

Prakriti Resort & Organic Farm Haibung Sindupalchowk 45300 Nepal UIC: 1-NPBA0003	Audited By	Aline van der Meulen
	Audit Type	Travelife Certification Requirements Version 1.0
	Audit Date	31/05/2025

SECTION A: ANNUAL ASSESSMENT, PLANNING AND CORE POLICIES

Can you show the total amount of energy that was used (from all types and sources, e.g., electricity, gas, diesel, petrol/gasoline, kerosene) in kWh and kg CO2e for the previous 12 months? This should be based on the monthly measurements you recorded for requirement I1.

AUDITOR COMMENTS

The property is accurately and regularly recording all the new required monthly measurements for energy consumption and can show at least 12 months of actual data to verify this. Cross checked with I1. See also EPIT.	Compliant
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Can you show the total amount of water that was used (from all sources) in litres or cubic metres and kg CO2e for the previous 12 months? This should be based on the monthly measurements you recorded for requirement I2.

AUDITOR COMMENTS

The property is accurately and regularly recording all the new required monthly measurements for water consumption and can show at least 12 months of actual data to verify this. Cross checked with I2. See also EPIT.	Compliant
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Can you show the total carbon equivalent emissions from solid waste disposal for each disposal method utilised (e.g. composted, recycled, landfill and/or incinerated.) in kilograms (kg CO2e) or metric tons (mt CO2e) for the previous 12 months? This should be based on the monthly measurements you recorded for requirement I3.

AUDITOR COMMENTS

The property is accurately and regularly recording all the new required monthly measurements for waste disposal and can show at least 12 months of actual data to verify this. Cross checked with I3. See also EPIT.	Compliant
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Can you show the total carbon equivalent emissions (CO2e) that were generated from energy, water and waste over the past 12 months? This should be based on the monthly measurements you recorded for requirement I4.

AUDITOR COMMENTS

The property is accurately recording and monitoring the total combined monthly greenhouse gas emissions (kg CO2e) from energy, water. Also per guest night. Cross checked with I4. See also EPIT	Compliant
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Can you show the total combined amount of fresh and frozen meat, dairy and seafood (high-emission food) that was purchased from the list contained in Appendix II of the Travelife Certification Requirements (in kilograms and/or litres) over the past 12 months? This should be based on the monthly measurements you recorded for requirement I5.

AUDITOR COMMENTS	
The property is accurately recording and monitoring its monthly purchase of fresh and frozen meat, dairy and seafood. The total amount of the category purchased each month is recorded in kilograms and/or Litres. Cross checked with I5. See also EPIT.	Compliant
Can you show the total amount of environmentally hazardous substances that were purchased (in kilograms and/or litres) over the past 12 months? This should be based on the monthly measurements you recorded for requirement I6.	
AUDITOR COMMENTS	
The property is accurately measuring and monitoring its monthly purchases of environmentally hazardous substances in kilograms and/or Litres that are used in the regular operations for housekeeping, general cleaning, groundskeeping and maintenance.	Compliant
The property is accurately measuring and monitoring its monthly purchases of environmentally hazardous substances in kilograms and/or Litres that are used in the regular operations for housekeeping, general cleaning, laundry, groundskeeping and maint	Compliant
Can you show the total quantity of single-use plastics purchased from the list contained in the Discouraged Practices in Appendix I of the Travelife Certification Requirements over the past 12 months? This should be based on the monthly measurements you recorded for requirement I7.	
AUDITOR COMMENTS	
The property is accurately measuring and monitoring its monthly quantity of units purchased for each type of single-use plastics	Compliant
Can you show that you have used the information from requirements 1 through 7 above to compare your environmental performance over the past 12 months to your performance in previous years?	
AUDITOR COMMENTS	
The property has clearly identified the start (and end point) of its annual review period year and this same period is used consistently for all measurements.	Compliant
Can you show that you have completed the Travelife Annual Sustainability Assessment and have used it to establish where you have the most impact, where you can make improvements and what goals or actions you should work on over the next 12 months?	
AUDITOR COMMENTS	
An annual sustainability assessment has been completed	Compliant
Can you show that you have a written statement that describes your commitment to reducing greenhouse gas emissions? For example, reducing energy, water, waste.	
AUDITOR COMMENTS	
The hotel's written statement to its commitment to reducing energy, water, waste is included in a relevant document that is easily accessible to all internal stakeholders: the environmental policy	Compliant
Can you show that you have a written statement that describes your commitment to protecting and supporting biodiversity? For example, reducing pollution, protecting nature and wildlife.	
AUDITOR COMMENTS	
The resort's written statement to its commitment to protecting and supporting biodiversity is included in a relevant document that is easily accessible to all internal stakeholder	Compliant
Can you show that you have a written statement that describes your commitment to treating your staff fairly? For example, respecting all labour laws, offering a safe and secure working environment?	
AUDITOR COMMENTS	
The resort's written statement to its commitment to treating the hotel's staff fairly is included in a relevant document that is easily accessible to all internal stakeholders.	Compliant
Can you show that you have a written statement that describes your commitment to protecting and respecting human rights including the protection of minorities and vulnerable groups (such as children, adolescents and women)? For example, preventing discrimination, exploitation, harassment, abuse and promoting fair treatment.	

AUDITOR COMMENTS	
The hotel's written statement to its commitment to protecting and respecting human rights is included in relevant documents that are easily accessible to all internal stakeholders	Compliant
Can you show that you have a written statement that describes your commitment to being a responsible member of your community? For example, helping to enhance or preserve local heritage and way of life.	
AUDITOR COMMENTS	
The resort's written statement to its commitment to being a responsible member of your community is included in a relevant document that is easily accessible to all internal stakeholders.	Compliant
Can you show that you have a written statement that describes your commitment to safeguarding children and reporting any instances of child exploitation or abuse?	
AUDITOR COMMENTS	
The resort's written statement to its commitment to to safeguarding children is included in a relevant document that is easily accessible to all internal stakeholders	Compliant
You must be able to show that all the written statements from requirements A10 to A15 are:	
<ul style="list-style-type: none"> - Reviewed each year to ensure they remain relevant. - Approved by senior management. - Where appropriate, relate to any relevant improvements you identified during your most recent annual sustainability and environmental performance assessments so that you can show commitment to areas where you have the most opportunity to improve. (See requirements A1 to A9). 	
AUDITOR COMMENTS	
A member of the senior management team has approved the statements. The statements are reviewed each year as part of the property's annual assessment and planning.	Compliant
Have you set specific and measurable goals to help you meet your written statements of commitment and to improve your overall performance? Your goals should be reviewed each year and, ideally, these goals should be driven by the results of your latest annual sustainability and environmental performance assessments (see requirements A1 to A9). They must be approved by senior management.	
AUDITOR COMMENTS	
Specific and measurable goals to help the resort meet its written statements of commitment and to improve the hotel's overall performance are set and approved by the General Manager of the resort.	Compliant
Can you show that you have at least 2 goals related to reducing greenhouse emissions? For example, switching 80% of outdoor lights to solar, reducing water consumption by 20%, changing 10% of your meat-based menu to vegetarian dishes.	
AUDITOR COMMENTS	
According to the resort's sustainability report at least two goals related to reducing greenhouse emissions are set: reducing the energy consumption and the water consumption	Compliant
Can you show that you have at least one goal related to protecting and supporting biodiversity? For example, creating a wildflower garden to attract bees and butterflies, raising money to support a local conservation project.	
AUDITOR COMMENTS	
A goal related to protecting and supporting biodiversity is set	Compliant
Can you show that you have at least one goal related to minimising the impact of your water sourcing? This goal should relate to any specific water issues in your destination or at your business. For example, if you are in a destination experiencing drought, the goal should relate to reducing water consumption.	
AUDITOR COMMENTS	
The hotel aims to reduce its water consumption.	Compliant

Can you show that you have identified your business's main stakeholders and the best way to communicate with each one?

AUDITOR COMMENTS

The hotel has identified its main stakeholders and the best way to communicate with them to provide and communicate necessary information about latest developments, sustainability reports and written statements	Compliant
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Have you produced and implemented an annual sustainability action plan that includes the steps you will take to meet your commitments and goals over the next 12 months?

The plan should be approved by senior management and include any improvements you identified in the Travelife Annual Sustainability Assessment (see requirement A9).

It must clearly show the following:

- The person with overall responsibility for delivering the plan.
- The person (or people) that will be working on each action.
- How you will track progress throughout the year, e.g. regular meetings, progress reports, spot checks.
- Evidence that the action plan has been approved by senior management and implemented.

AUDITOR COMMENTS

An annual sustainability action plan has been completed	Compliant
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Does your annual sustainability action plan (requirement A22) include providing support for community improvement initiatives in your area? This could include donations of time, money, equipment or skills and should address at least one of the following areas:

- Training and education.
- Health and sanitation.
- The impact of climate change on the community.
- Protecting, preserving or enhancing local properties, sites and traditions of historical, archaeological, cultural and spiritual significance.

AUDITOR COMMENTS

The sustainability action plan includes one action that supports the community in at least one of the areas above.	Compliant
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If any of the following impacts were identified from the annual sustainability assessment you carried out in requirement A9, can you show that, when possible, your annual sustainability plan (requirement A22) includes actions you will take to correct or remedy these impacts?

- Your operations are directly harming biodiversity. If you are causing direct harm to a natural ecosystem, where possible and relevant, your action should include making a contribution to a relevant conservation initiative. For example, if you have caused harm to a coral reef, your action should involve supporting a reef conservation initiative.
- Your operations are directly harming, or preventing access to, sites of cultural, spiritual or historical importance.
- Your operations are directly harming the health and wellbeing of local people.
- Your operations are directly harming the welfare of animals.

AUDITOR COMMENTS

The hotel did not identify any impacts as listed above in A9.	Compliant
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Can you show that you have written policies and procedures in place to ensure that you are properly managing quality assurance, crisis management/preparedness, health and safety? These must be approved by senior management and updated at least once every 2 years to ensure they remain up-to-date and relevant.

AUDITOR COMMENTS

Written policies and procedures are in place to ensure that the hotel is properly managing quality assurance, crisis management/preparedness, health and safety,	Compliant
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Can you show that relevant parts of your quality assurance, crisis management/preparedness, health and safety policies have been communicated to staff and other stakeholders, so that everyone understands their roles and responsibilities?

AUDITOR COMMENTS

Written policies and procedures are in place to ensure that the hotel is properly managing quality assurance, crisis management/preparedness, health and safety, all signed by the General Manager of the hotel	Compliant
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Can you show that relevant staff have been given any necessary training, so they know how to comply with your quality assurance, crisis management/preparedness, health and safety polices?

AUDITOR COMMENTS

At least 50% of staff responsible for implementing or complying with the policy/policies have been given any relevant training in the past 12 months. This includes ensuring people on the premises have information and/or training about how to respond	Compliant
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Can you show that you used the results of the annual review you carried out in requirements A1 to A9 to produce an annual internal sustainability report that includes an analysis of your sustainability performance over the past 12 months including a comparison to previous years. For example, are your greenhouse gas emissions higher or lower than last year?

AUDITOR COMMENTS

The annual sustainability and environmental performance assessment is described in the hotel's sustainability report.	Compliant
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Can you show that your internal report (see requirement A28) includes a description of how well you did against the greenhouse gas emission and biodiversity goals you set in your annual sustainability action plan (see requirement A22)?

AUDITOR COMMENTS

The written report specifically mentions progress against their greenhouse gas emission and biodiversity goals.	Compliant
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Can you show that your internal report (see requirement A28) includes recommendations for senior management about any changes to your commitments, goals or operational procedures that should be made in order to continue improving your environmental performance?

AUDITOR COMMENTS

The written report contains recommendations and/or statements relating to the goals and commitments the property will work towards over the coming 12 months (and/or beyond)	Compliant
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Can you show evidence that your internal report (see requirement A28) has been read and approved by senior management?

AUDITOR COMMENTS

The auditor noticed signatures on the report	Compliant
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SECTION B: LEGAL COMPLIANCE AND LICENSING

Do you keep an up-to-date list of all legislation (including regional, national and international legislation) that is relevant to your business? This must include any legislation or codes of practice relating to the following areas:

- The environment.
- Land acquisition and development, including zoning regulations.
- Water sourcing and disposal, including runoff and recycling/reuse of wastewater.
- Waste disposal, including hazardous waste.
- The operation of any type of activity or attraction involving animals.
- Selling/trading or displaying historical or archaeological products.
- Selling/trading or displaying articles originally made from wildlife.
- Taking, trading or displaying species from the wild, e.g. fishing, hunting, harvesting.
- Labour/employment.
- Human rights.
- Health and safety.
- Cultural intellectual property rights.
- Anti-bribery and corruption.
- Indigenous peoples.
- Operating visits to sites of cultural or historical importance.

AUDITOR COMMENTS

The auditor was able to view an up-to-date list of all national and international legislation exists. It was available on-site.	Compliant
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Do you have copies of all the licenses, permits and permissions that you need for the business premises and operations according to local, national or international law? These must be available for somebody to look at if needed. At a minimum this includes the following:

- General operating licenses.
- Insurance documents.
- Specific operational licenses, e.g. collecting and disposing of water, operating animal attractions.
- Licenses, permits and permissions related to land acquisition and development, including water rights.
- Planning permissions.
- Any required environmental impact assessments.
- Selling/trading or displaying historical or archaeological products.
- Selling/trading or displaying articles originally made from wildlife.
- Taking, trading or displaying species from the wild, e.g. fishing, hunting, harvesting.
- Operating visits to sites of cultural or historical importance.

AUDITOR COMMENTS

The auditor has been provided with originals or copies of licenses and permits relating to all different topics	Compliant
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Can you show that you are properly remunerating employees for all the hours that they work and paying them fairly? This includes having evidence that all your employees are paid no less than the legal minimum wage and where there is no legal minimum, ILO (International Labour Organisation) guidelines are followed.

AUDITOR COMMENTS

All staff are paid at least the legal minimum wage. The hotel could show that the employees are paid for all the hours they work.	Compliant
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Can you show that all employees know in advance what their working hours are and agree to them?

AUDITOR COMMENTS

The terms and conditions of employment show working hours and are signed by employees	Compliant
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If you do not pay overtime, and this is allowed by law, can you show that employees are given time off in lieu of the overtime hours they have worked?

AUDITOR COMMENTS

There are records of any accrued and used lieu hours for each employee. Compliant

Can you show that wage/payslips are given to employees and show how many hours have been worked and the amount paid, including overtime?

AUDITOR COMMENTS

The wage slip either shows the hours that have been worked or you can establish the hours that have been worked during that payroll period through other records. Compliant

Can you show that decisions about employee's pay, benefits, development opportunities and employment terms are based only on experience and skills?

AUDITOR COMMENTS

People who do the same role are being paid the same wages, given the same benefits, development opportunities and employment terms, with any differences relating only to experience, skills, performance or length of service. Compliant

If anyone under the age of 18 works in your operation (or has done since your last Travelife audit), including in unpaid positions such as internships or work experience, can you show you have special conditions in place for them and that you are following national regulations and the UN Convention on the Rights of the Child and ILO Conventions 138/182?

AUDITOR COMMENTS

There are no people working in the RESORT below the age of 18 years. The hotel is following national regulations and the UN Convention on the Rights of the Child and ILO Conventions 138/182. Compliant

There are no people working in the RESORT below the age of 18 years. There is only one intern working at the age of 17. The hotel has special conditions in place for the intern. The hotel is following national regulations and the UN Convention on the Compliant

Can you show that you maintain personal files of each employee that include proof of age (such as a copy of ID/Passport)?

AUDITOR COMMENTS

The property keeps updated and accurate files for each employee. Compliant

Can you show that you have a system to accurately record all hours worked by each employee, including overtime?

AUDITOR COMMENTS

The property has a system to ensure updated and accurate records are kept of all hours worked Compliant

Can you show that you maintain an accurate record of all money paid to employees including copies of all wage/pay slips?

AUDITOR COMMENTS

The property keeps updated and accurate records of all money paid to employees Compliant

Can you show that your employment records are easily accessible to authorised people, and checked regularly to ensure they comply with the law? This includes laws relating to adequate minimum rest periods between shifts and adequate minimum weekly rest periods.

AUDITOR COMMENTS

The property keeps updated and accurate records for each employee that cover requirements B9 to B1 Compliant

If you acquired or developed any land or water rights since your last Travelife audit, can you show the following:

- That prior consent was freely given by landowners, including any indigenous groups that have traditional claims to the land and/or resource and that there are no ongoing disputes over the rightful ownership.

- That this acquisition or development did not/will not result in the involuntary resettlement of any individuals or groups.

AUDITOR COMMENTS

The property did not acquire or develop any land or water rights last 5 years Compliant

Has a person with the proper authority and experience signed the Travelife Declaration of Compliance on behalf of the business?

AUDITOR COMMENTS

A declaration has been signed by a member of the senior management team and a new declaration is provided for each Travelife audit. Compliant

SECTION C: HONESTY, TRANSPARENCY, FAIRNESS AND RESPONSIVENESS

Can you show that your advertising and promotional materials are not misleading and that you can verify any public sustainability claims that you make? For example, do the public descriptions of your property accurately reflect the guest experience?

AUDITOR COMMENTS

Descriptions and imagery do not deliberately mislead customers in terms of the facilities, amenities and design that will be delivered to them. Compliant

Can you show that potential guests can easily find out about accessibility at your property before they make a reservation? For example, information is provided on your website or there is information about how they can make further enquiries and you can show that these are responded to promptly and accurately.

AUDITOR COMMENTS

Potential guests can easily find out about accessibility at the property including an e-mail address and a phone number before they make a reservation on the hotel's website Compliant

Can you show evidence that you do not discriminate against anyone in any aspect of your business?

AUDITOR COMMENTS

The hotel is NOT discriminating against anyone in any aspect of the business Compliant

Can you show that you have a public sustainability document/s that was updated in the last 12 months and allows people to learn about your commitments, goals and progress?

AUDITOR COMMENTS

A public sustainability document can be found on website and app Compliant

Can you show that your public sustainability document/s (see requirement C4) includes statements of commitment for each of the following areas?

- Reducing greenhouse gas emissions, e.g. reducing energy, water, waste, high-emission food.
- Protecting and supporting biodiversity, e.g. reducing pollution, protecting nature and wildlife.
- Protecting and respecting human rights, e.g. preventing discrimination, exploitation, harassment and promoting fair treatment.
- Safeguarding children, e.g. preventing the exploitation or abuse of children and reporting any suspected incidents.

AUDITOR COMMENTS

There is one document or web page, or a series of relevant documents/web pages, that includes these statements. Compliant

Can you show that your public sustainability document/s (see requirement C4) include at least one goal related to reducing your greenhouse gas emissions and at least one other goal or target?

AUDITOR COMMENTS

There is one document or web page, or a series of relevant documents/web pages, that includes these goals.	Compliant
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Can you show that your public sustainability document/s (see requirement C4) includes (or is accompanied by) an invitation for stakeholders to support you with the delivery of your goals and/or commitments?

AUDITOR COMMENTS

The document/s, web page/s or accompanying text (e.g. cover email) includes text that invites stakeholders to support the property with the delivery of their goals and/or commitments.	Compliant
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Can you show that your public sustainability document/s (see requirement C4) include accurate and verifiable information about progress you made against the goals you included in your previous public sustainability document/s (this is not required if you are preparing for your first ever Travelife audit).

AUDITOR COMMENTS

There is a document and web page that includes an accurate and verifiable description of the progress the property has made with the most recent publicly stated goals and commitments	Compliant
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Can you show that your latest public sustainability document/s is easily available to your stakeholders using the communication methods you identified for them in requirement A21. This should at least include the following types of stakeholders:

- Employees.
- Guests.
- The public.
- Suppliers.
- Any subcontractors at your business, e.g. gift shop, spa or salon operators.

AUDITOR COMMENTS

The property has used the languages and communication methods they identified for their stakeholders in A21.	Compliant
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Can you show that you are actively seeking feedback from guests and staff, including feedback about your sustainability work?

AUDITOR COMMENTS

Guests and staff are specifically asked to provide feedback about the property's sustainability work.	Compliant
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Can you show that there is a way for people in your community to provide you with feedback about any aspect of your operation that may affect them?

AUDITOR COMMENTS

There is a mechanism in place for people in the local community to provide feedback to the hotel and it is easy to find	Compliant
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Can you show that the feedback you receive is considered in terms of how you can use it to improve your operation (including customer satisfaction) and your environmental and social impacts?

AUDITOR COMMENTS

There is a process in place for ensuring all feedback received is reviewed and, where appropriate, acted upon in terms of making improvements or taking corrective action. But feedback is not requested from staff about topics as environmental and soci	Compliant
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If there are any indigenous peoples or other cultural groups in your area, can you show that you are respecting and protecting their culture, traditions, language and way of life? This includes identifying these groups and following any relevant national or international good practices related to indigenous peoples.

AUDITOR COMMENTS	
No indigios people living in the area where the hotel is based	Compliant
If there are any indigenous peoples in your area, can you show that, where possible and relevant, you are working and/or consulting with their representatives to establish how you can best support them? For example, helping to safeguard their way of life, helping to keep their language and culture alive, providing economic, employment and training opportunities.	
AUDITOR COMMENTS	
No indigios people living in the area where the hotel is based.	Compliant
If you are interpreting, displaying, promoting or in any other way representing aspects of indigenous culture to your guests, can you show that you have consulted with representatives about how they want you to do this and that you have their permission?	
AUDITOR COMMENTS	
No indigios people living in the area where the hotel is based.	Compliant
Can you show that you are translating the documents you make available to your local community into any indigenous language that is actively spoken in the region?	
AUDITOR COMMENTS	
All information produced specifically for consumption by the local community is translated into the national/local language	Compliant
Can you show that you give information to your staff and guests about how to behave respectfully and responsibly towards any indigenous peoples in your location, and the areas they consider to be sacred?	
AUDITOR COMMENTS	
Where guests or staff may otherwise interact with these groups, or sites that are sacred to them, information is provided about how to behave respectfully using the existing communication channels.	Compliant
No indigios people living in the area where the hotel is based.	Compliant
Can you show that your operation does not block any public rights of access?	
AUDITOR COMMENTS	
Operations or actions do not restrict local people from accessing public areas and spaces	Compliant
Can you show that your operation does not prevent local people from accessing essential services, resources and livelihoods? For example, food, water, education, healthcare, fishing.	
AUDITOR COMMENTS	
Operations or actions do not restrict local people from accessing any of the following: Essential resources such as safe drinking water and water for irrigation. Essential services such as healthcare, education, shopping for food and other essential	Compliant
Can you show that your operation does not negatively affect the sanitation, health and wellbeing of people in your community?	
AUDITOR COMMENTS	
Operations or actions do not result in a threat or direct harm to the physical or mental health of local people	Compliant
Can you show that your operation does not negatively affect the availability of, or access to, housing in the local area?	
AUDITOR COMMENTS	
Operations or actions do not restrict local people from accessing housing or limit the availability of housing for residents.	Compliant
Can you show that your operation does not prevent local people from accessing sites that are of historical, cultural or spiritual importance to your community?	
AUDITOR COMMENTS	
Operations or actions do not restrict access to sites of importance	Compliant

Can you show that your operation does not prevent people from practising their own cultural or spiritual traditions, unless these present legitimate health, safety, environmental, legal or human rights concerns?

AUDITOR COMMENTS

Operations or actions do not restrict people from living their traditional way of life unless there are legitimate health, safety, environmental, legal or human rights concerns. Compliant

Can you show that people in your community are given the same access to any facilities you offer to people that are not guests at your property? For example, access to your restaurant, bar, pool, gym.

AUDITOR COMMENTS

The property allows access to people who are not guests to all or some of their facilities, equal access is offered to all local people Compliant

If you provide any essential service to your guests or staff, that is not otherwise available in your community, can you show that you make the service available to local people? For example, a medical or dental clinic.

AUDITOR COMMENTS

Not applicable in this destination Compliant

Can you show that you are actively supporting your local community? This includes supporting local initiatives that protect, support or enhance the community. For example, donating time, money or expertise to a local charity or conservation initiative, participating in a local beach clean.

AUDITOR COMMENTS

There is evidence of support for useful local community initiatives. Compliant

Can you show that people are given the opportunity to be fully informed about their employment terms and conditions before they start work with you? This must include the following:

- They are given something in writing, that they sign, which contains all terms and conditions of employment, including pay.
- You confirm that they understand these terms and conditions and how much they will be paid.
- They are given a copy of these terms and conditions that they can keep.
- If they cannot read the written terms and conditions themselves, provisions are made to ensure they are fully explained to them in a way they can understand, e.g. use of an interpreter, translated to another language.

AUDITOR COMMENTS

Documentation and staff interviews confirm compliance. Compliant

Can you show that staff are allowed to seek improvements to their working conditions without retaliation?

AUDITOR COMMENTS

There is no evidence of retaliation against staff who give feedback, make complaints, join unions, form associations or approach senior management directly. Compliant

If there are relevant trade unions operating in your location, can you show that you allow employees to join these?

AUDITOR COMMENTS

There is no evidence that staff are prevented from joining either through written policies or intimidation. Compliant

Can you show that you allow employees to meet up during working hours, form an association and elect a spokesperson in order to discuss issues without management involvement?

AUDITOR COMMENTS

There is no evidence that staff are prevented from forming an association either through written policies or intimidation. Compliant

Can you show that you have a process for employees to raise concerns or make complaints about any aspect of their general working conditions? Please note that this does not apply to personal grievances such as bullying, harassment or discrimination against an individual because these are covered by requirement C33.

AUDITOR COMMENTS

There is no evidence that staff are prevented from forming an association either through written policies or intimidation.	Compliant
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Can you show that employees are allowed to approach senior management directly?

AUDITOR COMMENTS

There is a process in place or a written policy/statement (e.g. an 'open door' policy) that is communicated to staff.	Compliant
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Can you show that there is a written procedure in place for work-related personal grievances/complaints so that individual employees can address issues such as bullying and harassment, even if the problem is with their immediate manager or supervisor? This must include the following:

- A description of the procedure that the employee should follow.
- A description of how the employer will manage grievances/complaints, including the timeline.
- Ensuring the procedure is always accessible on the premises and all employees know where to find it.
- Ensuring that if an employee cannot read the procedure themselves, provisions are made to ensure it is fully explained to them in a way they can understand, e.g. use of an interpreter, translated to another language.

AUDITOR COMMENTS

There is a documented procedure that is easy for all staff to find and understand.	Compliant
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Can you show that you follow a fair written disciplinary process that includes the following?

- Levels of misconduct and clear examples of what those are.
- Consequences that are proportionate to the type of misconduct.
- That consequences for misconduct do not include withholding of wages, physical punishment or confinement.
- Ensuring that all new staff are told about your disciplinary process and reminded of it throughout their employment.
- Ensuring it is accessible in written form on the premises at all times and all employees know where to find it.
- Ensuring that if an employee cannot read the procedure themselves, provisions are made to ensure it is fully explained to them in a way they can understand, e.g. use of an interpreter, translated to another language.

AUDITOR COMMENTS

There is a documented procedure that is easy for all staff to find and understand	Compliant
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Can you show that employees are always free to leave their employment with you at any time without retaliation? This includes the following:

- You do not keep any personal documents belonging to employees, such as passports/ID cards, etc.
- You do not take deposits or other any other type of bond from people that they must 'earn back' before they can leave their employment with you.
- You do not give any type of payment or any other such bond to people that they must 'work off' before they can leave their employment with you.
- All money owed to an employee is given to them when they leave.
- All employees leaving the business can access the premises to collect their personal possessions, including personal documents, without any harassment or delay.

AUDITOR COMMENTS

Documentation and staff interviews show that employees are not bonded to the property in any way	Compliant
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Can you show that local residents are given the same opportunities as non-residents for employment (including within management positions), development and advancement?

AUDITOR COMMENTS

The property can demonstrate that local residents and non-residents have been equally considered for advancement.	Compliant
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SECTION D: STAKEHOLDER ENGAGEMENT AND SUPPORT

If you have a current Travelife Certification, is your current Travelife certificate displayed so that is easy for guests to see it?

If you do not have a current Travelife Certification, can you show that this task in your annual sustainability action plan (see requirement A22) as something that must be completed as soon as you are Travelife Certified?

AUDITOR COMMENTS

First audit. This task is added into the annual sustainability action plan as something to be done as soon as the property has achieved Travelife Certification.	Compliant
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Can you show that you encourage people to help you reduce greenhouse gas emissions by providing reminders about how to use less energy in all relevant areas of your operation?

AUDITOR COMMENTS

The property has clear information in the form of signs and notices in all relevant parts of the operation so that opportunities to reduce energy consumption are maximised, e.g. in guest rooms, kitchens, staff areas and so on. The property is ensuring	Compliant
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The certificate is displayed in a public area that is clearly visible to guests.	Compliant
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Can you show that you encourage people to help you reduce greenhouse gas emissions by providing reminders about how to use less water in all relevant areas of your operation?

AUDITOR COMMENTS

Information to save energy and water is given to staff (e.g. in staff canteen), for guests in the guest rooms (flyers in the bathrooms).	Compliant
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Can you show that you encourage people to help you reduce greenhouse gas emissions and protect biodiversity by providing reminders about how to reduce waste and properly dispose of waste, including how to separate it for recycling in all relevant areas of your operation?

AUDITOR COMMENTS

The property has clear information in the form of signs and notices in all relevant parts of the operation The property is also ensuring that all staff and approximately 80% of their guests can understand the instructions through the use of translati	Compliant
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Can you show that you encourage people to help you protect biodiversity by providing information about the consequences of using any items containing ingredients listed in Section A2, Appendix I of the Travelife Certification Requirements.

AUDITOR COMMENTS

The property is informing guests, visitors and employees (as appropriate) about the consequences of using products listed in Section A2, Appendix I of the Travelife Certification Requirements. The property should ensure that all staff and approximate

Compliant

Can you show that guests, staff and sub-contractors are provided with general responsible tourism advice, suggestions and tips that cover the topics listed below, using the communication methods and languages you identified for these stakeholder groups in requirement A21?

- The importance of protecting, respecting and supporting the local area and the people who live there.
- The importance of reducing stress on local resources by reducing energy, waste, water use and using low-emission transport options where possible and/or opting to walk or cycle when safe to do so.
- A suggestion to avoid any activities that may harm the welfare of children (e.g. orphanage visits) or that disrupt their access to essential resources such as education and healthcare.
- A suggestion to respect people's privacy by not taking photos or videos of people without their consent, and that parents of legal guardians must provide consent for children.
- A suggestion to support local businesses and charity initiatives.
- A suggestion to avoid any activities that may harm animals or their habitats.

OR

Can you show that guests are provided with the Travelife Responsible Guest Guide and that staff and sub-contractors are provided with the Travelife Responsible Hospitality Guide using the communication methods and languages you identified for these stakeholder groups in requirement A21?

AUDITOR COMMENTS

Guests are provided with a Responsible Guest Guide also the staff is also provided with the Responsible Guest Guide.

Compliant

Can you show that you provide guests, staff and sub-contractors with any relevant information, advice, suggestions and tips that will help them to respect, protect and support your specific destination?

AUDITOR COMMENTS

This relevant information is provided to staff and guests in written form.

Compliant

Can you show that guests are told how they can report any suspected instances of child exploitation or abuse that they may see while visiting your destination? For example, the phone number for the local police. Please note that this is required for all types of properties in all locations.

AUDITOR COMMENTS

A children protection policy exist and is available on the hotel's website and/or the guest information and also or for the staff. It includes a number of the local police.

Compliant

Can you show that you have included aspects of the local culture and traditions in the guest experience, e.g. featuring local cuisine, art or design?

AUDITOR COMMENTS

The resort organises quite a lot of the activities mentioned in the criterion

Compliant

Can you show that your business takes an active role in helping to manage your destination sustainably? For example, belonging to local tourism organisations, attending planning meetings, working with relevant NGOs.

AUDITOR COMMENTS

The management of the resort is an active member of the hotel association. The association aims to take care of the proper tourism development of the destination and its hospitality sector

Compliant

Can you show you have carried out formal annual training for your staff, along with regular updates during briefings or meetings, about your employment policies and practices, including how you prevent discrimination?

AUDITOR COMMENTS

The resort is able to provide evidence that a formal annual training for the staff has been carried out, along with regular updates during briefings or meetings, about the hotel's employment policies and practices, including how to prevent discrimina	Compliant
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Can you show you have carried out formal annual human rights training for your staff, along with regular updates during briefings or meetings, that keep your staff informed about the following topics?

- How to identify and report signs of human exploitation (e.g. bonded labour, modern slavery, human trafficking).
- Your child safeguarding policy and how to identify and report signs of child exploitation or abuse.

AUDITOR COMMENTS

A formal annual training for the staff about human rights including child safeguarding policy has been carried out.	Compliant
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Can you show you have carried out formal annual training for your staff, along with regular updates during briefings or meetings, about how they can help you meet your annual sustainability commitments and goals? This must include the following:

- How to reduce your greenhouse gas emissions through saving energy, water and reducing waste.
- How to separate waste and how to follow your reduce, reuse, recycle programme.
- Relevant staff are trained about how to follow your sustainable procurement policy/procedures.

AUDITOR COMMENTS

The hotel is able to provide evidence that a formal annual training for the staff about annual sustainability commitments and goals has been carried out.	Compliant
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Can you show you have carried out formal annual training for your staff, along with regular updates during briefings or meetings, about how they can protect, respect and support the local community, including the culture and way of life.

AUDITOR COMMENTS

The resort is able to provide evidence that a formal annual training for the staff about how they can protect, respect and support the local community, including the culture and way of life has been carried out.	Compliant
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Can you show that all staff who operate equipment and installations that consume energy, water, chemicals and other types of hazardous substances are reminded how to use these in the most environmentally efficient manner and how to report maintenance issues?

AUDITOR COMMENTS

Staff members of all departments handling technical equipment are regularly reminded to save energy and water whenever possible and they are also instructed how to report maintenance issues	Compliant
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Can you show that all staff who operate equipment and installations that consume energy, water, chemicals and other types of hazardous substances hold any necessary qualifications for maintaining or operating this equipment in line with national and international standards?

AUDITOR COMMENTS

The company that delivers chemicals to the hotel provides training to the respective staff.	Compliant
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Can you show that all staff that handle chemicals and other types of hazardous substances are trained to handle these in a way that minimises harm to people and the environment and provided with the proper personal protective equipment (PPE) in line with any national and international standards?

AUDITOR COMMENTS	
All staff that deal with chemicals have been properly trained. PPE is sufficient present at the work stations.	Compliant
All staff that deal with chemicals have been properly trained. PPE is sufficient present at the work stations (also at the pool	Compliant
Can you show that you support local entrepreneurs in the development and sales of sustainable products and services that could be of interest to guests and that are based on the area's nature, history and culture? This only applies in areas where these are not already available for guests.	
AUDITOR COMMENTS	
The hotel supports local entrepreneurs by selling their products (lobby area) and tours.	Compliant
SECTION E: SUSTAINABLE PROCUREMENT	
Can you show that you regularly review your energy sources to see if there are renewable or lower emission alternatives that you could use?	
AUDITOR COMMENTS	
The property regularly reviews energy suppliers in case there are options to switch to one that uses more renewable or cleaner sources. The property also regularly considers the viability of replacing vehicles with lower emission options.	Compliant
Can you show that the way you acquire water does not have any adverse effect on the availability or quality of water in the area or biodiversity (e.g. harm to local ecosystems, disruption of natural flows, erosion)?	
AUDITOR COMMENTS	
The resort was able to show the auditor that the way they acquire water does not have any adverse effect on the availability or quality of water in the area or biodiversity (e.g. harm to local ecosystems, disruption of natural flows, erosion).	Compliant
Can you show that you have policies and procedures in place to ensure that when procuring equipment, capital goods, food, beverages, building materials, consumables, installations and services, preference is given to those that meet as many of the following conditions as possible and/or relevant?	
<ul style="list-style-type: none"> - Made from recycled materials. - Can be recycled locally. - Can be easily reused or repurposed by the organisation or a third party they work with. - Sustainably produced/sourced. - Produced locally. - From locally owned businesses. - From small businesses. - Have a reputable sustainability certification label such as Rainforest Alliance, MSC, FSC, etc. - Delivered in less packaging and/or more sustainable packaging. - Energy and/or water efficient. - Low pollutant. - Reduce the need for printing. - Require less shipping/transport. - Use cleaner, more resource efficient and low-emission transport options. - Reflect the area's nature, history and culture. - From fair trade suppliers. - Minimises food waste. - Minimises the use of single-use or disposable items, e.g. single-use plastics 	
AUDITOR COMMENTS	
The auditor noticed that these written procedures are all in place.	Compliant

Can you show that you do not procure anything involving any of the Unacceptable Practices listed in Section A, Appendix I of the Travelife Certification Requirements? You should refer to the Appendix for full details however we have provided a summary below.

- Not knowingly working with suppliers engaged in any form of human exploitation or abuse.
- Not purchasing or introducing invasive species.
- Not purchasing pesticides, insecticides, fungicides or herbicides containing any of the banned POP chemicals listed in Appendix A or B of the Stockholm Convention.
- Not purchasing sun protection products containing ingredients that are harmful to marine life.
- Not purchasing personal care products containing microplastics commonly known as 'microbeads'.
- Not purchasing equipment containing refrigerant gasses with a high global warming potential that are currently being phased out under the Kigali Amendment to the Montreal Protocol.

AUDITOR COMMENTS

The hotel is not using any items listed in the E4 criterion	Compliant
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If you harvest any species from the wild yourself (e.g. hunting, fishing, foraging), or purchase species harvested from the wild, can you show that you (or your suppliers) do so sustainably, humanely and in compliance with any relevant local, national or international legislation or codes of practice? This includes species from the wild that you trade, display or include in food and beverage service. Can you show that none of these species, nor any items made from them, are currently on the IUCN (International Union for Conservation of Nature) Red List of Threatened Species? Some common examples include caviar from endangered sturgeon, shells, coral, fur and ivory.

AUDITOR COMMENTS

The business does not engage in any of these activities.	Compliant
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If your business commercially benefits from any unique aspect of an indigenous group (even if this group is not in your area), can you show that you have respected their cultural intellectual property rights?

AUDITOR COMMENTS

The property does NOT feature a unique cultural aspect of an indigenous group in the guest experience.	Compliant
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When you recruit people, can you show that you do not exclude or favour specific groups of people (e.g. race, caste, national origin, religion, age, disability, gender, identity, marital status, sexual orientation, union membership or political affiliation)?

AUDITOR COMMENTS

Evidence that the hotel does not discriminate against anyone in any aspect of the business is shown in the human rights policy available for guests and staff in the hotel's premises. The hotel only recruits new staff-members from the local area or ot	Compliant
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When you recruit people, can you show the following?

- You cover the cost of all recruitment fees.
- People do not have to submit any type of bond or fee to any party, in order to be considered for employment with you. This includes handing over important personal items such as passports or credit cards.
- You do not provide any payment or incentive prior to someone beginning their employment with you that can in any way bond them to your organisation.

AUDITOR COMMENTS

The hotel provides transport to the hotel to potential job applicants. To submit any type of bond or fee in order to be considered for employment or the provision of any payment or incentive prior to the beginning of the work relationship with the ho	Compliant
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If you have signed contracts with any external suppliers, can you show that you send them a written human rights statement at least once every two years that clearly explains that you will not tolerate any instances of human exploitation and abuse in your supply chain? Your statement must include the following:

- That your own staff receive regular training about how to identify and report child exploitation and abuse.
- That your own staff receive regular training about how to identify and report signs of labour exploitation and abuse, including human trafficking.
- That you will not work with suppliers that are in any way involved in the exploitation, abuse or trafficking of humans.
- That you will immediately report any suspected instances of child exploitation and abuse, labour exploitation or human trafficking to the appropriate authorities.
- That this policy is supported by senior management at your property

AUDITOR COMMENTS

The property has a written human rights statement that includes all these points.	Compliant
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If you carried out any renovations or building work since your last Travelife audit, can you show that, wherever possible, sustainable and accessible design and construction methods have been incorporated? You must be able to show the following:

- That you considered incorporating local traditions regarding design, construction and materials.
- That you considered harmonising design with local landscape, cultural heritage and architecture.
- Whenever possible, preference was given to materials, installations, fixtures and fittings that are sustainably sourced and minimise environmental impacts, e.g. energy efficient insulation, showers that minimise water use, renewable energy fixtures, water recycling.
- When appropriate to the nature of the operation, areas are accessible to people with disabilities and other special needs.

AUDITOR COMMENTS

No renovations or building work conducted in previous two years	Compliant
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If you carried out any landscaping or planting since your last Travelife inspection audit, can you show the following?

- That you have kept records of all plant species that have been acquired or planted since your last Travelife inspection audit.
- That you have not planted any invasive plant species.
- That wherever possible and appropriate, you have opted for plant species that are native or endemic to your region, that reduce the need for irrigation and the use of substances that can harm the environment (e.g. pesticides).
- That any staff who are responsible for acquiring or planting know how to find out about which species are invasive, endemic or native in your region, and which species are more drought tolerant and pest resistant.

AUDITOR COMMENTS

No landscaping or planting work carried out in the last two years.	Compliant
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SECTION F: MINIMISING GREENHOUSE GAS EMISSIONS AND PROTECTING BIODIVERSITY

F1: Can you show that you use low energy technology for lighting in at least 80% of all areas?

If this is your first Travelife audit and you do not meet this requirement, you must show that you have transferred this task to your sustainability action plan and that the deadline for completing the task is no more than 2 years after your inspection audit date.

AUDITOR COMMENTS	
The hotel uses low energy technology for lighting in more than 80% of all areas	Compliant
F2: Can you show that maintenance and servicing, by properly trained/qualified people, is regularly carried out on any installations that involve the use of energy, water, chemicals or other types of environmentally hazardous substances? For example, boilers, pipes, heating, cooling, electrical appliances, vehicles.	
AUDITOR COMMENTS	
All water installations and machinery (pipes/pumps/heating/cooling) are maintained and serviced regularly either by the hotel's own technicians or by an external company.	Compliant
F3: Can you show that you use sensors, timers, written instructions or other controls to make sure equipment and other installations involving water, energy, chemicals and other types of environmentally hazardous substances are operated correctly and in the most environmentally efficient manner? For example, boilers, bathroom fixtures, kitchen and laundry equipment, air conditioning, heating, cooling, electrical appliances, vehicles.	
AUDITOR COMMENTS	
Planned water times management systems for the irrigation of the garden and the plants. Written instructions and other controls make sure that equipment is operated correctly.	Compliant
Planned water times management systems for the irrigation of the garden and the plants. The dosage for washing machines. The right dosage for the swimming pool is automatically controlled. Key card system for all guestrooms to save energy.	Compliant
F4: If there are no devices for automatically switching off heating and air conditioning when doors and windows are open, can you show that you provide easily seen and clear information to tell guests and staff to close windows and doors when using heating or air conditioning? This includes the following areas of your property:	
<ul style="list-style-type: none"> - Guest rooms. - Shared guest areas. - Back-of-house areas. 	
AUDITOR COMMENTS	
There are devices for automatically switching off heating and air conditioning when doors and windows are open in place	Compliant
F5: Can you show that the water flow in all bathrooms is no more than 10 litres per minute in showers?	
AUDITOR COMMENTS	
water flow checked by the auditor: showers = less than 10l/min, basins = less than 5l/min, toilet = less than 6,5 l per flash	Compliant
F6: Can you show that the water flow in all bathrooms is no more than 5 litres per minute in basins and bidets?	
AUDITOR COMMENTS	
water flow checked by the auditor: showers = less than 10l/min, basins = less than 5l/min, toilet = less than 6,5 l per flash	Compliant
F7: Can you show that the water flow in all bathrooms is no more than 6.5 litres per flush in toilets and no more than 2 litres per flush in urinals? Or can you show that all toilets and/or urinals use low-flush technology (e.g. dual flush toilets)?	
AUDITOR COMMENTS	
water flow checked by the auditor: showers = less than 10l/min, basins = less than 5l/min, toilet = less than 6,5 l per flash. Dual flush available	Compliant
F8: If you irrigate your grounds, can you show you are using technology and/or management systems (e.g. staff training, planned watering times, etc.) to avoid wasting water?	

AUDITOR COMMENTS	
Planned water times for the irrigation of the garden and the plants is available	Compliant
<p>F9: Can you show that there is a procedure in place that reduces the unnecessary washing of all towels, sheets and other reusable linens?</p> <p>Can you show that the procedure is consistently followed?</p>	
AUDITOR COMMENTS	
Card are available in all guestrooms, informing the guests about unnecessary washing of towels and the existing bed linen changing policy. Guests and employees are informed about linen and towel change policy.	Compliant
<p>F10: If you have pools and other water attractions, can you demonstrate that they are consistently cleaned in a way that reduces water waste, energy consumption and the unnecessary use of chemicals, e.g. manual and mechanical processes, filtration maintenance, etc.?</p>	
AUDITOR COMMENTS	
No pools on site	Compliant
<p>F11: Can you show that chemicals and other types of hazardous substances are used in a way that minimises harm to people and the environment. This includes the following:</p> <ul style="list-style-type: none"> - The only chemicals and other types of hazardous substances used are those that are absolutely necessary for the safe operation of your business. - Care is taken to avoid overuse of chemicals and other types of hazardous substances by only using the correct required dosage. 	
AUDITOR COMMENTS	
Care is taken to avoid overuse of chemicals and other types of hazardous substances by only using the correct required dosage by dosage systems. In fact the resort is hardly using any chemicals at all.	Compliant
<p>F12: Can you show that you have a plan to reduce, reuse or recycle all of your solid waste? This should be included in an up-to-date document showing how each type of solid waste (including hazardous waste) generated by your operations is managed and minimised. This document must include the following:</p> <ul style="list-style-type: none"> - Each type of solid waste generated by your operation has been identified, e.g. plastic, food, paper, glass, metal, hazardous, mixed, etc. - How each type of waste is disposed of, e.g. recycling, composting, landfill, incineration. - How each type of waste is collected for disposal, including the names of any external contractors or local authorities. - The steps you are taking to reduce, reuse or recycle each type of waste so that as much waste as possible is diverted from landfill or incineration. 	
AUDITOR COMMENTS	
There is a plan in place to encourage guests to separate different waste. There is a document in place showing how each type of solid waste will be managed and or minimized.	Compliant

F13: Can you show that you manage solid waste at your property in a way that maximises opportunities to reuse or recycle? This includes the following:

- Steps are taken to ensure waste is properly separated and to avoid mixing waste that should be kept separate.
- Waste collection bins are equally distributed by type to ensure that wherever there is a general waste bin there is also a recycling station and solitary general waste bins are not found.
- Each bin is clearly labelled to show what can be placed inside it, e.g. using pictures, diagrams, text in multiple languages.

AUDITOR COMMENTS

Steps are taken to ensure waste is properly separated and to avoid mixing waste that should be kept separate	Compliant
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F14: Can you show that all the waste from your operation is disposed of responsibly, whether handled by you or an external organisation? This includes solid waste, hazardous waste and wastewater. You must demonstrate the following:

- All waste, including hazardous waste, runoff and wastewater is disposed of, reused and/or recycled in accordance with any local, national or international laws and guidelines.
- All waste, including hazardous waste, runoff and wastewater, is disposed of, reused and/or recycled in a way that does not harm people or the environment.
- You have kept documentation for at least 3 years from any external waste collection organisations that have been used. This includes any contracts, receipts, invoices and/or statements, and evidence that they are properly licensed.

AUDITOR COMMENTS

The solid wastes are collected by a private company. It meets national and international legislation. Most solid waste is recycled on site. Invoices are kept for the last 2 years with the accounting department. The auditor was able to see the contra	Compliant
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F15: If invasive species have been identified at your property, steps are being taken to eradicate and control them, replacing them with native or endemic species whenever possible. Any related tasks or actions must be included in your annual sustainability action plan (see A22).

Eradication and control must be done in accordance with any relevant laws or best practices and none of the chemicals or unacceptable practices listed in Appendix I of the Travelife Certification Requirements can be used to eradicate or control invasive species, unless required by law.

AUDITOR COMMENTS

The auditor was not able to identify any invasive species in the hotel's premises	Compliant
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SECTION G: MINIMISING THE IMPACT OF A CRISIS OR EMERGENCY

Can you show that you manage and store all chemicals, other types of hazardous substances and wastewater in a way that minimises the danger to people and the environment in the event of leaks, spills or runoff, whether they are caused by accidents, errors, disasters or a crisis?

This includes ensuring that the storage and disposal of chemicals, other types of hazardous substances and wastewater meets any local, national and international legislation or standards.

AUDITOR COMMENTS

Chemicals (if any, as there are almost none on site) are stored properly	Compliant
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Can you show that you maintain plans, instructions and data sheets that help people understand how to prevent and contain leaks, spills and runoff, and display these in areas where chemicals and other types of hazardous substances are stored?

AUDITOR COMMENTS	
Instructions /plans and data sheets are available that help people understand what to do in case of an accident or in case of a spillage are in place.	Compliant
Can you show that you maintain 'incident records' that detail any leaks, spills or instances of runoff, including how you managed them?	
AUDITOR COMMENTS	
Incident records are available in the form of written documentation	Compliant
Can you show that you maintain an updated document/register that is always available for emergency services and details the location, type and estimated quantity of all chemicals and other types of hazardous substances (including hazardous waste and any equipment containing hazardous substances) stored at your premises?	
AUDITOR COMMENTS	
A list of purchased hazardous chemicals and other types of hazardous substances, does exists	Compliant
Do you monitor and maintain water quality for each different place it is used?	
AUDITOR COMMENTS	
No legionella water quality report available	Non-Compliant
Can you show that you have a crisis management plan in place that includes consideration of how to minimise the environmental and social impacts if your property has to close unexpectedly as a result of a crisis, pandemic or emergency?	
<p>This plan must cover all of the following that are relevant to your operation:</p> <ul style="list-style-type: none"> - Minimising unnecessary use of energy, water and hazardous substances. - Minimising unnecessary waste, including food waste. - Considering options for how to support your staff and your community. - Protecting the welfare of any animals dependent on your business being open 	
AUDITOR COMMENTS	
The property does not employs more than 100 staff at any one time of the year and has no nightly maximum occupancy of more than 200 guests.	Compliant
SECTION H: ANIMAL WELFARE	
If you keep animals on the premises or in any other part of your operation, can you show that you meet the requirements in Appendix III of the Travelife Certification Requirements?	
AUDITOR COMMENTS	
There are no animals kept on the premises or any other part of the operation.	Compliant
If any activities involving animals take place in any part of your business, even if they are not owned or operated by you, can you show that they are operated in compliance with established codes of practice?	
AUDITOR COMMENTS	
There are no animals kept on the premises or any other part of the operation.	Compliant
Can you show evidence that none of the Unacceptable Practices listed in Section A3, Appendix I of the Travelife Certification Requirements take place in any part of your business, even if these parts of your business are not owned or operated by you?	
AUDITOR COMMENTS	
There are no animals kept on the premises or any other part of the operation.	Compliant
Can you show that you do not promote, sell or receive any benefit from activities, excursions or attractions that involve any of the Unacceptable Practices listed under Animal Welfare in Section A3, Appendix I of the Travelife Certification Requirements?	

AUDITOR COMMENTS	
The property is not promoting or selling activities or entertainment involving any of the practices listed in A3, Appendix I of the Travelife Certification Requirements are taking place.	Compliant
<p>If any aspect of your guest experience involves organised human interactions with free roaming wildlife, can you show these are non-invasive and responsibly managed in line with the ABTA Animal Welfare Guidelines or other science-based guidance from reputable conservation experts, organisations or industry associations? This includes interactions that form part of your guest experience but are not directly operated or managed by you.</p> <p>Examples of these activities include safaris, whale watching, seal or dolphin swimming and so on. This requirement does not cover wildlife that guests may encounter by chance at your property because that is addressed in requirement D7.</p>	
AUDITOR COMMENTS	
Tours involving organised human interactions with free roaming wildlife, are non-invasive and responsibly managed in line with the ABTA Animal Welfare Guidelines	Compliant
SECTION I: MEASURING AND MONITORING ENVIRONMENTAL PERFORMANCE	
<p>Can you show that you measure and monitor your monthly greenhouse gas emissions from energy? This must include records that show the following information for all of your energy sources (e.g. electricity, gas, diesel, petrol/gasoline, kerosene, etc.):</p> <ul style="list-style-type: none"> - Who supplies all your sources of energy. - The total kWh (kilowatt hours) used each month. - The average kWh per guest night each month. - The kg CO₂e (kilograms of greenhouse gas emissions) produced each month from energy. - The average kg CO₂e per guest night each month from energy. 	
AUDITOR COMMENTS	
The property is familiar with CO ₂ calculations.	Compliant
<p>Can you show that you measure and monitor your monthly water consumption and your greenhouse gas emissions from water? This must include records that show the following:</p> <ul style="list-style-type: none"> - All your sources of water. - The total amount of water you use each month in litres or cubic metres. - The average litres or cubic metres per guest night each month. - The amount of kg CO₂e (kilograms of greenhouse gas emissions) produced each month from water not directly sourced by you, e.g. from mains water provided by a local utility company. - The average kg CO₂e per guest night each month from water not directly sourced by you, e.g. from mains water provided by a local utility company. 	
AUDITOR COMMENTS	
The property is familiar with CO ₂ calculations	Compliant
<p>Can you show that you measure and monitor your monthly greenhouse gas emissions from waste? This must include records that show the following information:</p> <ul style="list-style-type: none"> - The total amount of solid waste disposed each month for each of the following disposal methods used in kilograms or metric tons: <ul style="list-style-type: none"> - Landfill - Incineration - Recycling - Composting and/or anaerobic digestion - The total kg CO₂e (kilograms of greenhouse gas emissions) each month from all solid waste disposal. - The average kg CO₂e per guest night each month from solid waste disposal 	
AUDITOR COMMENTS	
The property is familiar with CO ₂ calculations	Compliant

Can you show that you record and monitor the following:

- Your total combined monthly greenhouse gas emissions (kg CO2e) from energy, water that is not directly sourced by you and waste.
- The average combined monthly greenhouse gas emissions (kg CO2e) per guest night.

AUDITOR COMMENTS

The property has recorded the: Total kg CO2e from their energy, water and waste records.	Compliant
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Can you show that you measure and monitor your monthly purchase of fresh and frozen meat, dairy and seafood from the list contained in Appendix II of the Travelife Certification Requirements? This must include records that show the following information about the purchase of any of these items:

- The high-emission food category (e.g. beef, lamb, fish, dairy).
- The total volume of the category purchased each month in kilograms and/or litres.

AUDITOR COMMENTS

The property is measuring and monitoring the monthly purchase of fresh and frozen meat, dairy and seafood from the list contained in Appendix II of the Travelife Certification Requirement	Compliant
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Can you show that you measure and monitor your monthly purchases of environmentally hazardous substances that are used in your regular operations for housekeeping, general cleaning, laundry, groundskeeping and maintenance (including pool maintenance)? This must include records that show the following:

- The manufacturer or brand name and/or the type of substance.
- The month and year it was purchased.
- The purpose, e.g. why do you need to purchase this substance? What is it used for?
- The operational area it is used in.
- The amount purchased in kilograms and/or litres

AUDITOR COMMENTS

The property is measuring and monitoring their monthly purchases of environmentally hazardous substances that are used in your regular operations for housekeeping, general cleaning, laundry, groundskeeping and maintenance.	Compliant
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Can you show that you measure and monitor your monthly purchases of single-use plastics that are listed in Section B2, Appendix I of the Travelife Certification Requirements? This must include records that show the following:

- The type of single-use plastic.
- The month and year each type of single-use plastic was purchased.
- The purpose, e.g. why do you need to purchase this type of single-use plastic? What is it used for?
- The operational area each type of single-use plastic is used in.
- The quantity of units purchased for each type of single-use plastic

AUDITOR COMMENTS

The property is measuring and monitoring their monthly purchases of single-use plastics that are listed in Section B2, Appendix I of the Travelife Certification Requirements	Compliant
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