

Phoenix Court Green Policy

We love Scarborough and North Yorkshire and want visitors to enjoy this area for many years to come. That's why we are moving towards methods of sustainable tourism. We know we can't get everything right immediately but we are constantly trying to make improvements. If you can think of any way in which we can become more green, please let us know. Here's a little about what we do.

Procurement

- We are part of the DeliciouslyYorkshire Breakfast Scheme, which means that as many items as possible on our breakfast menu are produced within Yorkshire.
- All tea, coffee and room hospitality tray items are Fair Trade.
- All paper products including kitchen rolls and toilet rolls used are produced from recycled paper.

Chemicals and Toiletries

- Your room is cleaned with environmentally friendly products that we source from a company with clear environmental aims. We buy products in 5 litre containers and decant them into smaller holders for everyday use. This saves on packaging and all containers can be recycled.
- We use the ecofresh range of toiletries in guest bathrooms – this product has biodegradable ingredients and packaging is biodegradable.

Energy

- We have a programme of replacement for all standard light bulbs and where possible these are being replaced by low energy light bulbs (reducing our carbon impact).
- All radiators are thermostatically controlled, allowing us to selectively restrict heating to rooms, which are occupied.
- All public areas have thermometers, insuring that the temperature can be kept at the correct, comfortable level, thus preventing wastage of heat, whilst ensuring guest comfort.
- All energy usage is recorded on a weekly basis and results regularly analysed.

Recycling

- All clean paper, cardboard, plastic bottles and cans are recycled.
- Ink cartridges used in our printer are recycled by our supplier.
- We strive to reduce portion packs where possible - at breakfast butter, jam and marmalade are served in small serving dishes to reduce the use of small portion packs.
- Where large containers can be returned to our suppliers for re-use, we do this.
- We strive to make efficient use of paper (visitor info packs, confirmations by email). Confidential papers are shredded and recycled, other non confidential papers are used as note paper or the reverse is used for internal printing

- Year on year we aim to reduce non recyclable waste by ensuring that more waste is recycled or by reducing waste altogether.

Water Consumption

- All bathroom toilets are fitted with modern low water usage cisterns.
- Our washing machine has built in sensors that enable it to detect how much water is needed for each load, thus helping us to ensure water consumption is kept to a minimum.
- If you want your towels changed put them in the shower. If they are hanging up or put back on the towel rail we will leave them with you for another day.
- Water usage is monitored on a monthly basis to ensure no unnecessary 'spikes' in usage.

The Environment

- We are members of the Puffin Mark accreditation scheme, this is awarded to visitor attractions and accommodation providers who have a commitment to the wildlife of the East Yorkshire Coast and who want to promote it to their visitors.
- We are planting areas around the car park and back of the building that will create wildlife attraction areas. All efforts and results are recorded in a blog that can be accessed from our website.
- There are details in the guest lounge of local areas where you can watch wildlife and we have a diary in which we and guests can record any sightings of interesting wildlife.

Gleneagles Visitors Charter

- Make a £1 donation per room, per night to our Perthshire Big Tree Country project.
- Eat Local, Buy Local and See Local – support local producers and services, experience the true flavour of what Perthshire has to offer. Additional information can be sourced from our on site Concierge team.
- Give the Car a Rest – leave the car, if only for the day. There are plenty of activities for the whole family to enjoy without leaving the 850-acre resort. Enjoy a walk or cycle in the fresh Perthshire air – route maps are available from Concierge.
- Chill Out and Switch Off – switch off lights when you leave your room and turn the heating down. Another idea is to shut the window when the heating is on within your room.
- Follow the Countryside Code – help us look after the beautiful landscape and wildlife by using footpaths and cycle ways responsibly. Speak to the Concierge team about joining the Woodland Walk within the grounds of the resort.
- Reduce, Reuse, Recycle – a substantial effort is being made throughout the resort to reduce, reuse and recycle. Assist us by avoiding over packaged goods and saying “no thanks!” to that extra carrier bag. Our Waste Management strategy has more information on our current hotel recycling.

Energy

- We have arranged with our electricity supplier a contract which exclusively utilises electricity from renewable sources such as wind.
- Throughout the guesthouse we have placed long-life low watt bulbs wherever possible.
- Having recently undergone a complete refurbishment we are assured that our insulation is of the highest possible standards.
- We aim to economise our gas consumption as much as possible and have installed a control system for the central heating which allows us to selectively restrict heating to rooms which are unoccupied and thus reducing wastage.
- We are constantly reviewing our gas consumption in the hopes of finding more appropriate alternatives.
- A recent extension to our kitchen and dry store has allowed us to implement a sedum roof giving us added insulation and more green space for the immediate environment.

Waste

- We have arranged with local recycling co-operative to for regular collections of all our recyclable waste, such as glass, paper, cartons, tins, and including tetra packaging.
- All our bio-degradable waste is processed through a wormery which in turn provides us with excellent and rich compost for all our gardening and planting projects.
- We provide each room with two waste baskets and ask guests to kindly separate recyclable material from non-recyclable. Guests contributions.
- All our en-suite baths, showers and wash basins are provided with specialised hygienic soap dispensers made particularly for the hospitality industry. This enables us to reduce the wastage of both packaging and un used soap products.
- We do ask our guests staying more than one night to place towels they wish to be washed on the floor thus minimising the need to wash towels guests are still satisfied with.

Additional measures

- All our cleaning materials and detergents are sourced from companies providing ecological solutions, such as Ecover.
- Our company car has been converted to run on Liquid Petroleum Gas (LPG). We are proud of the efforts we have made to minimise our impact upon the environment. We appreciate that this is an on going effort for which we can find improvements. If there are any suggestions you feel may improve our position we would be very happy to hear from you.
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Energy

- Almost all internal and external lighting has been changed to low energy bulbs and fittings. Guests are requested to reduce consumption further by switching off lights and televisions when the bedrooms are not occupied.
- We try to minimise the use of the business vehicle as far as possible and combine trips with other purposes. In addition, home deliveries of products via local suppliers where available are arranged.
- Radiator thermostats are turned down to a low setting between guests. Guests are free to increase the setting if the room is too cold for them. It is better to increase the temperature in a room rather than have to reduce it by opening a window.
- Fresh linens are provided for each new guest and they are changed every 3 or 4 days for those on an extended visit. Guests that require a more or less frequent change are asked to let us know on arrival.
- Towels are changed at the same times as linens, however should a more frequent change be required guests are requested to leave the items to be replaced in the shower tray or wash basin.
- Where possible linens are dried and aired naturally in our utility room. If this is not possible we use special tensile balls in our tumble dryer, they help to soften linens and reduce drying time by up to 25%.
- Our new energy efficient tumble dryer has built in sensors to detect when linens are dry thereby preventing items from being over dried and saving energy.
- Our new energy efficient washing machine is triple A' rated in regard to energy consumption, wash & spin performance.
- The Washing machine has a larger capacity drum; for example two wash cycles of the new machine can accomplish what would have taken 3-4 wash cycles in our old machine.
- Our new energy efficient dishwasher is triple A' rated in regard to wash performance and energy & water consumption.

- As and when appliances have reached the end of their useful life and are deemed beyond economical repair only new energy efficient versions will be purchased.

Chemical Usage/ Toiletries

- Washing of towels and linens only when necessary/requested thereby keeping detergent, energy and water usage to a minimum.
- The larger drum in our new Washing Machine has helped to cut our consumption of detergent & fabric softener by approximately 33%-50%.
- We use micro-fibre cloths when cleaning, this enables us to clean without using chemicals where possible. They require less detergent when being washed (66% less than a normal cloth) this is due to their composition.
- The use of sufficient cleaning chemicals to ensure cleanliness and hygiene standards whilst ensuring nothing is used to excess.
- The washing up liquid we use is purchased in 5 litre containers, it is vegetable-based, using very mild detergents, which are 100% Vegan, biodegradable and with minimal environmental impact. It is particularly mild, without artificial colours or fragrances or artificial foam boosters and it has not been tested on animals.
- In our dishwasher a gel that is great for shifting grease and grime, with the advantage of having a non-phosphate base. The ingredients are vegan, biodegradable, animal-free and have not been tested on animals during product development. We also use a rinse Aid that is designed to allow dishes and glasses to dry evenly without streaking. It is vegan and easy to use, it leaves no taste on dishes. No phosphates are used, preserving rivers, lakes and streams. All ingredients are fully biodegradable – no harmful chemicals are left behind.
- The liquid detergent we use in our washing machine has been carefully formulated without the use of parabens, phosphates, bleach, optical whiteners, artificial colour or fragrance, enzymes and harmful chemicals so often found in today's commercial products. The laundry liquid, with Organic Aloe Vera, is also fully biodegradable, of a neutral pH with the aroma of fresh-smelling Rosemary oil. The fabric softener we use is plant and mineral based, fast & complete biodegradability, minimum impact on aquatic life and is not tested on animals.
- When we have to use cleaning chemicals in bedrooms, the dining room & kitchen we use items that are 100% biodegradable and where possible phosphate free. All our cleaning chemicals are manufactured by SELDEN RESEARCH LIMITED in Buxton, Derbyshire who only use biodegradable surfactants. A copy of their environmental policy along with data analysis for products we use is available upon request to interested parties.
- Use of a steam cleaner to create a clean sterile environment without the use of chemicals.
- We buy shampoo in 5 litre containers; the wild harvested Organic Seaweed used in our Shampoo comes from the unpolluted deep sea rather than collected from the shoreline after it has died. Rich in iodine, selenium and other essential trace minerals and proteins, it is a strong anti-oxidant removing free radicals and reducing cellular damage. Seaweed regenerates and promotes healthy hair, stimulating the hair shaft and is often helpful for dandruff. This shampoo is enhanced with a subtle and refreshing blend of aromatherapy oils.
- Wake up and refresh yourself with our Seaweed Shower Gel or in the evening ease your way into a peaceful slumber. Our Seaweed shower gel is rich in minerals and vitamins and is harvested in the Deep Seas and is renowned for its healing qualities. Seaweed is believed to be an excellent remedy for a host of skin problems.
- Our Organic Seaweed Hand Wash contains wild harvested seaweed originating from the unpolluted Deep Seas off the West Coast of Ireland. Rich in iodine, selenium and other essential trace minerals, vitamins and proteins, seaweed is an antioxidant

removing free radicals and reducing cellular damage. It regenerates and promotes healthy skin. The subtle and beneficial blend of essential oils in this hand wash feeds and cares for your skin.

Re-Cycling & Composting

- Receptacles are provided for guest use on the ground floor for the recycling of newspapers & magazines, glass bottles, plastic bottles and cans.
- We are a "WASTE AWARE BUSINESS", we serve butter, flora, home made marmalade & home made jam etc. in serving dishes as opposed to small pre-packed sealed portions.
- All corrugated and smooth cardboard is recycled, along with all items that cannot be composted on site.
- All plastic bottles/containers that can be recycled are firstly crushed and then taken to an appropriate recycling facility.
- When we have them, used plastic carrier bags are utilised in the waste bins in the bedrooms instead of new bags.
- All suitable kitchen & garden waste is composted.
- The reverse of printed notices are re-used for internal printing purposes or scrap paper. Envelopes are re-used where possible.
- As and when linens and other suitable fabrics have reached the end of their useful life they are taken to an appropriate recycling facility.

Water Consumption

- Guests are encouraged to ensure that all taps are fully turned off thereby conserving this valuable resource.
- All guests are offered full en-suite non power shower facilities & water displacement devices have been installed in most toilet cisterns in an effort to save between 2 and 3 Litres per flush.
- Our new Dishwasher is A' rated with regard to water consumption and uses on average 13 litres of water per cycle.
- Our new Washing Machine has built in sensors that enable it to detect how much water is needed for each individual wash load this helps to ensure water consumption is kept to a minimum.
- The larger drum in our new Washing Machine has helped to cut our consumption of water required to wash linens & towels by approximately 33%-50%.
- We only use the Dishwasher & Washing Machine when they are full thereby extracting maximum benefit from all water & energy used.
- Water butts are used to collect rain water to enable us to water plants, clean exterior surfaces, etc..

Procurement

- Supporting the local economy by using local suppliers and producers where possible.
- We try to use as much Organic and Fair Trade produce as possible.
- Purchasing of environmentally friendly concentrated cleaning chemicals in 5 Litre containers that can be diluted on site.
- Shower Gel & Hand wash are purchased in 5 Litre containers which we dispense into containers.
- When buying any item we consider how many environmental miles the product has travelled. We make a point of choosing products that have the least number of

environmental miles. This helps us to support local & regional producers while helping to reduce carbon emissions.

- We try where possible to use businesses or companies with a published environmental policy.
- All toilet & kitchen rolls that we use are made from 100% recycled material.

- All the ingredients of your cooked breakfast come from the Forest (lowering food mileage – we were a finalist for Local Produce User of the Year 2006).
- We use Fair Trade products where no local product is available
- We offer tea and cakes to anyone arriving by train or who parks their car for 24 hrs
- We support local New Forest Marque products (sourced and produced in the forest)
- We encourage wildlife into our garden
- Your room is cleaned with environmentally friendly products (less pollution)
- We use low energy light bulbs (reducing our carbon impact).
- We buy our energy from renewable resources
- The insulation of the building has been improved as much as possible
- Your water is heated in an energy efficient boiler
- We collect run off water from the roof to water the garden
- Your housekeepers will recycle the paper and glass waste in your room bin
- We change your sheets every three days – reducing washing
- If you want your towels changed put them in the bath or shower. If they are hanging up or put back on the towel rail we will leave them with you for another day
- Your laundry is washed with environmentally friendly products in an energy efficient machine
- During the warmer months your laundry is line dried
- We strive to make efficient use of paper (visitor info packs, confirmations by email)
- We strive to reduce portion packs where possible
- We try to organise our day so that we are not wasteful and use machines efficiently
- We return the jam jars, New Forest water bottles, egg cartons and boxes from the farms to the producers for re-use

If you want to join us :

- We invite you to switch off your lights when you are not using them.
- We invite you to use water with care
- You are also invited to turn your television off at the mains when you are not using it so that the little red light switches off .
- If you would like to leave your car in the car park you are very welcome to leave it there all day – and we give you free tea and cakes to say thank you.
- If you would like to buy New Forest Marque produce from the local shops this will help the local economy and reduce the environmental impact.