



## Hesford House B&B

A well appointed Bed & Breakfast situated in Papamoa, a short drive south of central Tauranga. The accommodation comprises 3 large bedrooms which cater for 6 guests. Hesford House is a member of the Tauranga, Mount Maunganui and Papamoa B&B Homestay Association. Their guests come from a variety of international markets with the most prominent being the UK and Australia.

### Sustainability in Business

Hesford House was already recycling paper, glass, cans and plastics. Organic and garden waste was also composted. The owners are active members of the B&B Association holding prominent appointed positions.

The *Sustainable Tourism Charter* has been a learning experience and a daily commitment to make business improvements from a sustainability point of view. Guests find the charter project interesting and stay longer; the owners have gained personal satisfaction from taking steps to improve the environment.

### Commitments to Sustainability

Encourage guests and share with peers to assist in keeping and improving the environment. Each guest room has permanent explanatory material and sustainability procedures in the guest information pack – this educates guests to recycle and save power and water. Improve purchasing decisions to source local goods and services.

Involve the B&B Assn in sustainable tourism by liaising with tourism operators and local iwi to assist guests and local business. Continue to encourage community groups in recycling and sustainability initiatives by leading by example. Ensure control processes are updated and hazards are eliminated.

### Roadblocks to Sustainability

Time constraints at peak periods to implement sustainability actions. Convincing others of the merits of running a sustainable operation.



### Key Achievements

Increased profitability through reducing energy and water consumption per guest

Estimated 25-30% saving in water and energy

Increased occupancy



### Contact details

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