



Green Leaf Tourism Business Scheme



Chewton Glen Hotel & Spa

The New Forest Green Leaf Tourism Business Scheme encourages and assists member businesses in their journey towards delivering a responsible net zero business operation. Whether Bronze, Silver or Gold, the New Forest's Green Leaf businesses provide a credible collective strategy which aims to help the New Forest become the UK's greenest destination. A summary of the steps this business is taking can be found below.

Responsible Travel

Responsible travel discounts/Incentives for guests

Guests encouraged to use public transport to get to the hotel and arrive at New Milton Station or larger groups are encouraged to arrive together in a coach or a mini bus.

Free transport to and from local train/bus stations

Electric Volvo xc90 used to collect guests from New Milton Station.

Provide literature promoting New Forest Tour and public transport

Leaflets available at reception for guests promoting local attractions and the New Forest Area as well as details of public transport, these are also available at reception and on our crave tablet system in each room.

Provide literature promoting walking/cycling routes and cycle hire information

Walking and Cycling leaflets of the local area provided at reception. Bikes available for guests to use while staying at the hotel.

Cycle-friendly facilities for visitors and staff (bike racks/cycle sheds, showers etc.)

Sheltered Bike racks available for staff. Bikes and cycles available for guests to use free of charge. Staff changing rooms with shower facilities available to all staff.

Encourage guests to bring reusable water bottles, travel mugs and shopping bags

Guests given re usable water bottles and re usable Chewton Glen hessian bags to use while at the hotel and to take away with them.

Responsible Visiting

Include Responsible Visiting information in Guest Welcome Pack on arrival/in room

On our Crave tablets in each room local visitor information is available; this is also available in our welcome packs and at the hotel's reception area.

Provide low cost or free hire on visitor 'equipment' such as picnic baskets, umbrellas or creative options such as seeded ponchos or welcome seed packs to take home

Picnic hampers available to all guests, free umbrellas available to all guests. Wellington boots available to borrow for all guests.

Provide guests with local responsible shopping options

Hotel boutique sells locally sourced and produced items including Jams made with fruit grown in the grounds and honey from our own on site bee hives, as well as locally produced jewellery and gifts. All guests are encouraged to visit Lymington and local shops rather than go further afield.

Provide refillable water containers

All staff have their own water bottles they can fill up throughout the day with chilled and filtered water. This is also the case for guests especially families with the children particularly encouraged to use the re usable water containers provided.

Direct guests to sustainable pages on www.thenewforest.co.uk

sustainable pages of www.thenewforest.co.uk included on the hotels new website to be published in Jan 2022

Food & Local Produce

Policy in place to purchase local produce (25 Miles)

The brief the chef is set is to always purchase locally where possible, Fish, honey, jam, eggs, bacon, yoghurts, as an example are all produced by local producers and butchers.

Breakfast made from 3 or more locally sourced ingredients (25 miles)

Eggs, Bacon, Yoghurts, Jams, Tomato's, Honey all produced within 25 miles and on the breakfast menu daily.

Menu dishes made with 2 or more locally sourced ingredients (25 miles)

All menu items must have at least 2 locally sourced items in it to be served or they are not allowed on the menu.

Member of New Forest Marque and/or Hampshire Fare

Information on both are available to guests and distributed at local shows such as the New Forest Show

Provide NF Marque and/or Hampshire Fare literature to guests

Member of the New Forest Marque and Hampshire Fare and events staged with Hampshire Fare.

Local produce information on own website

Local suppliers information is available on the website and suppliers details are printed on the menu's.

Signed up to FareShare food waste campaign

All food waste and unwanted food is recycled through our waste management company

Re-share waste food with NFDC Food Banks

Any unwanted food is donated to local food banks. During the 2020 Christmas lock down for instance a whole lorry load of food was donated to NFDC food banks.

Energy Efficiency

Solar PV/thermal panels fitted

Solar Panels fitted to the cookery school roof.

Ground/air source heat pump/s fitted

Tree Houses heated with air source heat pumps

Use of electric vehicle/s for business

Groundsmans vehicles are electric. Tree house guest buggies and service vehicles are all electric. Volvo car for transporting guests outside of Chewton Glen is electric.

Provide electric car charging points for guests

Electric Car charging points are available for guests electric cars in both the main car park and tree house car ports.

Buildings/s insulated and draft-proofed

All buildings are highly insulated and draft proofed and energy surveys are carried out each year to continually improve the hotels energy rating.

Minimum 80% of lighting is LED

95% of all lighting in the hotel is LED lighting

Motion sensor lighting

Motion sensor lighting fitted in the Estate Yard buildings and porters lodge corridors as these are the only two suitable areas for this technology.

In the absence of motion sensor lighting, lights off when not required

The night porters team do a full inspection of the hotel each night ensuring all lights are turned off

Waste, Water and Recycling

Split recycling bins provided in all office and guest accommodation

Each office has recycling and waste bins and all paper is recycled and plastic waste is recycled by our waste management company.

Separate disposal of food waste – plus composting and wormeries

All food waste and general waste is separated and recycled and collected separately by our waste management and recycling company.

Water bottle refill stop for passers-by/guests

Guest water bottles can be filled by guests in locations such as the gym and tennis courts or reception.

Reduction of single-use plastics (e.g. no plastic straws, no earbuds, no sample-sized washing products)

Paper straws and cups used throughout the hotel no plastic straws or cups are used.

Reduce water usage (e.g. water-efficient toilet cisterns, shower heads, taps)

All toilet cisterns and urinals fitted with hippo water reduction systems and low water flush systems.

Use of compaction/recycling machine

All cardboard and plastic waste is compacted and bailed and recycled. All waste is sorted and separated and recycled.

Use Compost bins

All garden waste is composted and re used in the kitchen garden and garden areas.

Use Rainwater collection

The tennis centre roof is used to collect the rain water which then feeds the storage reservoir and the water is used to irrigate the grounds.

Coffee grounds recycled or made available for use on soil

Coffee grounds are added to the compost bins for re cycling and composting.

All office printers set to black and white printing

All printers are set to black and white by de fault.

Printer cartridges recycled with print company

Printer cartridges are collected when empty and re cycled with the supplier.

Only recycled printing paper used

Recycled printer paper used for menus and back of house areas and staff areas, as well as printed paper used for note pads for staff.

Land Use and Nature Conservation

Biodiversity baseline established and priority species identified

Bio diversity schemes in place on the land and guidance and monitoring and help with this is supplied by Barrels tree care and Lyndsey Carrington Ecological services.

Landscape, habitat management plan(s) in operation

Ecological wildlife and wildlife management programmes are carried out through out the estate including tree management and wildlife conservation projects for hedgehogs and birds.

Native tree and shrub planting, native hedgerows

Constant native tree planting including Ancient Oak tree acorn collection and planting to conserve the species. 1.5KM of Hawthorn hedgerow planted in the grounds.

Wildlife areas, wildflower meadow, habitat piles

Areas of long grass and wildflower areas throughout the grounds. Christmas tree recycling scheme to create habitats for ground nesting birds and hedgehogs. 70 bee hives kept on the grounds.

Wildlife pond

3 x large lakes on site all with long reeds to the sides for dragon flies and ducks to nest in. Duck islands built and installed on all wildlife areas.

Bird/bat/bug/hedgehog boxes

50 new bird boxes installed each year. Birds fed each day on the estate. Bat boxes installed on the tree house pathway. Hedgehog habitats created with the Christmas Tree recycling scheme and run in conjunction with local hedgehog charities as a release site for hedgehogs that need re homing.

Visitor Stewardship: Care for the forest care for each other

New Forest Code & key messaging on website and in welcome pack

Both of these are included in our new website which is published in January 2022

Staff participation in 'Introduction to the new forest' Training

The importance of the New Forest is explained to staff in induction and all staff are encouraged to talk to guests about visiting the New Forest while they are staying at the hotel. Members of our guests services department, reception team and tree house concierge team have all attended the Introduction the New Forest Training course as an extra training course.

Promote New Forest educational walks to guests

Local walking routes and locations provided to guests on both our crave room tablets and our guest information packs.

Member of Love the Forest Gifting scheme

Supporting Local Business

Promote GNF Card offers to guests

Joint promotions with GNF carried out to promote the GNF card.

Provide GNF Card offer

Information on the GNF card on the hotel crave system and the hotel is featured in the GNF book.