

FREQUENTLY ASKED QUESTIONS

Even small changes can be daunting to many people, so you should prepare for your guests to raise questions about your new reusable program.

Talking to your guests about reuse isn't just about addressing their concerns. It's also about building relationships, creating awareness, and building a sense of shared responsibility.

By leading the conversation with positivity and offering practical solutions, you can inspire your guests to follow your lead.

We've provided some handy talking points to address some of the most common questions guests may ask.

Q - "Why don't you provide single-use items anymore?"

A - We've moved away from single-use items to reduce waste and protect the environment. Switching to reusables might seem like a small change, but together it makes a big difference

Sustainability is one of our core values as an organisation, and going plastic free is a great way to act in line with that.

We've also heard from our guests that sustainability is important to them, and this is our way of showing we're listening.

Q - "Are the reusable items clean?"

A - We take hygiene seriously, and rest assured, we sanitise every reusable item in our hotel before you use it. All our team take part in a specific reusables training program when they join us, and we have procedures in place to ensure the highest hygiene standards are maintained.

Q - "It's so inconvenient that you no longer have single-use items"

A - It might seem like a hassle at first, but we've made sure that you've got all the reusable essentials you need for your stay. If there's anything you're missing, we stock some reusable alternatives in our shop, or we can point you in the direction of some great local businesses who have a wide range of sustainable alternatives.

We also have our guest borrow program, which provides a borrow coffee cup, water bottle and bag in your room for your use whilst you stay with us - free of charge!