



INVITATION TO  
GUESTS FOR  
PARTICIPATION

GRAND HOTEL SAVA ROGAŠKA \*\*\*\*  
SUPERIOR

## Dear guests,

We decided a while ago to introduce environmentally friendly management at the hotel, i.e. to pursue environmental guidelines, and to that end we outsourced experts who helped us prepare our own strategy for sustainable development.

We are proud to have further enhanced your experience at the hotel: guests can indulge carefree in low-impact hotel services, since we are deeply committed to greening our operations. In support of our efforts, we have been awarded the EU ecolabel Daisy.



Our dedication to the environment is shown in all of our business processes; for example, upon purchase products are selected with little or no plastic packaging, preference is given to products holding an environmental certificate and, most of all, the environmental awareness and knowledge gained are being transferred to employees, the local environment and You, our cherished guests.

1 Our environmental performance is aimed at reducing the consumption of water, electricity and energy for heating and cooling as well as the amount of (mostly unclassified) waste. Our guests experience such preferences by staying in a particularly healthy environment and indulging in maximum comfort. Should you continue to pursue an environmentally friendly lifestyle upon your return home, you will benefit not only the environment, but also your domestic budget.

## ENVIRONMENTAL MEASURES AT THE HOTEL

Our hotel pursues its own “**Environmental Policy**”; a printed copy of the latter is available at the reception desk. The policy is attached with “**Environmental goals for the current and next year**”, which are supplemented every year with new tasks to make the hotel greener. The realisation of environmental goals is monitored by the competent ministry, to which a report is delivered every 2 years on the progress made and attainment of the set goals.

The measures cover three major areas:

- a) energy and water saving,
- b) waste separation and
- c) other areas of environmentally friendly operations.

Both documents are available to guests at the reception desk.

## ENERGY SAVING

You are kindly asked to **turn off the lights** in the bathroom after leaving it. Also, please think whether you really need to have all lights turned on in your room during daytime – please turn off those lights that do not contribute to your comfort.

The best and quickest way to air your room is to **open the windows and leave them wide open for a few minutes**. Your room will freshen up in just a few minutes. Please do not leave the windows open for longer, since that would inadvertently cool the room in winter or heat it up in summer; it is better if you repeat the procedure after a while.

The temperature in common premises (dining room, reception) is set at 22°C year-round. You can set the temperature in your room alone, but with no more than 2-degree deviation. Hence, the lowest temperature may be 20 degrees Celsius and the highest may be 24 degrees Celsius.

To save energy, smoking is forbidden in all rooms. Most rooms come with a balcony, so please use the balcony for such purposes. You are also kindly asked to close the windows and balcony doors when using the balcony, thus saving the energy used for heating or cooling and preventing the smell of smoke, which disturbs many a guest, from spreading into the room.

## FRESHWATER AND WASTEWATER MANAGEMENT

Since water in bathrooms comes from the water distribution network, we have installed low-flow taps and showers, which reduce the flow of water without reducing pressure. We could save even more drinking water with your help, which is why you are kindly asked to **close the tap** while shampooing, shaving and brushing your teeth.

- If you turn the water off **while brushing your teeth or shaving**, you **save several litres of drinking water per minute every time**. As regards heated water, which is subject to the payment of a sewage charge, you can imagine to what extent consistent saving is manifested in the water bill within 10 years if you continue such practice at home. You will find a **glass in your bathroom** – please use it when brushing your teeth.
- You are kindly asked to be **attentive to any water leakage in the toilet** or possible **dripping from taps and showers**. If you notice it, please notify the malfunction to the reception desk or the cleaning staff.

Please **do not discard hygiene or toiletry products and other waste in the toilet** – you will find a covered bin in the bathroom where you can discard such waste. Upon inappropriate use, the toilet may clog, which results in excessive water consumption and a high repair bill.

Your towels and linen have been thoroughly washed. As we do not wish to contribute to several thousand tonnes of detergents used by accommodations worldwide on a daily basis for laundering linen and towels, you are kindly asked to use both more than once if possible. The staff will automatically change towels and linen twice a week, whereas towels will only be changed if they are left lying on the bathroom floor.

If you wish to have the linen changed more often, please inform the cleaning staff or the reception desk and your wish will naturally be granted – we wish to make your stay with us as pleasant as possible.

## WASTE MANAGEMENT

There are millions of accommodations throughout the world seeking to pamper their guests and making them feel as best as possible. In doing so, a great deal of waste is unnecessarily generated, which is why, as one of our environmentally friendly measures, no personal care products in plastic packaging for one person are provided in rooms.

Natural resources of raw materials are limited, as more and more of our guests are aware of and acknowledge from year to year, demanding environmentally friendly operations from us as well. To allow You, our esteemed guests, to separate waste, we have provided several neat and well-marked bins allowing you to separate waste at the source. However, since some guests fail to do so, while others are not aware of the waste separation system, the hotel staff will separate waste from waste bins in rooms upon emptying them. Hence, we can all contribute to recycling. Guests can separate:

**PACKAGING:** plastic bottles of beverages and foods, plastic cups, plastic bags and foil, packaging plastics, tins/cans of food and alcoholic and non-alcoholic beverages, metal bottle caps, etc.).

**PAPER:** brochures, wrapping paper, newspapers and cardboard packaging.

**BIO-WASTE:** vegetable and fruit waste of all types, egg shells, coffee grounds and filter bags, rotten food products, paper tissues – hence, everything organic other than meat and bread (which could attract rodents).

**OTHER WASTE:** sweepings, food residue, cigarette butts, adhesive tapes, sanitary

towels, diapers, wet and contaminated paper.

Waste paper can also be left in the room; if you place it on the floor and put a waste bin on it, the housekeeper will know that it is waste paper and will remove it from the room.

**If you have any doubts** whatsoever as to what belongs in which bin, **you can ask** the hotel staff for advice. It will be even better if you **prevent waste** and buy products in reusable packaging or not packed at all, since that is the best way to contribute to reducing waste.

The hotel is deeply committed to preventing waste, which is why no disposable products are purchased. You may notice in the dining room in particular that single-portion food products (marmalade, honey, pate, butter, cheese and so on) are not provided.

A special problem to humankind and the environment is **hazardous waste** (emptied batteries, cosmetics, medicines, energy-saving light-bulbs, injection needles, etc.). You are kindly asked to dispose of such products by giving them to the cleaning or reception staff so as not to endanger yourself, the staff and nature. The staff will dispose of the hazardous waste by handing it over to the competent utility service for safe destruction.

## IMPORTANT:

We would like draw your attention to the serious hazard posed by a broken energy-saving light bulb. Such light bulbs contain mercury and are **particularly problematic hazardous waste** when they burn out.

If such a light bulb is broken, it releases extremely toxic mercury, which is its essential component. If that should happen, hold your breath and open wide the windows, leaving them open for several hours. No person should enter the room in which an energy-saving light bulb has been broken for at least 15 minutes, as the concentration of toxic substances in the room is extremely high at that time. Such a room is fit for ecologically safe accommodation after 24 hours and a thorough clean-up.

If something similar should happen at your home, please note that all cleaning utensils used to clean up the debris of such a light bulb are also considered as special waste, which is why you should collect it in sealed packaging and dispose of it at a landfill as special mercury-contaminated waste.

You should **never vacuum the debris**, since the vacuum cleaner would disperse microscopic particles of mercury every time you turn it on, thus re-contaminating your entire home again and again.

## OTHER ENVIRONMENTAL MEASURES

Our guests and employees are encouraged to use public means of transport – more information about how to reach us by train or bus is available on our website. By using public transport rather than your own car, you can considerably reduce the carbon footprint of your journey. Naturally, we will gladly greet you at the bus or train station and take you to our hotel.

The acquired EU ecolabel Eco Daisy obliges us to reduce the amount of discarded food. We tend to notice that guests seem to overestimate their appetite and take much more food than they can eat; sometimes, the food seems attractive to guests, but not tasty. Hence, we would like to ask you for your cooperation here as well – please take smaller portions of food and rather fill up your plate several times. That way you can try more dishes (our buffet bar is always very rich) and help us prevent the destruction of vast quantities of food, which must be discarded as soon as it is put on a guest's plate.

- (a) A responsible attitude towards the environment also includes a responsible attitude of the hotel towards the local community and region. To allow them to benefit from us as their neighbour, we recommend to all our esteemed guests that they visit the neighbouring localities, thus brightening up their stay here. You can also rent bicycles at the hotel to discover the surroundings of Rogaška Slatina and indulge in gastronomic delights offered by local providers. You may also find an interesting souvenir for your family and friends.
- (b) The entire hotel staff sincerely strives to make your stay here memorable and pleasant. To that end, we have obtained the environmentally friendly certificate and will be glad of any feedback from you as regards your stay and any of your wishes. We will make every effort to realise your wishes and initiatives to green up our operations as soon as possible! There is a survey questionnaire available at the reception desk inquiring about the satisfaction of guests and their suggestions for improvements – we will be most grateful if you complete it.

We wish you a pleasant stay at our hotel!

The Grand Hotel Sava Rogaška \*\*\*\* Superior team