



ENVIRONMENTAL POLICY

Queen's Bay Hotel

Here at Queen's Bay Hotel, we commit ourselves to green hotel policies and the implementation of proactive measures to help protect and sustain the environment for future generations. We recognize the impact of our operations on the environment and aim to be an increasingly efficient, green and environmental hotel. We strive to minimize any detrimental effects as a result of our business.

By working together we can contribute to making a cleaner and safer environment and ensure environmental issues remain a focal point and receive proper attention.

In delivering our commitment we will:

- Comply with the relevant environmental legislation and take a proactive approach to future requirements and obligations.
- Seek to conserve natural resources through the responsible use of energy, water and materials but also maintaining the quality of service expected by our guests.
- Monitor performance and aim for continued improvement by reducing, re-using and recycling in areas such as energy consumption, reduction of waste materials and water consumption.
- Work with suppliers who have compatible policies for managing their impact on the environment.
- Through our active environmental team we will ensure that our efforts are continually reviewed, updated and communicated to all staff.

Examples of everyday actions

- a) **Recycling of**
 - * Paper, cardboard, glass, plastic, cooking oil, toner cartridges and fluorescent tubes.
 - * Waste compacted to reduce number of collections.
- b) **Saving energy by ...**
 - * Monitoring gas, diesel and electricity consumption on daily/weekly/monthly basis.
 - * Use of motion detectors at designated areas.
 - * Key fob control system installed in every room to control lighting, heating and/or air-conditioning when room is not in use.
 - * Re-use towels on guest request.
 - * Building management systems that control temperature throughout the building.
- c) **Reduction of**
 - * Water consumption by ongoing installation of new flush system in toilets.
 - * Waste packaging by the purchase of bulk food items and cleaning materials.

Your contribution (guests' contribution)

- During daylight, and when in your room, please switch off as many room lights as possible.
- Please switch off all of your room's power sockets that are not in use.
- Re-use your bath and beach towels when possible.
- Turn water on only when necessary, don't forget to turn off water after washing your hands when using any of the public toilets.
- Use the low flush button when possible (toilets).
- Separate recyclable garbage for our chambermaids to collect (i.e glass, plastic, paper, metal).
- Throw recyclable litter in the recycling bins.
- Recycle old batteries in the designated container located in the reception office.
- Reduce volume of garbage before throwing in the bin when possible.

NOTE: Please visit our Travelife Notice Board (located outside "Coffee Shop" and see the actions we continuously take to be a more sustainable hotel.



Dear Guests,

Please take a minute and read below all mentioned points concerning everybody's safety and hygiene. Adhering to these points you will enable us to minimize any possible accidents/incidents and at the same time everybody will enjoy his/her holiday better.

- 1) Consume your food at the designated restaurant eating areas.
- 2) When entering any indoor area, please make sure you are in a dry state. Please also ensure you are not entering any indoor area barefooted.
- 3) Please avoid carrying food and beverage items up in your rooms.
- 4) Ensure your children do not run or shout around the indoor areas.
- 5) Ensure your children do not run around the swimming pool area especially when the floor is wet.
- 6) Do not carry any glassware or any chinaware around the swimming pool, gardens and beach areas.
- 7) When leaving the pool area, please dry yourself first.
- 8) Please note the warning signs when floors are being mopped or when gardens are watered.
- 9) Use handrails where applicable (stairs/ramps).
- 10) Supervise your children at all times especially when they are swimming or when they are playing at the kids playground.
- 11) Do not allow your children to use the lifts without the presence of an adult.
- 12) Make sure you are aware of the closest to your room emergency exit (staircase).
- 13) The assembly point is outside the hotel, at the hotel's tennis court. **NO SMOKING** in the rooms.
- 14) Let the reception desk know if you are accompanied by a disabled person.
- 15) Ensure you always keep your room door shut and your balcony doors locked.
- 16) Please avoid using the room towels at the pool and /or beach area. You can rent your beach/pool towels from the reception desk at an extra charge.
- 17) Infants and young children must always wear 'special swimming nappies' while in the pool.
- 18) Please avoid using the swimming pools at night time, they are not supervised.
Please be advised that swimming pools are super-chlorinated at night time.
- 19) Report to the reception desk or to the Duty Manager any illness and /or accident, even minor, you might have experienced or witnessed.

Should you have any questions or should you need any assistance please refer to the reception desk.

Thank you
The Management
Queen's Bay Hotel