

# TOURISM CASE STUDY

## B&B



# CUMBRIA HOUSE

An 8 bedroom B&B sleeping 12 people with 4\* grading situated at Keswick in the Lake District

## 1 KEY ACHIEVEMENTS

**12%** reduction in gas consumption

**16%** reduction in electricity consumption

**5%** reduction in water consumption

**10%** reduction in volume of waste produced

## 2 ACTIONS TAKEN

- ENERGY**
- Installed new central heating boiler and added thermostats to each radiator
  - Central heating tanks and pipes lagged (300 – 400m of pipes in total)
  - Ambient temperature set to 20°C with heating time controlled to early mornings and evenings only
  - Compact fluorescent light-bulbs installed or dimmer switches and used as needed
  - Electrical appliances are all A or AA rated for energy efficiency
  - Appliances turned off when not in use – no standby
  - Guests receive discount for arriving by public transport or non use of car during stay
  - Washing dried naturally on lines in preference to tumble drying
  - Duvets and towels are not ironed but hung out to remove creases
  - Lined curtains and shutters provide extra insulation

- WATER**
- Hippos installed in WC cisterns

- WASTE**
- Racks installed on each landing for guests to recycle bottles / cans / paper

## 3 COSTS/SAVINGS

- Costs have been a steady transition as appliances needed to be replaced naturally with energy efficient models
- The low emission light bulbs are initially more expensive but save in the region of £150 over the lifetime of the bulb
- The most significant cost for the business is offsetting its CO<sub>2</sub> emissions through Climate Care – approx £100 per year
- Over the past three years they have recycled:
  - 174 kg of plastics
  - 1 tonne of glass
  - 2½ tonnes of paper and cardboard
  - Total CO<sub>2</sub> emissions for the business, including car use, is 14 tonnes per year, which is offset with a donation to climate care

## 4 ONGOING DEVELOPMENT

- Monthly consumption of water, gas and electricity is measured as well as the volume of recycling and waste generated by the business

## 5 CHALLENGES

- Being aware of the difference between domestic and commercial waste collection and what that means for a small business
- Recognising that it all starts with measuring and monitoring
- Persuading guests not to buy bottled water – the B&B promotes and provides jugs of local water for guests use

## 6 BUSINESS BENEFITS

- Guests choose to come because of the business' environmental credentials, often they leave having learned something themselves
- Over the past three years and with an increased number of guests staying, the business has recorded significant reductions in energy, waste and water consumption

For more information on the organisations mentioned in this study contact:  
Climate Care - [www.climatecare.org](http://www.climatecare.org)

For free environmental business support contact:  
Environment Connect - [www.environmentconnect.co.uk](http://www.environmentconnect.co.uk) or on 0800 032 0222

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# GOOSE MEADOW

A 2 bedroom B&B on a working farm in Lydiate, Lancashire

## 1 KEY ACHIEVEMENTS

**Energy savings through reduced washing and tumble drying of laundry**

**Energy savings through installation of low energy light bulbs**

**Reduction in the amount of waste paper generated by encouraging e-mail bookings**

## 4 ONGOING DEVELOPMENT

- The business is part of a tenanted farm therefore the ability to invest significant capital funds is limited
- The owners are keen to investigate installation of a wheat burning boiler to replace their oil fired boiler, an innovation discussed with other farmers and through articles in Farmers Weekly

## 2 ACTIONS TAKEN

**ENERGY** • Low energy light bulbs installed

- Communal lighting now on timer switches
- Use draft excluders around the house

**WATER** • Place 'hippos' in toilet cisterns

- Towel replacement every three days

**WASTE** • Use dispensers for liquid soap, shampoo and shower gel

- Compost household waste and shredded newspapers
- Conduct bookings via email rather than paper
- Reuse carrier bags for bins

## 5 CHALLENGES

- Balancing the conflict between simple sustainable measures and the demands of quality assurance

## 3 COSTS/SAVINGS

- Business policy is always to look at ways of achieving savings on running costs
- The owners have significantly reduced bin waste resulting in a saving in disposal costs

## 6 BUSINESS BENEFITS

- Guests often don't turn off light in communal areas, believing there may be someone else coming after them, so installing timer switches has been beneficial

# TOURISM CASE STUDY

## HOSTEL & SELF CATERING



# GRASMERE HOSTEL & BROADRAYNE FARM HOLIDAY COTTAGES

4\* graded hostel situated in the Lake District sleeping 24 people in 5 bedrooms plus three 4\* graded self catering cottages

## 1 KEY ACHIEVEMENTS

**50%** Reduction in volume of rubbish

**70%** Saving in paper used

**20%** Saving in electricity consumption

## 4 ONGOING DEVELOPMENT

- Re-organising and improving the recycling and composting areas
- Seeking a more commercial method of dealing with food waste – something bigger than green cones (which deal with 4 – 5 kgs of food waste per week)
- Considering installing a solar panel water pump

## 2 ACTIONS TAKEN

**ENERGY** • Switch to energy efficient bulbs in approx 75% of fittings

- Use time switches
- Encourage car sharing by guests

**WASTE** • Recycle cardboard /plastic / glass – collect from guests and take to recycle areas

- Compost all kitchen food waste using green cones
- Use ecological cleaning products and supply these in the holiday cottages using refillable containers
- Use geese as natural grass cutters
- Website booking system saves paper

**OTHER** • Green notice board informs guests of policies and actions taken to encourage wider adoption of sustainable good practice

## 5 CHALLENGES

- Trying to keep the waste streams clean / uncontaminated by guests putting the wrong waste in the wrong recycling place
- Many smaller businesses are not big enough to warrant commercial waste collection but can't use domestic facilities
- In the hospitality industry you need to ask, not tell visitors

## 3 COSTS/SAVINGS

- Switching to low energy light bulbs has initial cost implications which are more than compensated for by achieved energy savings and the need for fewer replacements
- The business no longer measures resource use having adopted these efficiencies many years ago when the overall annual savings achieved were more obvious and impressive

## 6 BUSINESS BENEFITS

- The owners have been implementing resource efficiencies for many years now and have achieved significant savings on energy costs
- Visitors are informed about the sustainable policies in place and are attracted to stay because of this environmental approach

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# TOURISM CASE STUDY LARGE HOTEL



## MARRIOTT WORSELY PARK HOTEL AND COUNTRY CLUB

158 rooms, 9 meeting rooms, several bars and restaurant facilities situated near Manchester airport

### 1 KEY ACHIEVEMENTS

**7%** Saving on electricity

**3%** Saving on gas

**1%** Saving on water

- The maintenance team created “short takes” – 15 minute staff training sessions on resource efficiencies and practical tips like how to take a meter reading – which staff from any department can attend
- Creation of the Energy Team

### 2 ACTIONS TAKEN

- ENERGY**
- “Energy Team” meets monthly, attended by one person from each department
  - Meter readings recorded weekly, data logged and tracked for progress
  - Planned preventative maintenance programme e.g. toilet cisterns
  - Regular equipment servicing
  - Timers installed for car park lights, altered every two weeks as daylight increases
  - Regular checking of rooms and areas, so unreported leaking taps, lights left on or equipment on standby will be “named and shamed.”
  - Chillers are turned off at night

- WATER**
- Timers installed on taps
  - Movement sensors installed in toilets

- WASTE**
- Cardboard, glass and printer cartridges recycled.
  - Paper is re-used and print font has been changed to one using less ink
  - Waste is segregated and recycled

### 3 COSTS/SAVINGS

**7%** Saving on electricity in 2006

**3%** Saving on gas in 2006

**1%** Saving on water in 2006

### 4 ONGOING DEVELOPMENT

- A Carbon Trust audit produced six action plans – to date five have been implemented
- Registered with Envision Energy to track usage and log the kWh the hotel uses
- Registered with Hospitable Climates
- Attend Envirowise seminars for new ideas
- Marriott has a corporate sustainable strategy called ECHO.
- The maintenance team (4 people) purchased trees to cover the team’s carbon footprint

### 5 CHALLENGES

- Getting staff onside and overcoming initial complacency
- Staying within budget and making resources available
- Replacing old non-efficient appliances with modern efficient ones when there are demands on available finance
- Changing the plant room pumps to more energy efficient ones at a cost of £2,500 each, the finances have not yet been found to achieve this

### 6 BUSINESS BENEFITS

- Management recognition of the teamwork behind the financial savings accrued by implementing resource efficiency measures encourages greater staff productivity
- Getting other people involved and enthusiastic about creating resource efficiencies leads to greater team-working, job satisfaction and reduced staff turnover

For more information on the organisations mentioned in this case study contact:  
Carbon Trust at [www.carbontrust.co.uk](http://www.carbontrust.co.uk), Envirowise at [www.envirowise.gov.uk](http://www.envirowise.gov.uk)  
Envision Energy at [www.envisionenergy.co.uk](http://www.envisionenergy.co.uk),  
Hospitable Climates at [www.hospitableclimates.org.uk](http://www.hospitableclimates.org.uk)

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# TOURISM CASE STUDY SELF CATERING



# MONKHOUSE HILL

Situated in the heart of the Lake District, this collection of 9 self catering cottages graded 4\* and 5\* caters up to 46 people

## 1 KEY ACHIEVEMENTS

**INSTALLATION OF LOW ENERGY LIGHTBULBS, WHICH CAN SAVE AROUND £150 PER BULB OVER THE COURSE OF THEIR LIFETIME**

## 2 ACTIONS TAKEN

- ENERGY**
- Low energy light bulbs in the cottages; recently prices have decreased significantly and there is a much greater range of styles to choose from
  - Heating is charged separately not included in the rental price of the cottage so customers think twice about leaving windows open with heating on
  - A thermostatic timer system is used and whilst it is not intended to recoup energy costs, it does make customers aware of how much energy they are using which can be significant in a converted barn
  - Energy efficient boilers installed
  - Energy efficient lighting used in all external areas and for most internal lights
  - Thermostatic heating controls are installed in all the cottages, with a default setting that minimises energy use whilst allowing occupants full flexibility to override to suit their needs
- WASTE**
- Recycle glass bottles, newspapers, cardboard and cans through separate bins in the refuse store
  - Grass cuttings are delivered to local farms for agricultural use or added to the composting facility
  - All cleaning products, used by staff and provided to cottage guests, are natural and biodegradable

## 3 COSTS/SAVINGS

- Use of internal insulation instead of cavity wall insulation when renovating farm buildings to cottages. It is estimated that significant savings have been made although the internal insulation cost more initially
- Payment for energy use on departure discourages indiscriminate wastage

## 4 ONGOING DEVELOPMENT

- Interest in small scale wind generation over the next few years so keeping an eye on the rapidly developing technology in this field

## 5 CHALLENGES

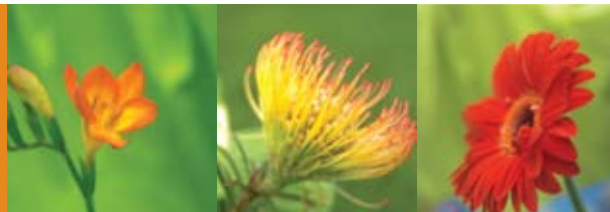
- Balancing the potential for energy saving with customer expectations – especially in the high quality market
- Keeping firm to energy efficiencies whilst still meeting quality criteria (which advocates use of halogen lights and resists charging for extras such as heating)

## 6 BUSINESS BENEFITS

- When customers return appreciative of the efforts being made towards sustainable goals

# TOURISM CASE STUDY

## VISITOR ATTRACTION



# THE NATIONAL WILDFLOWER CENTRE

Wildflower conservation attraction, educational and conference facility set in the former Victorian Court Hey park, a 35 acre site approximately 5 miles from Liverpool city centre

## 1 KEY ACHIEVEMENTS

**12.5%** of electricity consumption is generated by photovoltaic cells

**Recycling rainwater** generates an annual savings.

**Meadow initiative** re-using waste material

**Gaining a Gold award** in the Green Tourism Business Scheme

## 4 ONGOING DEVELOPMENT

- Funding is project driven so the centre has a fairly robust system for measuring and monitoring outputs

## 2 ACTIONS TAKEN

- ENERGY**
- Installation of photovoltaic solar panels on the seed shed to generate energy
  - The centre works with Travelwise Merseyside to promote public transport and has installed cycle racks
  - Energy savings are measured via the National Grid

- WASTE**
- Staff recycle as much as possible
  - Brick rubble left on site was used to create wildflower displays
  - Garden landscaping used shattered CDs, cockle shells and limestone pavement
  - Recycled clothing is used as a base for the garden area.
  - All cardboard, cans, glass and print cartridges are collected, sorted and recycled
  - Kitchen waste from the café is used in the wormery
  - Created "Meadow" an arts initiative re-using plastic waste products

- WATER**
- Installation of water tanks for recycling rainwater run off
  - Designed areas for rain water to run directly into the on site ponds
  - Water savings are monitored via the water company

## 3 COSTS/SAVINGS

- Photovoltaic cells cost approx £60,000 in total
- Re-using and recycling saves money; there is no need to buy raw materials and no need to pay to dispose of unwanted material

## 5 CHALLENGES

- Allow more time than you think you will need if there are planning implications for what you intend to do
- Local stakeholder consultation can be time-consuming but is necessary and worthwhile as it builds loyalty and ownership of the project
- Installing solar panels was always an aim, however the roofs needed to be strengthened first and grants needed to be sourced before it was possible
- Gaining planning permissions – the centre is in a sensitive site and changes of planning personnel during the process meant repeatedly explaining the centre's ambitions

## 6 BUSINESS BENEFITS

- Visitor reaction to the solar panels – they create interest and are a real talking point
- Seeing the growth in biodiversity on what was a derelict site 8 years ago and knowing we are broadening audiences with the work we are doing
- Increased bird and wildlife population creates more visitor interest

# TOURISM CASE STUDY

## VISITOR ATTRACTION



# NORTON PRIORY

Excavated priory, museum and walled garden set in 38 acres of Cheshire woodland near Runcorn

## 1 KEY ACHIEVEMENTS

**£208** cost saving on energy bill in one year

Gaining a Gold award in the Green Tourism Business Scheme

## 4 ONGOING DEVELOPMENT

- Establish good record keeping
- Revise purchasing policy for the most energy efficient appliances
- Micro-monitor individual room energy use
- Quarterly project team meetings with management buy-in
- Monitoring is carried out by two Rangers who carry out daily ground checks, read the water meter and weigh the collected waste

## 2 ACTIONS TAKEN

- ENERGY** • Implement a switch off campaign when not needed – use sticker reminders
  - Fit low emission light bulbs
- WATER** • Site audit which showed the attraction was using more than it should be
- WASTE** • Monitor and measure waste collection
  - Find uses for waste products e.g. used chip fat for chainsaws
  - Compost and Recycle everything you can

## 5 CHALLENGES

- Good documentation is essential – to know what you are using and spending in order to identify and quantify savings
- Recruit key members of staff to get the whole organisation involved
- Making energy efficiencies fit in with conservation issues for an historic site – for example emissions from LED light bulbs

## 3 COSTS/SAVINGS

- Majority of the measures were low / no cost and targeted at areas easy to adapt
- Reduced energy and material costs
- 12 new volunteers wanting to get involved with the attraction's sustainable projects
- Reduction in energy use of 1 kw in every kWh
- Improved local standing and widespread publicity is increasing visitor numbers
- Using recycled products stimulates a demand for them

## 6 BUSINESS BENEFITS

- Achieving Gold Accreditation from the Green Tourism Business Scheme
- Seeing the measures make a tangible difference to the bottom line running costs

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# TOURISM CASE STUDY PUBLIC HOUSE



# THE GOLDEN LION

Situated in Ashton Hayes, the Cheshire village which has set out to become carbon neutral, this public house has bar and restaurant.

## 1 KEY ACHIEVEMENTS

**£350** reduction in electricity bills within 3 month period

**Potential** brewery involvement would see similar action replicated at 9300 public houses within the brand portfolio.

## 4 ONGOING DEVELOPMENT

- Consideration of restaurant food miles
- This is part of a community effort involving the schools, businesses and social groups, for example the football team is aiming at carbon neutrality. The publican helps with advisory clinics for others looking to achieve similar results
- Initially, the brewery allowed the project to go ahead with any costs met by the publican. Having seen these results, it wants all of the chain's 9,300 public houses carrying out similar cost saving measures

## 2 ACTIONS TAKEN

- ENERGY**
- After 9pm, turn lights off in restaurant part of the building
  - During winter, turn off coolers at night and turn on again in the morning
  - Use low energy light bulbs
  - Wash beer mats and spill cloths at night using the low energy tariff and dried on radiators
  - Take meter readings monthly
  - Switch things off whenever possible

## 5 CHALLENGES

- Getting over the first hill – all you hear is “do this; do that” and the whole process seems daunting and too much of an effort. Being shown exactly ‘how to’ turn thermostats down, measure usage etc made it easier to understand and less of an effort
- Once the theory achieves something practical the process becomes much more interesting

## 3 COSTS/SAVINGS

- Switching things off when not in use doesn't cost anything to implement but will save money
- Low energy light bulbs were supplied free of charge as part of the village's wider carbon neutral aims
- Monthly meter readings have seen energy bills drop from £1000 per month to £650 per month in only 3 months

## 6 BUSINESS BENEFITS

- Seeking to achieve carbon neutrality has been great for business – not just the increased media exposure but the clientele have much more to talk about now and going carbon neutral has replaced football as the main topic of conversation
- The pub's commitment and progress have generated a huge amount of publicity and promotional impact – with interviews conducted for BBC television, CNN, the Guardian etc and a 50 minute programme shown as part of Channel 4's dispatches

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# TOURISM CASE STUDY HOSTEL



## THE INTERNATIONAL INN

Liverpool's International Inn is a 3\* hostel located in an old Victorian warehouse which sleeps up to 100 people in dorms

### 1 KEY ACHIEVEMENTS

**A reduction in waste for disposal to one bag per week**

### 4 ONGOING DEVELOPMENT

- The hostel is seeking to build a 31 bedroom extension to be built as low water, low energy units with room isolators installed

### 2 ACTIONS TAKEN

- ENERGY** • Use of energy saving lightbulbs throughout the property
- WATER** • Use of 'hippos' in toilet cisterns
- WASTE** • Provision of recycling bins for guests
- The weekly waste collection, not otherwise reused or recycled, amounts to approximately one bag per week

### 5 CHALLENGES

- The property has a water pressure problem so hippos don't work in every cistern – a problem discovered during the afternoon they were initially installed
- Overseas guests are very informed about recycling and expect to find equivalent facilities to those they have. UK visitors don't always appreciate the need to use the right bins for the right waste products
- Keeping the rubbish bins clean and avoiding cross-contamination

### 3 COSTS/SAVINGS

- Managers unable to monitor accrued savings as meter readings and bills are handled through head office – results and impacts are not disseminated back to local properties
- Within the business staff spend less time separating waste and there is reduced volume of waste overall

### 6 BUSINESS BENEFITS

- Knowing that every small effort represents a significant contribution overall
- Reduced waste disposal costs

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# TOURISM CASE STUDY SMALL HOTEL



## THE PRIORY AT SCORTON

An 8 bedroom hotel and restaurant near Garstang situated on the edge of the forest of Bowland

### 1 KEY ACHIEVEMENTS

- 77%** of fittings use low energy light bulbs
- 66%** reduction in waste
- Substantial** positive media interest gained because of the hotel's resource efficiency policies

### 4 ONGOING DEVELOPMENT

- To harvest rainwater for the gardens and plants
- To recycle heat from refrigeration units for the drying room
- To recycle waste oil from the kitchen
- To find a local source for glass crushing and recycling

### 2 ACTIONS TAKEN

- ENERGY**
  - Encourage an electricity diet
  - Fit low energy light bulbs
  - Install sensors, time switches and room isolators
  - Re-use towels unless asked not to
- WASTE**
  - Recycle cardboard, plastic, paper,
  - Compost uncooked foodstuff from the hotel
  - Installed waste compactor

### 5 CHALLENGES

- Trying to do everything at once is too daunting. Sustainable business practice is a mixture of measures which evolve
- Don't worry about achieving 100%; that's not always realistic or possible so prioritise – the business still has to operate efficiently and effectively
- Misconceptions about the process being arduous and the need to encourage staff teams without putting them off
- Accepting that implementing change won't interfere with the primary business of running a quality hotel

### 3 COSTS/SAVINGS

- Measures are planned against a three year cost/benefit analysis - the waste compactor will pay for itself over three years compared to the cost of commercial waste collection. Other waste is contracted on an 'as needed' basis so the hotel controls how often and therefore how much it costs
- Waste is monitored via the necessity and frequency of commercial collection required
- Standard light bulbs cost £10 per week to purchase. Low energy light bulbs require one order and are changed less frequently so it is one less maintenance task
- Energy use is monitored from invoices recorded on a profit & loss analysis. Energy bills are steady at a time of price increases

### 6 BUSINESS BENEFITS

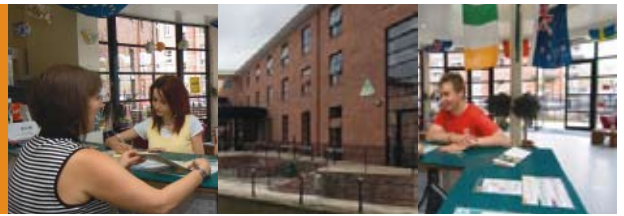
- Wide publicity and promotion of the hotel because of its sustainable business policies and recognition as a best practice business resulted in 20 minutes of prime time BBC coverage
- Storage space was an issue and it was feared the compactor would require even more space but with a tidier store that is not the case

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# TOURISM CASE STUDY

## CONFERENCE VENUE



# MANCHESTER YOUTH HOSTEL

a purpose built venue with three meeting rooms, it can sleep up to 144 people and is situated in the city's Castlefield area.

## 1 KEY ACHIEVEMENTS

**£5000** saving pa through recycling

**£4000** saving pa through installation of TRVs on all radiators

**100** tonnes of CO<sub>2</sub> saving pa through using renewable energy supplier

## 2 ACTIONS TAKEN

- ENERGY**
- Improving lighting controls by installing PIR sensors in some areas, and installing TRVs on all radiators.
  - Switch to a renewable energy supplier saving about 100t of CO<sub>2</sub> pa
  - Notices to switch off lights when not in use
  - Encourage guests and staff to use environmental travel options by giving advice
- WASTE**
- Recycling paper, cardboard, cans etc bins in common areas
  - Works with local company Emerge on recycling and organised business to business waste swap schemes.
- OTHER**
- Prepare Environmental Business Plan
  - Trading with other environmentally conscious businesses

## 3 COSTS/SAVINGS

- The recycling costs initially looked high but have been offset by equivalent savings on refuse collection
- Installation of thermostatic controls cost £3,000 and was repaid within 12 months

## 4 ONGOING DEVELOPMENT

- Further installation of PIR detectors will cost £5,000 with target repay period of 3 years
- Carried out a survey for photovoltaic cells although advised this was not economically viable
- Looking at options for grey water capture system however conflicting advice exists

## 5 CHALLENGES

- Food composting is not possible at the building
- Getting kerbside collection for resident staff recycling
- Finding outlets for items such as batteries – now Emerge collects
- Conflicting advice on environmental audits and finding the right people to talk to

## 6 BUSINESS BENEFITS

- Manchester YHA environmental credentials make it desirable for other organisations to do business with, especially those with ethical/sustainable purchasing policies
- As a conference destination it will regularly host events for Co-op, Oxfam etc
- Awareness and experience means a higher profile – internally within the YHA and externally from media interest

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# TOURISM CASE STUDY HOTEL



# MOSS GROVE ORGANIC HOTEL

an 11 bedroom hotel with a 5\* rating situated in the Lake District

## 1 KEY ACHIEVEMENTS

**94%** reduction in power used to light the hotel externally

**90%** reduction in power to light 3 internal chandeliers

**98%** efficient water boiler

## 2 ACTIONS TAKEN

- ENERGY**
- Installation of 98% efficient boiler
  - Lights use LED bulbs and ongoing programme to reduce overall wattage required to light the hotel
  - Room isolators control electricity use
  - Sheep fleece insulation used in construction
  - Under-floor heating in lobby controlling ambient temperature
  - Staff trained not to leave bedroom appliances on standby
- WATER**
- Dual flush toilets installed
- WASTE**
- Furniture made from reclaimed timbers
- OTHER**
- Natural clay paints used throughout
  - Serve mainly organic/fairtrade/sourced locally food

## 3 COSTS/SAVINGS

The owners are unable to compare before and after since they renovated it on purchase, however in comparison with their former hotel:

- Water boiler is 98% efficient compared to 64% previously
- Exterior lighting using 64W rather than previous 1000–1070W and with much less light pollution
- Three chandeliers were supplied requiring 1800W to run. A switch to LED bulbs means they now run on 162W of power representing a 90% saving

## 4 ONGOING DEVELOPMENT

- Each bedroom has two halogen light fittings and to date they have replaced 50W bulbs with 20W bulbs. However a new LED 3W bulb is being manufactured and as soon as these become available, the 20W bulbs will be replaced
- The hotel owners are developing a 'green book' for guests to explain the sustainable operating philosophy and to provide information about what they do and why they do it

## 5 CHALLENGES

- Recycling not yet second nature in the UK
- Most guests appreciate the hotel's philosophy and are fascinated by some of the more advanced technologies/methods used during construction
- Respond to the growth in consumer awareness of the benefits of organic/natural lifestyle choices and keep up with technological advances and products on the market or in development
- Tradesmen who don't want to change to something new
- Can't take items to the local recycling depot (domestic only) without the risk of being fined

## 6 BUSINESS BENEFITS

- Guests are amazed by what has been achieved and will often take ideas back to implement at home
- Growing numbers of people eat organic foods / have food intolerances and are delighted to find a business offering menus responsive to this
- You don't have to compromise quality to be sustainable
- Initial capital costs are higher but long term savings more than make up for it

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