



phone 403.263.8510  
fax 403.262.3809  
toll free 1.800.661.1678

200, 238 11 Avenue S.E.  
Calgary, Alberta, Canada T2G 0X8  
[visitcalgary.com](http://visitcalgary.com)

June 18, 2024

As you may have heard, the City of Calgary issued a State of Emergency on June 15, 2024 in response to continued remediation to repair a water main break affecting the city water supply. Tourism Calgary has been actively engaged with The City of Calgary and the Emergency Operations Centre on this issue to understand impacts to our industry.

Over the weekend there have been many questions about whether Calgary is open to visitors given the current situation. The answer is 'yes' – Calgary is open to visitors and we look forward to welcoming everyone in a responsible and sustainable way.

All of our partners – venues, hotels, restaurants, attractions – are working collaboratively to implement water saving measures that will support the important conservation efforts while still delivering an exceptional experience for guests coming to the city.

The City of Calgary and its crews are hard at work on the repairs to the water system. The current estimate for completion of repairs is between three to five weeks. Our team and our hosting partners will be available at any time to provide up to date information for your events and attendees.

As you know, thousands of Calgarians make their living in the tourism industry and rely on visitors coming to our city for their livelihood. As we head into summer, this is a critical time for our industry with many local businesses depending on visitors coming to our city.

While this event is a challenge for Calgary, it is completely manageable with everyone pulling together to do their part and we thank you in advance for your continued commitment and support of Calgary for your event.

If you have any questions at any time, feel free to reach out to me or any of our team at Tourism Calgary. We are here to support the execution of your event and ensure that you and your guests have an amazing Calgary experience.

Thank You Again for Your Support,

A handwritten signature in black ink that reads "C. Ackroyd".

Carson Ackroyd  
Sr. Vice President – Sales  
Tourism Calgary  
[carsona@tourismcalgary.com](mailto:carsona@tourismcalgary.com) / 403-619-7254