

# Estrategia de Economía Circular

by Garden Hotels

CIRCULAR ECONOMY STRATEGY  
KREISLAUFWIRTSCHAFTSSTRATEGIE

by Garden Hotels



**AENOR**

100 % CIRCULAR  
STRATEGY



**Conscientes de la limitación de los recursos naturales, en Garden Hotels nos sentimos fuertemente comprometidos con nuestro entorno y patrimonio natural. Por ello, en todos nuestros establecimientos se ha implantado la estrategia de economía circular, un método de trabajo con una política a favor de un turismo más responsable.**

**Esta Política de Turismo responsable está implantada en todos los hoteles Garden, contando todos ellos con la certificación de sostenibilidad turística Travelife. Algunos de ellos cuentan también con certificaciones ambientales de alto prestigio como la ISO 14001, Reglamento Europeo EMAS y galardones ambientales de gran reconocimiento como el TUI Umwelt Champion. Gracias a éste último Garden Hotels ha sido galardonada por la Comisión Europea como empresa finalista y mención especial a nivel europeo en 2012 por la gestión ambiental del Green Garden Aparthotel, y de nuevo en 2017.**

**Además, en estos últimos años hemos recibido otros premios en el ámbito de la sostenibilidad y somos la primera cadena hotelera en recibir el certificado de Estrategia de Economía Circular de AENOR a nivel internacional en 2021.**

Aware of the shortage of natural resources, Garden Hotels is strongly committed to protecting our environment and natural heritage. For this reason, all our establishments are run in accordance with our circular economy strategy, a way of working that follows our policy of promoting more responsible tourism.

This Tourism Policy is implemented in all Garden hotels that hold the Travelife tourism sustainability certification. Some of them also have highly prestigious environmental certifications such as ISO 14001, the European EMAS Regulation and distinguished environmental awards such as the TUI Umwelt Champion. Thanks to the EMAS certification, Garden Hotels has been selected by the European Commission as a finalist and received a special mention at European level in 2012 for the environmental management of the Green Garden Aparthotel, and again in 2017.

In recent years, we have also received various awards in the sustainability sector, and we were the first hotel chain, internationally, to be awarded the AENOR certificate for Circular Economy Strategy in 2021.

Alle natürlichen Ressourcen sind begrenzt. In diesem Bewusstsein engagiert sich Garden Hotels mit verschiedenen Projekten für den Schutz und Erhalt unserer Umwelt. Daher wurde in allen unseren Hotels die Kreislaufwirtschaftsstrategie eingeführt, eine Arbeitsmethode, die sich nach den Prinzipien eines verantwortungsvolleren Tourismus richtet.

Da die Maßnahmen zum umweltfreundlicheren Hotelbetrieb in allen Garden Hotels erfolgreich umgesetzt werden, haben alle unsere Hotels bereits das Travelife-Zertifikat für touristische Nachhaltigkeit erhalten. Einigen unserer Häuser wurden darüber hinaus weitere anerkannte Zertifikate zum Umweltmanagement, wie die ISO-Norm 14001 oder das EU-Öko-Audit EMAS, sowie die renommierte Auszeichnung zum TUI Umwelt Champion verliehen. Letzteres führte sogar zur Auszeichnung durch die Europäische Kommission im Jahr 2012, als Garden Hotels als einer der Finalisten europaweit besondere Erwähnung für das Umweltmanagement des Aparthotels Green Garden fand. Im Jahr 2017 erhielt das Aparthotel die renommierte Auszeichnung erneut.

Darüber hinaus haben wir in den letzten Jahren weitere Auszeichnungen im Bereich Nachhaltigkeit erhalten und sind die erste Hotelkette auf internationaler Ebene, die 2021 das AENOR Zertifikat für Kreislaufwirtschaftsstrategie erhalten hat.



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## Gestión del agua

**El establecimiento dispone de dispositivos que minimizan el consumo de agua como son reguladores de caudal, doble cisterna de Wc's, instalaciones de riego automatizadas, etc. Colabora con nosotros con tus buenas prácticas ambientales, no malgastes agua innecesariamente.**

### WATER MANAGEMENT

The establishment has devices that minimise water consumption such as flow regulators, dual flush toilets, automated irrigation systems, etc. Work with us with your good environmental practices, do not waste water unnecessarily.

### WASSERMANAGEMENT

Unser Hotel ist mit verschiedenen Vorrichtungen zur Wasserersparnis ausgestattet, wie zum Beispiel Durchflussbegrenzer an den Wasserhähnen, WC-Spülkästen mit 2 Kammern für unterschiedliche Wassermengen und automatische Gartenbewässerung. Bitte unterstützen Sie unsere Bemühungen, indem Sie ebenfalls sparsam mit Trinkwasser umgehen.



## Gestión de la energía

**Mayoritariamente la iluminación del establecimiento es de bajo consumo, y de forma progresiva, se está cambiando a tecnología LED. La mayor parte de consumo de energía en un hotel proviene de la climatización, por lo que su correcta gestión y automatización de la maquinaria son factores clave para el ahorro. Contamos con tu colaboración, no derroches la energía de su habitación. Además, si no necesitas el cambio de sábanas y toallas, puedes comunicarlo a recepción y así colaborar con el ahorro de energía y agua.**

### ENERGY MANAGEMENT

Most of the lighting in the establishment is fitted with energy-saving bulbs, and progressively it is switching to LED technology. The majority of the energy consumed in a hotel comes from air conditioning, so its management and automation of machinery are key factors for saving energy. We count on your cooperation, do not waste energy in your room. If you don't need a change of bed linen or towels, you can also let reception know and help us save even more water and energy.

### ENERGIEMANAGEMENT

Der größte Teil der Hotelbeleuchtung erfolgt durch den Einsatz von Energiesparlampen, nach und nach werden diese durch LED-Leuchtkörper ersetzt. Da die Klimatisierung des Hotels den größten Anteil am Gesamtenergieverbrauch hat, sind der umsichtige Einsatz und die Steuerung der Geräte äußerst wichtig, um den Stromverbrauch zu drosseln. Bitte lassen Sie Energie verbrauchende Geräte in Ihrem Zimmer nicht unnötig eingeschaltet. Außerdem können Sie unser Bemühen, Energie und Wasser einzusparen, unterstützen, indem Sie an der Rezeption Bescheid geben, wenn Sie auf Bettwäsche- und Handtuchwechsel verzichten möchten.





## Gestión de los residuos

Garden Hotels cuenta con un procedimiento para adecuar la gestión de residuos y de emisiones de CO2 hacia prácticas más ecológicas y menos contaminantes. Cada establecimiento segrega la materia orgánica generada en cocina, restos de poda, residuos voluminosos y peligrosos con gestores autorizados para ello.

Con los residuos de materia orgánica generados elaboramos compost que vuelve a la tierra en forma de abono y permite que crezcan alimentos que volverán a estar presentes en nuestros buffets, logrando así una economía verdaderamente circular.

Tienes a tu alcance diferentes papeleras de reciclaje en las zonas exteriores del establecimiento, y/o en los accesos a las habitaciones/apartamentos.

### WASTE MANAGEMENT

Garden Hotels has a procedure to adapt the management of waste and CO2 emissions towards greener and less polluting practices. Each establishment entrusts authorised managers to be in charge of the separation of the organic waste generated in the kitchen, garden waste and bulky and hazardous waste.

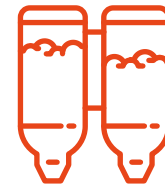
We make compost with the organic waste generated at the hotels, returning it to the soil as fertiliser which helps grow the crops served at our buffet restaurants later, creating the perfect circular economy. You will have access to different recycle bins outside of the establishment, and/or in the entrance of your room/apartment.

### ABFALLMANAGEMENT

Zur Verringerung des CO2-Austoßes und für eine ökologischere, weniger umweltbelastende Müllentsorgung hat Garden Hotels das Abfallmanagement in allen Hotels optimiert. In jedem unserer Hotels sorgen geschulte Mitarbeiter für die Trennung und korrekte Entsorgung von organischen Abfällen aus der Küche und aus der Gartenpflege sowie von Sperrmüll oder Sondermüll.

Mit den anfallenden organischen Abfällen stellen wir Kompost her, der als Dünger auf den Feldern das Wachstum von Obst und Gemüse fördert, welches wiederum auf unseren Buffets angeboten wird, sodass echte Kreislaufwirtschaft geschaffen wird.

Auf dem Hotelgelände verteilt und/oder an den Zugängen zu den Zimmern/Appartements, stehen unseren Gästen Recyclingcontainer für die Mülltrennung zur Verfügung.



## Gestión de residuos plásticos

Trabajamos a conciencia para reducir el uso de materiales de plástico, como la sustitución de amenities por dispensadores reutilizables, además de otros elementos que se utilizaban en el hotel. También, hemos habilitado fuentes de agua filtrada para que los clientes puedan rellenar la jarra de vidrio, que encontrarán en su habitación, tantas veces como deseen. De esta manera, reduciremos la huella de carbono, los residuos, los plásticos y la energía consumida, así como también, limitaremos el consumo de combustibles fósiles asociados al transporte. Gracias a estas acciones, hemos conseguido ahorrar toneladas de plásticos que acaban en nuestros mares y océanos.

### PLASTIC WASTE MANAGEMENT

We are working very hard to reduce our use of plastic, including replacing the bathroom amenities with refillable dispensers, and other plastic items that were being used at the hotel. We have also installed filtered water fountains so that our guests can refill the glass jug provided in their room as often as they like. These changes mean that we are reducing our carbon footprint, waste, plastics, energy, and the use of fossil fuels associated with transport. Thanks to this effort, we have saved tonnes of plastic from ending up in our seas and oceans.

### VERMEIDUNG VON PLASTIKABFÄLLEN

Wir haben die Verwendung von Plastikverpackungen stark reduziert, indem wir zum Beispiel Körperpflegeprodukte in wiederbefüllbaren Spendern anbieten und auch in anderen Bereichen des Hotels darauf verzichten. Es wurden Trinkwasserspender aufgestellt, sodass unsere Gäste die in ihrem Zimmer bereitstehenden Glaskaraffen füllen können, so oft sie möchten. Auf diese Weise reduzieren wir CO2-Emissionen, Abfälle, Plastikverpackungen und den Energieverbrauch, genauso wie den Verbrauch von fossilen Brennstoffen für den Transport. Dank dieser Maßnahmen ist es uns gelungen, Tonnen von Plastik einzusparen, die sonst unter Umständen in unseren Meeren und Ozeanen gelandet wären.



## Productos ecológicos y de proximidad

Nuestra política de empresa está basada en apoyar propuestas orientadas a la revitalización de la agricultura y ganadería local, priorizando así compras con colaboradores locales, para ofrecer en nuestro bufets productos autóctonos y de temporada.

Ofrecemos a nuestros clientes 3000 kg de cordero ecológico mallorquín y 20.000 kg de producto ecológico cada temporada.

### ORGANIC AND LOCAL PRODUCTS

Our company policy is based on supporting proposals aimed at the revitalisation of local agriculture and livestock, prioritising purchases with local partners and offering local and seasonal products in our buffets.

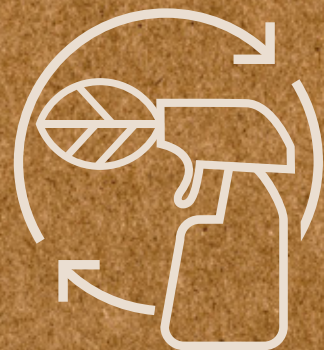
We serve 3,000 kilogrammes of organic Mallorcan lamb to our guests every year, and around 20,000 kilogrammes of organic products every season.

### BIOPRODUKTE AUS DER REGION

Unserer Unternehmenspolitik entsprechend unterstützen wir die Wiederbelebung der regionalen Land- und Viehwirtschaft und kaufen bevorzugt bei lokalen Produzenten ein. Unsere Gäste finden daher auf unseren Buffets frische saisonale und einheimische Produkte.

Wir verpflegen unsere Hotelgäste in jeder Saison mit etwa 3.000 kg Bio-Lamm aus Mallorca und etwa 20.000 kg anderen Bio-Produkten.





## Materiales y productos de limpieza ecológicos

En nuestros establecimientos se utilizan, en la medida de lo posible, productos respetuosos con el medio ambiente: productos de limpieza y bolsas de basura biodegradables, papel reciclado y/o ecológico, etc.

### ECOLOGICAL CLEANING MATERIALS AND PRODUCTS

In our establishments, environmentally friendly products are used as much as possible: cleaning products, biodegradable bin bags and recycled and/or ecological paper, etc.

### ÖKOLOGISCHE REINIGUNGSPRODUKTE

Wo immer möglich werden in unseren Hotels umweltfreundliche Produkte eingesetzt, wie zum Beispiel biologisch abbaubare Reinigungsmittel und Mülltüten, Recyclingpapier etc.



## Excursiones

**Puedes informarte de las excursiones en recepción. Recuerda respetar siempre las zonas naturales (fauna y flora) y espacios arqueológicos, teniendo en cuenta los permisos y restricciones del área.**

### EXCURSIONS

You can inquire about the excursions at reception. Remember to always respect the natural areas (fauna and flora) and archaeological sites, taking into account the permits and restrictions of the area.

### UMWELTBEWUSSTSEIN AUF AUSFLÜGEN

Unser Rezeptionsteam informiert Sie gerne zu allen angebotenen Ausflügen. Bitte helfen Sie mit, die Ökosysteme, den Lebensraum der Tierwelt und die archäologischen Fundstätten an Ihrem Ausflugsziel zu bewahren und halten Sie sich an alle dort angegebenen Verhaltensregeln.



Este establecimiento posee el certificado de sostenibilidad Travelife, y con ello demostramos nuestro compromiso ecológico y social:

- Tenemos en cuenta las quejas y sugerencias de nuestros clientes. Envíenos las suyas a través del espacio de Gestión Ambiental que le ofrece el cuestionario online que le facilita el hotel.
- Nuestros empleados reciben formación anual sobre las buenas prácticas ambientales y actuación en casos de emergencia ambiental.
- Obtenemos certificaciones ambientales y de sostenibilidad en nuestros establecimientos. Puede verlos en los accesos del hotel, así como nuestra Política de Responsabilidad Social Corporativa. En nuestra web también encontrará Informes de Sostenibilidad de cada uno de los establecimientos Garden.
- Somos miembros de la “Red de Hoteles Sostenibles de Baleares” ([www.xarxahotelsostenibles.com](http://www.xarxahotelsostenibles.com)). Por un turismo más sostenible.
- Apoyamos a organizaciones no gubernamentales, sin ánimo de lucro, con fines sociales y ambientales (Cáritas, Cruz Roja, Fundación SEUR, Acción contra el Hambre, Clean Boating, Fundación Sonrisa Médica y Fundación Deixalles ). Si deseas colaborar, consulta en recepción, la APP o el totem del hotel, las acciones vigentes.
- En Garden Hotels velamos por el cumplimiento de los Derechos Humanos de todas las personas, clientes, personal,..., y en especial por la protección de los menores. Nuestros empleados reciben formación y cuentan con protocolos en caso de detección de conductas no deseables.



This establishment holds the Travelife certificate of sustainability, and with it we demonstrate our ecological and social commitment:

- We take into account the complaints and suggestions of our clients. Send us yours through the Environmental Management online questionnaire provided by the hotel.
- Our employees receive annual training on good environmental practices and what to do in cases of an environmental emergency.
- We receive environmental and sustainability certifications at our establishments. You can see them in the hotel entrances, as well as our Corporate Social Responsibility Policy. On our website you will also find Sustainability Reports for each of the Garden establishments.
- We are members of the "Sustainable Hotel Network of the Balearic Islands" ([www.xarxahotelsostenibles.com](http://www.xarxahotelsostenibles.com)). For a more sustainable tourism.
- We support many NGOs and not-for-profit organisations with their social and environmental work (Cáritas, Cruz Roja, Fundación SEUR, Acción contra el Hambre, Clean Boating, Fundación Sonrisa Médica, and Fundación Deixalles). If you would like to help us support them and find out more about the current projects, please ask at reception, have a look on the app, or check out the hotel noticeboards.
- At Garden Hotels we ensure compliance with the Human Rights of all clients, staff and especially for the protection of minors. Our employees receive training and have protocols in case of detection of undesirable behaviour.



Für die umwelt- und sozialverträgliche Betriebsführung ist dieses Hotel mit dem Travelife Nachhaltigkeitszertifikat ausgezeichnet worden:

- Wir lernen aus den Verbesserungsvorschlägen und der Kritik unserer Gäste. Auf unserem Onlinefragebogen, unter dem Titel Umweltmanagement, können Sie uns Ihre Meinung mitteilen.
- Unsere Mitarbeiter werden alljährlich zu umweltverträglichen Arbeitsprozessen und zum Verhalten in ökologischen Notfällen geschult.
- Unser Hotel hat verschiedene Anerkennungen für einen umweltfreundlichen und nachhaltigen Hotelbetrieb erhalten. Im Eingangsbereich können Sie die entsprechenden Zertifikate sowie unsere Unternehmensleitlinien zur sozialen Verantwortung einsehen. Auf unserer Website finden Sie ebenfalls Nachhaltigkeitsberichte zu jedem Haus der Hotelkette Garden Hotels.
- Unsere Hotelkette ist Mitglied im "Verbund nachhaltiger Hotels auf den Balearen" ([www.xarxahotelsostenibles.com](http://www.xarxahotelsostenibles.com)) und setzt sich für nachhaltigen Tourismus ein.
- Wir unterstützen NGOs und Non-Profit-Organisationen, die sich in der Gesellschaft oder für den Umweltschutz engagieren (Cáritas, Rotes Kreuz, SEUR Stiftung, Aktion gegen den Hunger, Clean Boating, Stiftung Sonrisa Médica und die Stiftung Deixalles). Wenn Sie diese Organisationen unterstützen oder sich zu aktuellen Aktionen informieren möchten, wenden Sie sich bitte an die Rezeption oder werfen Sie einen Blick in unsere App und auf den Infobildschirm des Hotels.
- Garden Hotels setzt sich für die Einhaltung der Menschenrechte auf allen Ebenen, unter Mitarbeitern und Gästen, und insbesondere für den Schutz Minderjähriger ein. Unsere Mitarbeiter werden regelmäßig für den Fall geschult, dass verdächtiges Verhalten beobachtet wird.





**¡Contamos con Tu colaboración! Actúa de forma responsable en las playas, bosques, reservas naturales, la conservación de los mismos nos aporta valor, y tu cooperación es imprescindible. Cualquier sugerencia no dudes en hacérsosla llegar a través de recepción.**

**FELIZ ESTANCIA EN GARDEN HOTELS.**



We count on your collaboration! Be responsible with our beaches, forests and nature reserves.... conservation and cooperation is essential. If you have any suggestions do not hesitate to inform us through reception.

ENJOY YOUR STAY WITH GARDEN HOTELS.

Bitte unterstützen Sie unsere Umweltschutzbemühungen und verhalten Sie sich am Strand, im Wald und in Naturschutzgebieten verantwortungsbewusst. Der Erhalt unserer Natur und Ihr Beitrag zum Umweltschutz sind für uns alle von großer Wichtigkeit. Ihre Vorschläge oder Anmerkungen zu unseren Projekten sind jederzeit herzlich willkommen, wenden Sie sich gerne an unser Rezeptionsteam. WIR WÜNSCHEN IHNEN EINEN WUNDERSCHÖNEN URLAUB IN UNSEREM HOTEL!



Dear traveller,

The “Responsible Tourist and Traveller” is a practical guide to help you make your trip an enriching experience.

The advice is based on the *Global Code of Ethics for Tourism* of the World Tourism Organization.



## THE RESPONSIBLE TOURIST AND TRAVELLER

Travel and tourism should be planned and practiced as a means of individual and collective fulfilment. When practiced with an open mind, it is an irreplaceable factor of self education, mutual tolerance and for learning about the legitimate differences between peoples and cultures and their diversity.

Everyone has a role to play creating responsible travel and tourism. Governments, business and communities must do all they can, but as a guest you can support this in many ways to make a difference:



Open your mind to other cultures and traditions – it will transform your experience, you will earn respect and be more readily welcomed by local people. Be tolerant and respect diversity – observe social and cultural traditions and practices.

Respect human rights. Exploitation in any form conflicts with the fundamental aims of tourism. The sexual exploitation of children is a crime punishable in the destination or at the offender’s home country.



Help preserve natural environments. Protect wildlife and habitats and do not purchase products made from endangered plants or animals.

Respect cultural resources. Activities should be conducted with respect for the artistic, archaeological and cultural heritage.







Your trip can contribute to economic and social development. Purchase local handicrafts and products to support the local economy using the principles of fair trade. Bargaining for goods should reflect an understanding of a fair wage.

Inform yourself about the destination's current health situation and access to emergency and consular services prior to departure and be assured that your health and personal security will not be compromised. Make sure that your specific requirements (diet, accessibility, medical care) can be fulfilled before you decide to travel to this destination.



Learn as much as possible about your destination and take time to understand the customs, norms and traditions. Avoid behaviour that could offend the local population.

Familiarize yourself with the laws so that you do not commit any act considered criminal by the law of the country visited. Refrain from all trafficking in illicit drugs, arms, antiques, protected species and products or substances that are dangerous or prohibited by national regulations.



UN WORLD TOURISM ORGANIZATION  
ORGANISATION MONDIALE DU TOURISME  
ORGANIZACION MUNDIAL DEL TURISMO  
ВСЕМИРНАЯ ТУРИСТСКАЯ ОРГАНИЗАЦИЯ ООН  
منظمة السياحة العالمية

For more information:

[http://www.world-tourism.org/code\\_ethics/eng.html](http://www.world-tourism.org/code_ethics/eng.html)

E-mail: [ethics@world-tourism.org](mailto:ethics@world-tourism.org)

# RESPONSIBLE **GUEST** GUIDE

Simple actions you can take to  
support the people and places you visit





**We all travel for different reasons** and many of us would agree that one of the best things about travel is having new and unique experiences. Because people, culture, history, wildlife and scenery play such important roles in our travel experiences, protecting and supporting these things should be at the heart of every tourism and travel organisation, and every traveller.

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**Travelife certification helps accommodation providers put sustainability at the heart of their business.** Travelife Certified properties must achieve 100% compliance with one of the most comprehensive accommodation sustainability standards in the world, something we verify by conducting a full site audit of each property every 2 years.

**We have conducted thousands of these audits all over the world and have found that the greatest impact comes when many individuals take simple actions,** and that no matter how hard an accommodation provider works to improve, they are only successful if their guests are also willing to take some simple actions too. We invite you to keep reading to find out how you can help to improve the impact of your travel.

# Researching your trip

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**Booking travel:** If you have a choice, always opt for the company that is taking action to improve their environmental and social impacts. The best ones will publish annual sustainability reports and be independently certified by a reputable sustainability label like Travelife.

**Culture:** Travel is more enjoyable when you have some knowledge of how to respect local customs and culture. Even simple things like how to tip, dress or say thank you are useful to know before you arrive.

**Ground transport:** You can help ease congestion, pollution and emissions by opting for taxi and transfer companies with low-emission fleets, using public transport and exploring the destination on foot or by bike when it is safe and practical to do so.

**Caring for others:** Spend some time learning how to identify the signs that someone is being trafficked, abused or exploited, then find out how to report it if you ever see it. You should be able to find reputable information and training resources online, often provided by the police or an NGO, otherwise ask for advice from a relevant local charity or check with your travel agent.

# Packing

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**Pack light:** Whether you are travelling by plane, train, ship or car, a lighter load means that less fuel is required to complete the journey, leading to lower emissions.



**Pack to bring it back:** Unwanted items you leave behind add to pollution in destinations that lack good waste and recycling solutions, and in all destinations they add stress to local waste management systems.

**Personal care products:** Washing or swimming when using shampoos, lotions and gels that contain ‘microbeads’ can cause serious long-term harm to biodiversity. Many countries have already banned them so please do not travel with these items.

**Sunscreens:** Certain ingredients found in some sun protection products are very damaging to marine life and reefs, even in tiny amounts and even from showering them off in your hotel room. Look for a marine-safe alternative if a sunscreen contains any of these ingredients: Oxybenzone, Benzophenone-1, Benzophenone-8, OD-PABA, 4-Methylbenzylidene Camphor, 3-Benzylidene Camphor, nano-Titanium Dioxide, nano-Zinc Oxide, Octinoxate, Octocrylene.

**Single-use plastics:** If you bring them with you then they will have to be disposed of and many destinations lack the facilities to do this safely. See if you can travel with reusable alternatives or ones made from recycled paper products instead of plastic.





## At your accommodation

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**Temperature:** Keeping your room at a comfortable temperature is important yet this is one of the biggest contributors to greenhouse gas emissions in accommodation. You can help by not adjusting the thermostat more than necessary and by ensuring that heating/cooling units are turned off whenever doors or windows are open.

**Water:** There are always greenhouse gas emissions created from sourcing and disposing of water, and in some destinations water is an extremely precious resource. You can help by taking shorter showers, turning off the tap whilst brushing your teeth and making use of any low-flush option on toilets.

**Eating and drinking:** Around a third of all food produced is never eaten, yet food production accounts for a third of all greenhouse gas emissions. You can help by only ordering what you will eat, choosing local items over imported ones and opting for more meat-free meals during your stay.

**Find out about recycling:** Every location has different recycling rules that can be confusing when you travel, so ask hotel staff about what you can recycle and how.

# Supporting the local community

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**Support local businesses:** Try to dine and shop at locally owned and operated businesses in the area. If you are buying gifts or mementos, see if you can find something that is handcrafted by a local artist or produced by a small business.

**Explore the culture and area:** Even if you are on a lazy beach holiday or a short business trip, you are likely to get more out of your visit if you find time to take in some of the local sites, culture and activities.

**Respecting people:** Make sure you know about, and observe, any local laws, customs or traditions. Do not take photos or videos of people without their permission, especially if you intend to post these online. Remember that only parents or legal guardians can give permission for children.

**Safeguard children:** Avoid activities that could harm children such as orphanage and school visits that can disrupt education or lead to exploitation. The best way to support children is to donate to a reputable charity. If you suspect that any child is being exploited or abused, immediately report the issue to law enforcement. You can speak with accommodation staff or your travel agent if you are not sure how do that safely.

**Protect biodiversity:** Be sure to properly dispose of your waste and follow any guidance about how to protect sensitive areas such as sand dunes, reefs or forests. Do not take anything away from these areas such as shells or stones and likewise, do not leave anything behind.

**Support local charities:** If you have had a great time at your destination and would like to give something back to the people who live there, then we suggest looking for a local improvement initiative or charity to support. You could ask staff at your accommodation for ideas as they may already have something in place. For example, raising funds to build a new medical centre, to improve a local park or to protect an important natural area.

## Safeguarding animals

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**Stray or abused animals:** If you are concerned about stray or abused animals, ask staff at your accommodation about the best course of action. They may already be working with a local animal welfare organisation or have some advice for you. If not, you can ask your travel agent. International organisations like World Animal Protection and Born Free often have online advice about what to do if you see abuse or neglect of captive wild animals (e.g. snakes, tigers, bears, elephants).

**Animal activities and attractions:** We suggest that you avoid any activities that could possibly be harmful to the mental or physical wellbeing of animals. This could include activities involving feeding or touching wild animals and any attractions where animals are forced to behave in a way that would not be normal for them in the wild.





[www.staybetterplaces.com](http://www.staybetterplaces.com)