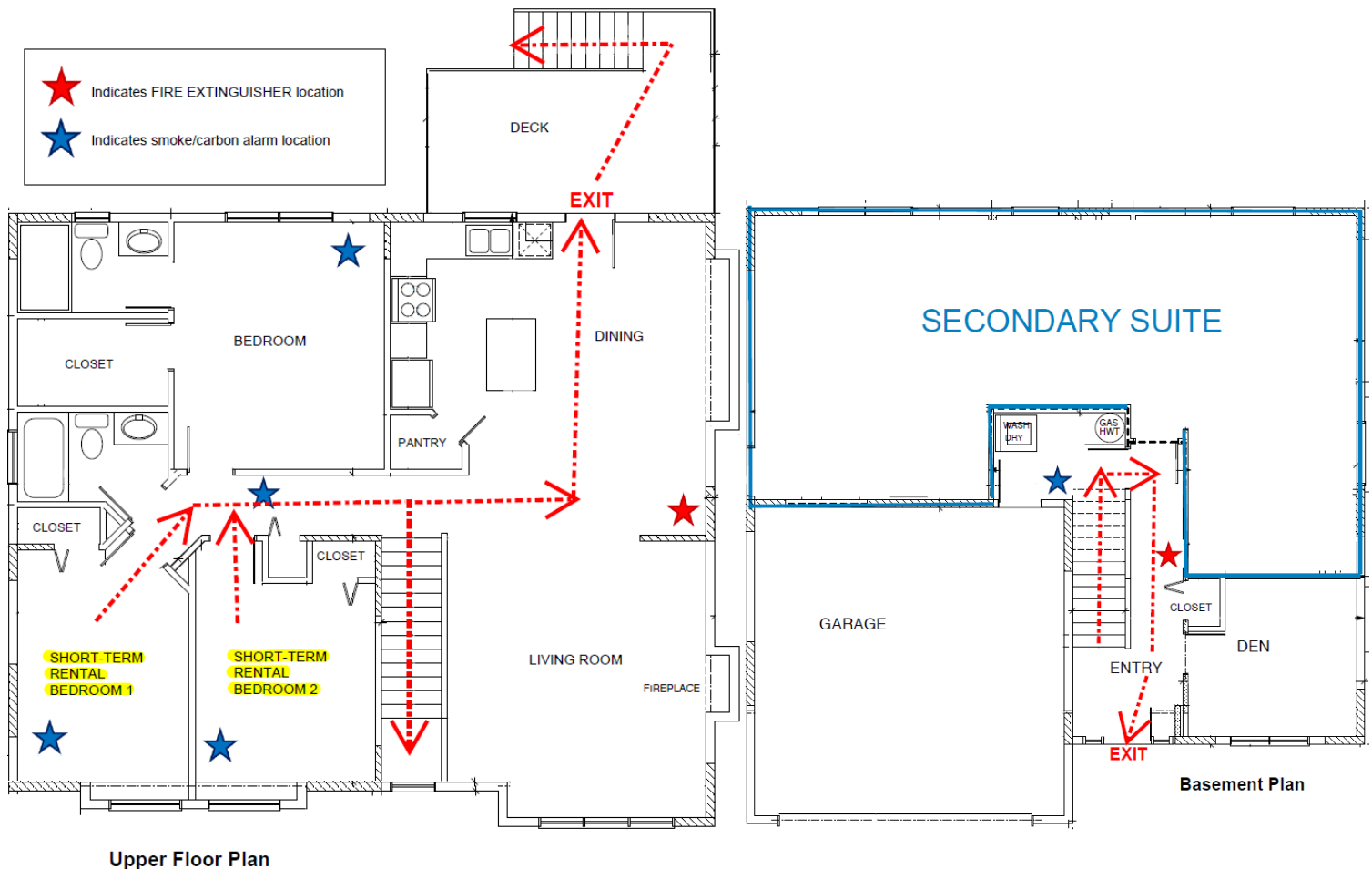
Fire evacuation plan

As the fire evacuation must be posted at all entrances and exits and in each approved sleeping unit, applications must be submitted with a complete plan. The fire evacuation plan must include the following information.

- | | |
|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| ▶ Operator's name | ▶ Location of fire extinguisher |
| ▶ Address of the property | ▶ Location of fire exits |
| ▶ Responsible Person contact (name and number of someone who is locally available 24 hours a day to address immediate concerns) | ▶ Location of window exits of code-approved size. |
| ▶ Emergency contact number (911) | ▶ Types of bed in each sleeping unit |
| ▶ Designated meeting point | ▶ Location of any sofa beds |
| ▶ Location of smoke/carbon monoxide alarms | ▶ The entire dwelling unit must be included with all sleeping units labeled for short-term rental use. |



Example fire evacuation plan



Upper Floor Plan

Basement Plan

Instructions to occupants in the event of a fire

1. Call the Fire Department: Dial 911. Tell them you are reporting a fire at: (Address, Kelowna BC)
2. If you are able, attempt to extinguish or control the fire using the available fire extinguisher.
3. At the sound of the smoke alarm or residential sprinkler system siren, leave the area immediately by the nearest safe exit and gather at (designated meeting point)
4. Once safe, please contact (Responsible Person contact - name and number of someone who is locally available 24 hours a day to address immediate concerns)



Applying for a business licence

Once you have satisfied the requirements above, you can apply for a business licence. **For quicker processing of your application, please ensure that you apply online at kelowna.ca/business.**

An application fee of \$50 must be paid at the time the application is submitted. If approved, an invoice will be provided and must be paid prior to the release of the licence. Business licences for short-term rentals cost \$345 and must be renewed annually. These fees reflect the cost of implementation and compliance oversight activities.

If you are unable to submit an online application, the forms below must all be completed before arriving to the Application Centre at City Hall. **If the required forms are not completed in full, we will not be able to accept your application.**

Application requirements

- ▶ One piece of government issued photo identification.
- ▶ One principal residence supportive document: ICBC certificate of insurance and vehicle licence, homeowner grant declaration confirmation, official notice from government agency or Crown corporation.
- ▶ A fire evacuation plan of the dwelling unit identifying smoke alarms and carbon monoxide alarms, fire extinguishers, fire exits, each sleeping unit, the types of bed in each sleeping unit, and the location of any sofa beds
- ▶ [Fire and Safety Attestation](#).
- ▶ [Good Neighbour Agreement Form](#).
- ▶ [Owner Consent Form](#), if applicable.
- ▶ [Strata Consent Form](#), if applicable.

Short-term rental applications take two to four weeks to receive a final review once a completed application package has been received. Please monitor the email provided on your application for updates.



Compliance

The City actively works to ensure short-term rental operators comply with rules and regulations. Operators may face municipal fines of up to \$500 per day, per offence, and significantly higher amounts if compliance efforts require escalation. Illegal operation may result in enforcement by both the municipality and the province.

Example offences:

- ▶ Operating without a valid business licence.
- ▶ Operating contrary to zoning restrictions.
- ▶ Listing or advertising a short-term rental without displaying a valid business licence.
- ▶ Listing or advertising a short-term rental exceeding the approved bedroom count on business licence.
- ▶ Listing or advertising a short-term rental without indicating if parking is available or not.
- ▶ Operating a short-term rental contrary to your business licence
- ▶ Operating an unsafe or nuisance property.
- ▶ Refusing entry for inspection by a Licence Inspector or City representative.

Operators exceeding licensing requirements or restrictions, and those with repeat offences, may be subject to escalated prosecution and higher fine amounts per offence per day.



Inspection

The City actively inspects short-term rentals. Operators must provide access to their short-term rental accommodation for the City to inspect, upon request.

Operators understand that City staff may:

- ▶ Audit short-term rental licences and all required documentation;
- ▶ Request evidence that supports the information in a licence application;
- ▶ Request records of the short-term rental bookings and operation dates; and/or
- ▶ Request records showing fire safety inspections and safety maintenance.



Information for guests

City bylaws ensure our community is a safe and enjoyable place for residents and visitors. Please ensure your guests are aware of the following rules, as well as any other rules set by your strata, if applicable.



Noise

Because many short-term rental properties are near other residential homes, please ensure your guests are considerate of the public and their neighbours at all times of day.

Bylaw: [Good Neighbour Bylaw](#)



Parking

Ensure your guests know where they can and can't park. If you provide guest parking, the parking provided must be on your property. Guests are responsible for abiding by parking regulations including any on-street parking time limits or restrictions.

Bylaw: [Section 4 of the Traffic Bylaw](#)



Dogs

Guests must control their dogs at all times and keep on a leash when outside, unless within a designated off-leash dog park. Guests must also pick up after their dog.

Bylaws: [Animal & Poultry Regulation & Pound Bylaw](#) & [Parks and Public Spaces Bylaw](#)



Garbage and recycling

Ensure guests have access to recycling and garbage bins.

Learn more: [Garbage, recycling and yard waste](#)





Business Licensing
Kelowna City Hall
1435 Water Street

250-469-8617

Questions: businesslicences@kelowna.ca