



## The New Forest Green Leaf Tourism Business Scheme



### Balmer Lawn Hotel

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**

*We offer free GNF cards to those travelling on public transport*

**Responsible travel marketing and promotion on own website**

*We have GNF and HCC green links on own website*

**Provide literature promoting New Forest Tour and public transport**

*All behind the front desk*

**Provide literature promoting walking/cycling routes and cycle hire information**

*All literature behind reception*

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

*We have 6 bike racks and a huge wooden secure barn for lock ups too*

**Provide a carbon footprint calculator for guest travel to venue on booking**

*Provided on booking through the confirmation email*

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

*In the guests confirmation email and the hotel does free water bottle top ups*

#### Responsible Visiting

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

*All responsible tourism elements are included in the welcome letter in room*

**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**

*We give seed packets to all children staying in the hotel!*

### **Provide guests with local responsible shopping options**

*Public travel time tables are produced in house along with walking routes*

### **Provide refillable water containers**

*This is in the lawn and on each terrace of the hotel*

### **Eco dog poo bags available to guests**

*Each guest gets these free of charge in the room when booking a dog*

### **Raise awareness of NF Ambassador Scheme / other short-term volunteering schemes which can be undertaken during stay**

*All on our new website*

**Direct guests to sustainable pages on [www.thenewforest.co.uk](http://www.thenewforest.co.uk)**

*On our new website*

## **Food & Local Produce**

### **Policy in place to purchase local produce (25 Miles)**

*We have 15% commitment to buying local producers from NF.*

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

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

*Sample dishes made with Forest and Hampshire produce*

### **Member of New Forest Marque and/or Hampshire Fare**

*Available on line in our affiliations page. new website.*

### **Provide NF Marque and/or Hampshire Fare literature to guests**

*Member of Hampshire Fare*

### **Local produce information on own website**

*On our new website*

## **Energy Efficiency**

### **Provide electric car charging points for guests**

*We have 4 ultra fast chargers installed 2021*

### **Building/s insulated and draft-proofed**

*All loft spaces insulated*

### **Minimum 80% of lighting is LED**

*All 54 bedroom are LED. all common room areas are LED. Kitchen and offices are all now over to LED with only small areas like the main chandelier on old Edison bulbs just for the look and feel.*

### **Motion sensor lighting**

*All toilets are covered*

## **Waste, Water and Recycling**

### **Split recycling bins provided in all office and guest accommodation**

*Sales office and admin office have separate bins. functions / events / conferencing have separate bins too. 3 x public area bins have been purchased that have general, glass, paper recycling in*

### **Separate disposal of food waste – plus composting and wormeries**

### **Water bottle refill stop for passers-by/guests**

*On site water bottle signs advertising the free refill*

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

*No plastic straws in house. no single use plastics in cleaning department, toilets or kitchen. bathrooms : 54 bathroom dispensers have been purchased to remove single use disposables*

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

*All toilets where possible (communal areas and refurbished bathrooms (circa 35) have been fit with reduced storage water cisterns. all remaining ones have solid fillers in them to remove 1.5 litres of standing water from the flush.*

### **Use Rainwater collection**

*We use this for our gardening only.*

### **Reduce washing, e.g. replace towels less frequently**

*Signs in place to ask guests to reduce the washing where possible in bathrooms.*

### **All office printers set to black and white printing**

*All set to black and white default x 3 printers*

### **Printer cartridges recycled with print company**

*All cartridges set back and or collected.*

### **Other**

*We removed linen hand cloths to remove water, gas, chemical usage and replaced with recycled paper hand towels.*

*Do you need to print added. we have removed 50% of our in house printed collateral for weekly communication. taking daily correspondence "online" only – including daily business sheets, reservations sheets, function sheets.*

## **Land Use and Nature Conservation**

### **Native tree and shrub planting, native hedgerows**

*We only have 1 row of non native trees and they are planned and permitted to be removed. all planting is established native planting*

### **Bird/bat/bug/hedgehog boxes**

*Bird boxes, bug hotel is en route! and hedgehog boxes and water trays are put out peak summer.*

## **Visitor Stewardship: Care for the forest care for each other**

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

*New Forest Code is published on new website, guest confirmation letters and displayed in the reception area.*

### **New Forest Code & key messaging staff to guests**

*All guest info is displayed in the staff room.*

### **Member of Love the Forest Gifting scheme**

## **Supporting Local Business**

### **Promote GNF Card offers to guests**

*This is on display at reception and the in room guide.*

### **Sell the GNF Card**

*Available free of charge to those traveling to the area by public transport or for £2.50 otherwise.*

### **Provide GNF Card offer**

*We do 25% off lunches Monday to Saturday! It's very popular.*

### **Other**

*We also give all staff the GNF card free of charge!*