



## Best Western Valley Hotel

A qualified assessor for the Green Tourism Business Scheme undertook an accreditation grading visit at the above named site. This is a summary of the activities being undertaken on site in relation to the Green Tourism criteria. This audit report is a statement on the performance of the business as a sustainable tourism operation

<i>Percentage achieved</i>	<b>83%</b>	Gold >80%	<i>Level of Award Achieved</i>	<b>GOLD</b>
		Silver 65-79%		
		Bronze 40-64%		
		Going Green <40%		

### What's Green about: Best Western Valley Hotel

Best Western Valley Hotel, achieves a basic GOLD award. Strong management runs throughout the efforts made at the hotel, with attention being paid to planning green actions and keeping staff current and aware of actions planned. Staff are also involved in planning of the green works being considered and are kept informed throughout. Visitor and staff feedback is taken and is used to plan future developments. Good information is also presented to guests, with the GTBS brand used constantly and appropriately. Inventories are kept of fittings and fixtures that allow identification of where replacements are required and avoids unnecessary replacement.

### Summary of general recommendations and observations

Although achieving GOLD there are still areas where improvements can be made. Monitoring of energy and water has been started, this should be continued and figures presented at the next audit. Greater community involvement should be considered with a number of options existing for marketing with other GTBS members and projects in the local area the hotel could become more involved in. There is an option to become involved in or contribute to the setting up of a local visitor payback scheme. Roof insulation should be looked at in both the new and more urgently, the older parts of the building. Consider also the insulation on the pipe work through out the buildings. Monitoring of purchasing of detergents would also see a consistent phosphate free detergent use throughout the hotel. Further recommendations have been made through out the audit report, which should be read in conjunction with the criteria document. Additional supporting information can be found in the members area on the GTBS website. Implementation of these measures would see The Best Western Valley Hotel consolidate its GOLD award.

### Conditions for use of the Green Tourism Brand

The Member may use the appropriate Green Tourism logo at any publically accessible location including signs, letterhead stationery and customer information. The logo should also appear on the Member's website, linked to the home page of [www.green-business.co.uk](http://www.green-business.co.uk), to enable consumers to understand its significance. A green/environmental page can also be included on the website explaining the actions taken toward gaining an award. The award covers the site and its management and should not be used in promotions involving other sites which have not met at least the same overall grading. Please note that the percentage achieved should not be promoted, only the award level itself.