

## Pendragon Visitor Charter

- Please help us to conserve energy by switching off any lights that are left on in unoccupied rooms
- Please do not open windows while the heating is on, instead, let us know if you are too hot or too cold and we can adjust the system.
- We have compiled a folder of local activities you can do without the car or only making very short journeys. There is a bus timetable in your room folder.
- Please use our local shops and retailers. We have some of the freshest and tastiest produce in the country so give your taste buds a treat too!
- Please recycle as much as you can when out and about. Maybe buy one of the many locally made reusable craft bags.
- Please be water wise and turn off taps when brushing your teeth and take shorter showers.

Please support other environmentally conscious businesses and other responsible businesses that do their bit, like us, for the good of the environment. If you aren't sure you could ask them. Thank you.

### **Pendragon Country House - Environmental Policy**

We feel proud and equally privileged to live in such a naturally beautiful area, therefore, we are committed to its long term sustainability. It is only right that we take a responsible approach to the preservation and maintenance of the wider environment for the prosperity and enjoyment of our children and all future generations and to ensure the continuing success of Pendragon Country House. The continued commercial success of the house will help to safeguard the long term preservation and sustainability of the surrounding environment.

We believe that our key impacts on the environment are our energy usage, emissions to water, waste management and emissions to air. In order to achieve our overall aims as stated above and to continuously strive to minimize all negative impacts of our operations on our environment, we will follow a number of general principles.

### **Compliance**

We fully comply with all legislative and regulatory obligations and duties of care covering our operations present and future.

### **Energy Generation/Renewable Energy**

To further combat our energy demands, we have fitted:

1. 4kw Solar PV to produce electricity
2. 70kw Biomass Pellet Boiler for Heating & Hot Water
3. 1kw Air Source Heat Pump to heat the 'Orangery'. It is 300+% efficient
4. Solar Thermal hot water heating (backed up by the biomass boiler)

### **Energy Saving**

All light bulbs used inside and outside the property are energy efficient (either LED or A rated). Also we have installed timer switches for our outside areas, house sign and in public areas, in an effort to increase efficiency.

All new household appliances are A or A+ rated for energy saving, and as an ongoing project we will endeavour to keep all appliances as efficient as we can.

All our energy use (electricity, biomass and LPG which is only a small part and used only for cooking on gas rings) is monitored on a weekly basis to determine trends and implement greater efficiencies. The house's heating & hot water system is time controlled and managed according to seasonal weather conditions.

The House is zoned with thermostatic control over different zones and all radiators are thermostatically controlled with settings checked.

### **Green Energy**

Our electricity supply is via a smart meter and we have a 100% green electricity contract meaning we take a proportion of the UK renewable energy production assigned to us. In addition to this even our website is

hosted on a server that is operated in a carbon neutral model, so using our website does not harm the environment.

### **Water Conservation and Pollution Control**

In addition to the monitoring of energy use, our water consumption is also monitored. All the toilet cisterns have either a water-saving device installed such as Hippos or have been converted to a dual flush system to minimise waste.

There is a 1100 litre rain harvesting system from our roof for collecting rain water for watering outside plants and hanging baskets.

### **Waste Management and Recycling**

We minimise waste by re-using and recycling whatever is possible. We compost all kitchen waste where possible and vigorously recycle everything the current system allows (Glass, metal, plastic type 1 & 2, paper, cardboard even clothes). This includes all items placed in guest bins as well as house, kitchen and bar waste.

We only use recycled paper housekeeping products e.g. toilet paper, and when possible we use recycled stationery for the office, even reusing scrap paper for office note taking.

There is a resource conscious policy in guest rooms and we encourage an environmentally friendly laundry attitude and we use phosphate free cleaning products

### **Transport and Local Purchasing**

As owners we operate an electric vehicle for the vast majority of our sourcing, supplies and local trips. We charge this car in the day only to enable the solar array to contribute to its charging. We have installed multiple EV charging stations which are for customers to use during their stay.

We actively encouraging our guests to explore the local and surrounding area, and we promote the use of public transport or short car journeys wherever possible.

We are within easy reach of a network of footpaths especially the coastal path for which we offer a pickup and drop off service and encourage our visitors to explore the area by foot.

We have maps and circular walk guides available.

We proudly support our local traders whenever possible by buying locally sourced seasonal produce which has been grown with care and commitment. All our meat and the vast majority of our fruit and vegetables are from Cornwall or Devon.

Local trade's people and companies are used for maintenance work whenever possible and we source

We purchase Fair-trade products as much as possible including teas, coffee, sugar and hot chocolate

### **Flora and Fauna**

Chemical based products, including fertilizers, are not used on site and anything grown for consumption or decoration is grown organically. We have a number of wildlife initiatives in the grounds where we encourage and do not interfere with wild species. These include many species of birds, hedgehogs, moles, frogs and pond life and rabbits.

Our aim is to balance the needs of our own business and those of our guests against our desire to protect the natural surroundings in order to help maintain and enhance our 'Environmental Policy'. Pendragon Country House is a member of the local Cornwall Sustainable Tourism Project, known as the CoaST Project.