

## Sustainability and Quality

### 1. Energy

#### 1.1 Low energy lighting

- Low energy lighting is used throughout the building where possible within the limitations of the wiring capabilities of a Category B listed building. A programme of replacement is in place to replace older bulbs with new low energy bulbs when they fail.
- A comprehensive audit of all light bulb requirements throughout the house has been undertaken and low energy equivalents have been used where possible.

#### 1.2 Heating controls

- Thermostat levels and radiator settings for public areas are regularly reviewed and adjusted according to ambient outside temperatures and predicted weather forecasts
- All guest bedrooms and bathrooms have individually thermostatically controlled heating
- Natural open fires using wood sourced on the property are used in the main guest reception rooms which mitigates the need for the main central heating system.

#### 1.3 Draught Proofing and Glazing

- As a Category B listed Building we are unable to have double glazed windows anywhere in the house. In order to mitigate heat loss and draught proof within these limitations, all bedrooms, and public rooms have substantial full length hand-made curtains which have been interlined with the heaviest grade of felt interlining fabric (known as 'bump' fabric). In addition, bedrooms have blackout roller blinds to provide a further layer of draught proofing.
- Hallways and public areas also have draught proofing window strips or old style draught excluders along window ledges.
- In exceptionally cold weather, we have a number of secondary glazed panels that are able to be fitted on a temporary basis.

#### 1.4 Switch off

- We are vigilant about switching off lights in any areas which are unused. At night, energy efficient plug in torch lights provide low level and emergency lighting in hallways and public areas.

#### 1.5 Renewable Energy

- We have a number of open fires and wood burning stoves which are fuelled by wood from our own woodland that we fell, season and store ourselves.
- Our laundry is done in house and is line dried where possible to minimise tumble dryer energy use.

## 2. Water

### 2.1 Water efficient toilets

- We have replaced three toilets with water efficient flushes and an ongoing programme of maintenance and update is in operation.

### 2.2 Water saving Taps

- Guest bathroom no 3 has been completely refurbished for 2017 and the taps are of the latest standard.

### 2.3 Water saving Showers

- Guest bathroom no 3 has been completely refurbished for 2017 with a Matki Invincible thermostatic showering system of the highest quality. All guest showers are thermostatically controlled with adjustable shower heads to control the flow of water.

## 3. Purchasing

Our general approach to purchasing is to ensure that all items from the bedlinen to our food is of the highest quality possible as we believe that in the long run this provides the best experience for our guests while minimising repair and replacement costs. We source all products ethically and 'buy British' wherever possible as that is an important value to us personally and this is reflected in how we run our business.

### 3.1 Local & Seasonal Food and Drink

- We use local and seasonal produce wherever possible and a detailed list of our products and suppliers are listed in our food provenance information as part of our Taste the Best award.
- Where a local/Scottish product is not available we use British produce.
- We keep our own organically fed free-range hens.
- We use flowers from the garden for our floral arrangements through the house when seasonally available.

### 3.2 Local Arts and Crafts and Furnishings

- We have sourced furnishings where possible from local suppliers e.g. Spirit of Wood in Aberfeldy and Gillies in Perth.
- Our beds are all handmade by Hypnos, a long established British company committed to the use of sustainable natural materials.
- Our sheets and towels are from Peter Reed and John Lewis, both British organisations committed to sustainable practices and ethical sourcing of products.
- Our duvets are made by Devon Duvets, a family owned British company using British wool and employing local seamstresses.
- Our organic toiletries are made in Fort William by Highland Soap Company.
- We use refillable toiletries containers rather than single use to minimise packaging waste.
- We have some artworks from local artists (e.g. Maryann Ryves and Angus Clyne) and we promote local products and suppliers wherever possible

- We employ local tradesmen for all work that we are unable to do ourselves.

### 3.3 Fair Trade/Ethical Food and Drink

- We choose our suppliers carefully to ensure that all products are ethically sourced.

## 4. Transport

### 4.1 Pre-arrival public transport information

- Guests who wish to take public transport are advised of the options prior to booking and arrival. As we are in a rural location it is generally not practical for guest to rely solely on public transport during their stay. An exception to this is the Etape Caledonia Cycling Event where guests are experienced cyclists and can cycle to our location from the train station in Pitlochry.

### 4.2 Public Transport information on site

- We are always able to give guests information regarding public transport times and availability when required.
- We are on the sleeper service from London and advise guests of this.
- We can book taxis for guests when needed.

### 4.3 Car-Free Activities

- Generally during breakfast, we discuss options and activities for guests. If guests are keen on walking or cycling, we provide suggested routes and copies of walking guides and Ordnance Survey maps.
- We have cycles available for guests to borrow and we are directly located on the Sustrans National Cycle Route no 7.
- We provide packed lunches on request for guests who wish to spend the day walking or cycling.

### 4.4 Low carbon vehicles & efficient driving

- We encourage guests to extend their stay in the area through highlighting local attractions and with our two-night minimum stay policy during busy periods.

### 4.5 Electric Vehicle Chargepoint

- Guests with electric cars are able to recharge at the following local points: Pitlochry Rie-ach-an charging point, Dunkeld Atholl St car park and Aberfeldy Moness Terrace car park.

## 5. Natural and Cultural Heritage

### 5.1 Promotion of Nature Attractions & Activities

- We use breakfast and tea on arrival times to talk to guests about their interests and take that opportunity to highlight local nature attractions and activities of interest e.g. Loch of the Lowes Nature Reserve and Highland Safaris Landover tours, Horse Trials, Ranger guided tours of The Hermitage etc. We also have a comprehensive in-room folder with brochures.

- We have an extensive array of birdlife & wildlife here in the grounds and we highlight this to guests pointing out birds and animals that can be easily seen from bedroom windows etc.
- We have binoculars available for guests to use.

#### 5.2 Promotion of Cultural Attractions and Events

- We use breakfast and tea on arrival times to talk to guests about their interests and take that opportunity to highlight local cultural attractions and current events of which the local area has many e.g. Blair Castle, Dunkeld Cathedral, Crannog centre, Enchanted Forest event etc. We also have a comprehensive in room folder with brochures.
- We keep a copy of the Pitlochry Theatre programme and the Birks Cinema Aberfeldy listings available in the drawing room.
- Our house itself is a Category B listed historic house affiliated to the Dukes of Atholl and we describe the history to interested guests. We also have old photographs of the building of the house
- We use social media to promote local events where possible e.g. Perthshire Amber Festival, Fortingall Art Fair, Pitlochry theatre.

#### 5.3 Info on Flora and Fauna

- We have a wide variety of trees and plants in the garden that we discuss with interested guests. We are fortunate to be situated within an area of ancient woodland with many fine tree specimens.
- We recommend areas for guests to visit such as Tay Forest Park walks and the Black Woods at Rannoch
- We have many fungi in the garden.
- We have books for guests to read if they wish to know more about the local trees and fungi.

#### 5.4 Grounds Management for Wildlife

- The grounds are extensively managed for wildlife which is one of our major selling points.
- We have a pond which has recently been fully cleared and restored hosting a variety of species, including frogs, newts, and a resident heron.
- We have various log piles supporting voles, hedgehogs and field mice.
- We have bat boxes in the woods and a resident pipistrelle colony in the attic.
- We have badger sets and fox holts in the garden and woods.
- We have pine martin and stoats in our woods.
- We have a very large resident population of red squirrel and provide supplementary feeding in boxes.
- We have a resident population of roe deer who live in the garden and we also host transient groups of fallow, sikka and red deer who pass through at various times during the year. Hay is provided in the field shelter in the paddock as supplementary winter feeding for the deer.

## 6. Sustainable Management

### 6.1 Environmental or green policy

- Our policy is to run our business and manage our land in such a way as to maximise the benefit to nature and minimise any environmental impacts. Our guest information folder includes relevant information, where appropriate.
- Laundry is all serviced in-house in new, energy efficient Miele appliances. Laundry and cleaning products are bio-degradable and non-toxic from the Ecover and Bio-D ranges.

### 6.2 Staff Green Training & Engagement

- Being a small owner managed business we are fully engaged with current environmental guidelines and legislation. We keep up to date by regular review of Visit Scotland's Sustainable Tourism guidelines.
- We have no additional staff to train.

### 6.3 Monitoring energy consumption

- Regular monitoring of energy costs via electricity meter readings and new oil tank digital reader
- Electricity and oil costs recorded on a spreadsheet
- We have performed a review of energy suppliers and our electricity is provided on a low tariff, THTC meter.

### 6.4 Monitoring water consumption

- Water consumption cannot currently be monitored as the service is not metered.
- We have two external water butts to collect rain water which is recycled for outdoor use.

### 6.5 Monitoring waste and recycling

- Our Council do not provide kerbside recycling facilities in our rural area. However, we separate our glass, cardboard and metals, and regularly take these to the local recycling centre.
- Guests are encouraged to use the recycling facilities available.

### 6.6 Seasonal Marketing and Promotion

- Our website and Social Media presence is regularly updated with seasonal marketing and promotions, particularly to promote local events (such as The Enchanted Forest)

### 6.7 Adapting to Changing Climate

- A trend towards milder and wetter winters has meant that increased flooding has been an issue within our local area. Our property itself is situated on a hill with a number of burns running through the grounds. We have taken steps to mitigate flood risk by a program of maintenance including improved drainage pipes and effective clearing and management of the various burns and the garden pond to ensure free flow of water through the appropriate drainage channels.

## 7. Customer Engagement and Communication

### 7.1 Green information for Customers

We have our key sustainability actions on our website in the News section available for guests to read. This information is also contained in the room folder.

### 7.2 Local Community Projects and Engagement

- Sponsor and supporter of the annual 'Pitlochry in Bloom' event providing floral displays and planted arrangements around the Pitlochry area
- Sponsor and supporter of the Pitlochry Lighting Committee providing season lighting and festive displays in Pitlochry.
- Supporter of 'Music in Blair Atholl' events promoting classical music events in Highland Perthshire.
- Regular use of social media to 'share' relevant information relating to local community projects and events for example 'March into Pitlochry' and the opening of the new Pitlochry Dam Visitor Centre
- Actively engaged in community feedback events relating to the ongoing A9 Dualling project.
- Referrals to local businesses where possible

### 7.3 Towel (& Linen) agreements

- Under our 5 Star grading award, guests are entitled to have their linen and towels changed after two days if they wish and of course we are always happy to do so. Guests are invited to reuse linens for longer if they wish and towel and linen agreements are in place via use of cards in bathrooms and bedrooms. All guest bathrooms have heated towel rails to facilitate the drying of towels. We invariably find that guests prefer to reuse towels and use bedlinens for longer than two days.

## 8. Waste

### 8.1 Recycling of Packaging waste

- We actively recycle and take items to the recycling centre in Pitlochry

### 8.2 Reduction of Packaging waste

- We look for opportunities to avoid packing waste by buying fresh produce, sourced locally.
- We use refillable toiletries containers rather than single use to minimise packaging waste

### 8.3 Segregate/Recycle Food waste

- We have a number of compost heaps on the property

### 8.4 Reduction of Food waste

- We plan breakfast purchases carefully to minimise waste where possible.

#### 8.5 Reduce or reuse other items

- During our programme of refurbishment, a number of items were given to the Salvation Army and other charities, where these could not be re-used internally
- Being a Listed Building, we try to re-use many of the original fittings or retain these as “features”.

#### 9. Accessibility

##### 9.1 Promotion of Accessible Facilities/Amenities

- A description of our accessible facilities is provided on our website.
- The bathroom in Room 3 has recently been upgraded and now includes a walk-in shower cubicle
- Within the limitations of an old Listed building we offer assistance to those requiring it
- We have consulted with an assistance dog trainer (Canine Partners) to ensure that our facilities are as welcoming as possible for guests with assistance dogs.

##### 9.2 Accessibility Customer Care Training

- We have completed the Visit Scotland Accessible Tourism Customer Service Training module

##### 9.3 Access Statement

- Our access statement is available to view on the website and in the room folders.