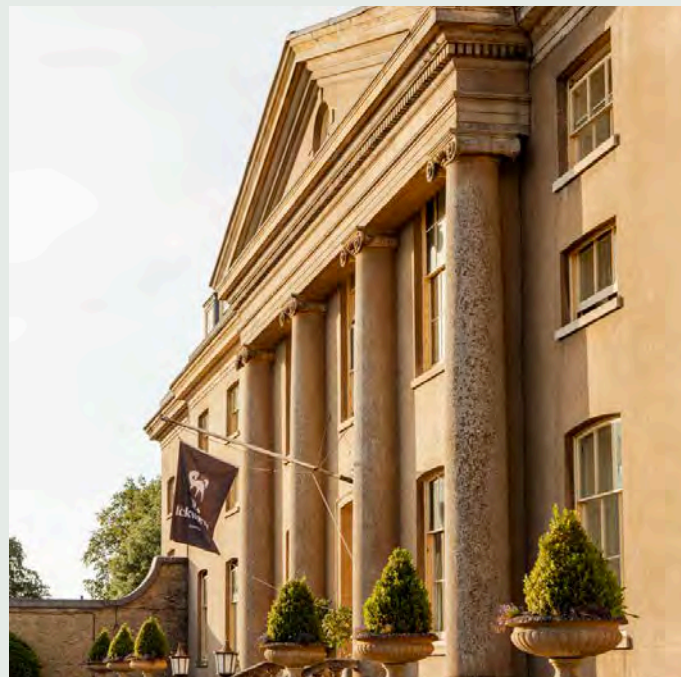


LUXURY FAMILY HOTELS

Impact Report 2025



Our Commitment

To people, place and planet

At Luxury Family Hotels, we believe unforgettable family stays should also protect the planet, people, and places we cherish. As guardians of historic buildings in some of the UK's most beautiful landscapes, we're committed to reducing our environmental impact while enriching local communities.

Sustainability is at the heart of everything we do from preserving heritage properties and maintaining eco-friendly grounds to sourcing responsibly and inspiring greener choices.

This report shares the tangible actions we're taking: from sustainable landscaping and ethical supply chains to staff development, local partnerships, and guest engagement.



Our Commitment

How we deliver our commitment

At Luxury Family Hotels, sustainability guides every decision, grounded in action, not just intent.

Key initiatives across our operations include:

- Benchmarking each hotel's energy use, waste output, and operational efficiency.
- POD Point EV chargers installed to support low-emission travel at 4 out of 5 hotels.
- Energy-saving upgrades including LED lighting and 90% fuel-efficient boilers (where feasible).
- Recycling programmes for oil, glass, cardboard, and paper to reduce landfill.
- Local, seasonal sourcing to lower food miles and support regional producers.
- Measured impact - every choice aligned with our long-term environmental goals.



Our Hotels

Sustainable Hospitality

Our hotel landscapes bring our sustainability ethos to life—supporting biodiversity, reducing food miles, and inspiring car-free exploration.

Key initiatives across our properties include:

- On-site kitchen gardens growing seasonal herbs and produce to reduce food miles.
- Pollinator-friendly planting using native species to support bees and butterflies.
- Bug hotels and wildflower meadows to create habitats for local wildlife.
- Nature trails and bike routes curated to promote car-free guest adventures.
- Family-friendly conservation features that encourage learning through nature.



Suppliers

Sourcing with Purpose: Local, Seasonal, Sustainable

Our approach to food and drink celebrates provenance, supports small producers, and reduces environmental impact.

Key sourcing highlights:

- Local and seasonal produce featured across menus to reflect each hotel's unique character.
- Sustainably caught seafood sourced from trusted coastal suppliers.
- Homegrown herbs and vegetables cultivated in our on-site gardens.
- Garden-to-glass innovation – Woolley Grange botanicals used in a bespoke ale brewed with a local artisan.
- Partnerships with independent producers who share our values of sustainability and craft.
- Low food miles, high impact - reducing our carbon footprint while supporting local economies.



People and Industry

People, Places & Partnerships: Community at Our Core

Sustainability for us means supporting not just the planet, but the people and places that make each stay special.

How we give back locally:

- Room to Reward at Moonfleet Manor & New Park Manor - complimentary stays for UK volunteers making a difference.
- Championing local businesses - from food producers and craftspeople to guides and family-run shops.
- Promoting regional attractions to enrich guest experience and drive year-round local tourism.
- Investing in local economies through long-term supplier relationships and community ties.



Empowering Our People

Great hospitality begins with great people. We're committed to building a workplace where talent grows, wellbeing matters, and everyone feels empowered to thrive.

Our people-first approach includes:

- Clear career paths and tailored progression plans.
- Accredited training, onboarding, and flexible learning via the LFH Hub.
- Leadership programmes, including Future Leaders and Development schemes.
- Chef development through training, knife sponsorship, and dining perks.
- Wellbeing support with same-day mental health care and lifestyle benefits.
- Paid volunteering days to give back and stay community-connected.
- Local hiring and mentoring to grow regional talent and resilience.
- Inspiring sustainable choices through guest education and example.



Inspiring Sustainable Stays

At Luxury Family Hotels, we believe every stay is a chance to inspire more mindful travel. Through small, thoughtful touches, we help guests of all ages enjoy a memorable break with a lighter footprint.

We encourage simple actions like reusing towels and linens to conserve water and energy, offering fresh replacements only when placed in the bathtub. In-room digital displays, QR codes, and smart TVs now provide hotel information and guest services - dramatically reducing the need for printed materials and paper waste.

To support greener journeys, we've installed electric vehicle charging points at some of our properties, helping guests travel more sustainably without compromising on convenience. Our seasonal menus highlight local ingredients at their peak, ensuring every meal is both delicious and responsibly sourced.

