



**FORBES TRAVEL GUIDE**  
2024 Hotel Standards  
Sustainability

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## 2024 Hotel Sustainability Standards Arrival Service

STANDARD	INTERPRETATION
Efforts are made to reduce paper during the arrival service	Efforts should be made to make the check-in procedure digital and free of unnecessary paper. This includes arrival collateral, in addition to registration cards or other papers that require the guest's signature. If recycled key packets are used, this will be factored in.
An appropriate number of key cards is offered upon arrival	What is appropriate here will depend on the number of guests visiting. For a solo guest, for example, staff does not need to automatically provide two key cards. Though staff may offer an additional card, automatically presenting one key card would be sufficient for a single guest. If two guests are visiting, one or two key cards would be appropriate. Any creative sustainable key cards incorporated at the property will be noted here, as well as digital room key programs.

## 2024 Hotel Sustainability Standards Departure Service

STANDARD	INTERPRETATION
Efforts are made to reduce paper during the departure service	The check-out procedure should be fully digital and should not involve any paper. The guest should be able to review their folio via iPad or similar. The front desk agent should also offer the guest the option to send the invoice by email instead of printing it. A paper folio should not be slid under the door the day prior to check out.

## 2024 Hotel Sustainability Standards Fitness Services

STANDARD	INTERPRETATION
Efforts are made to reduce single-use plastic in the fitness facility	The fitness center should eliminate single-use plastic, such as plastic water bottles and cups. Other options should be available for guests wishing for a more sustainable choice, such as compostable cups and carafes or dispensers for water. Similarly, headsets and other amenities should be reusable and not wrapped in plastic.

## 2024 Hotel Sustainability Standards Guest Service Request

STANDARD	INTERPRETATION
Any items requested for delivery to the room, including laundry/dry cleaning, are delivered in sustainable packaging	Any requested items or returned laundry/dry cleaning should be presented in sustainable packaging. Anything presented in plastic wrap, plastic protective sheaths or in plastic bag presentations will receive no compliance. If a laundry form has an option for the guest to select no return packaging at all, that will receive full compliance, as would returning folded laundry in a reusable box/basket. Presenting laundry in a cardboard box or wrapped in tissue paper would receive partial credit. If a requested item such as a razor was delivered sustainably on a tray but the shaving kit itself featured excess plastic packaging, that would receive partial credit.

## 2024 Hotel Sustainability Standards Housekeeping Daily Service

STANDARD	INTERPRETATION
Property offers environmental options for housekeeping services	Linen conservation programs for bedding and towels should be made known. This standard will receive Full Compliance regardless of whether a program is "opt-in" or "opt-out."
Environmental program is completed as expected	Default programs should be accurately executed during housekeeping services. Should the guest opt into green programs, such as hanging up a towel rather than leaving it on the floor or placing a card on the bed to not have linens changed, their requests should be met.
Efforts are made to reduce energy consumption by turning off unnecessary lights or appliances	Following housekeeping daily service, staff should turn off any lights the guest left on prior to service. Likewise, staff should turn off the television if it was left on prior to service. If all lights/appliances are off when the guest returns, that will receive full compliance. Partial compliance will be met if one or more lights were turned off but others were left on.
Amenities are not replaced until necessary	Bathroom amenities, including bar soaps, that are nearly full or barely used should not be removed or replaced. Amenities that have been lightly used may be supplemented with additional items but should not be removed from the room. If it is not necessary to replace items, but additional amenities are provided and the original products are not removed, this will receive partial compliance.

## 2024 Hotel Sustainability Standards Housekeeping Evening Service

STANDARD	INTERPRETATION
Amenities are not replaced until necessary	Bathroom amenities, including bar soaps, that are nearly full or barely used should not be removed or replaced. Amenities that have been lightly used may be supplemented with additional items but should not be removed from the room. If it

STANDARD	INTERPRETATION
	is not necessary to replace items, but additional amenities are provided and the original products are not removed, this will receive partial compliance.

## 2024 Hotel Sustainability Standards Guest Room

STANDARD	INTERPRETATION
Efforts are made to reduce single-use plastic in the guest room	Efforts to eliminate single-use plastic from the guest room should be evident. Single-use items could include plastic water bottles, plastic laundry bags, disposable cups or plastic packaging on items such as slippers. There should not be unnecessary plastic lining in the closets, drawers or wastebaskets. If packaging is compostable or recycled, however, that will be factored in here.
Efforts are made to reduce single-use plastic in the bathroom	Efforts to eliminate single-use plastic from the bathroom should be evident. Shower amenities should be in communal bottles rather than disposable individual sizes, and amenities such as bar soap and cotton products should not be wrapped in plastic. Plastic wastebasket liners should not be used; if a paper liner is used, that would earn Partial Compliance.
Clean bathroom amenities are used	The overall program of bathroom amenities, including soap, shampoo, conditioner, body wash and lotion, should contain ingredients that are sustainable and least harmful to the environment. In order to receive full compliance, the majority of products provided should be eco-friendly, natural, plant-based, free of parabens, and free of animal-cruelty in their production process.
Recycling options are readily available in the guest room	A recycling bin or other method to recycle paper and plastic should be included in the room. This may include a back-of-house waste sorting program, if made known to the guest.

## 2024 Hotel Sustainability Standards Public Areas

STANDARD	INTERPRETATION
Efforts are made to reduce single-use plastic	A clear effort to reduce single-use plastic in guest-facing areas should be noted. For example, a to-go coffee or water station is available, the serviceware should be sustainable and not single-use plastic. Meals or snacks at venues that have not already been assessed elsewhere may be included here, as well as water bottles provided throughout the property.
Recycling options are readily available in public spaces	Recycling options should be readily available in public spaces, including separate receptacles for paper/cardboard, recyclable glass and plastic, and trash and

STANDARD	INTERPRETATION
	contaminated equipment. If a property indicates it has equipment to sort waste back of house, this can receive credit here.
Property engages in obvious environmental and community-based conservation programs	When a property participates in local or international conservation programs or other community-based sustainability efforts, and this is clearly made known to the guest, this standard can be achieved. This may include excess food donations, electric car charging stations and/or electric car transfer options, carbon footprint offset programs, or local habitat protection.
If newspapers or magazines are offered, they are digital	Only electronic newspaper and magazine options should be made available to guests to receive full credit. This will most likely be offered through an app like PressReader. If only digital titles are available, this will receive full credit. Offering the guest a choice between paper and digital newspapers (or if the guest is offered one of these but is made aware of the other during their day-to-day actions onsite) would receive partial credit here. Only offering and/or displaying paper newspapers or magazines will receive no compliance.

## 2024 Hotel Sustainability Standards Hotel Dining

STANDARD	INTERPRETATION
Menu offerings include sustainably sourced options	Food and beverage outlets should provide sustainable, responsibly sourced items. Produce, meat and fish should be locally sourced and in season. Options may be marked as organic, single origin or fair trade. Additional sustainability efforts may not always be something incorporated into the actual menu, but may be mentioned by staff or on the restaurant's website.
Efforts are made to reduce single-use plastic	A clear effort to reduce single-use plastic in food and beverage areas should be noted. For example, plastic straws and single-use plastic serviceware should be avoided. If packaging or products are compostable, recycled or otherwise sustainable, however, that will be factored in here.

## 2024 Hotel Sustainability Standards Bar/Lounge Service

STANDARD	INTERPRETATION
Menu offerings include sustainably sourced options	Food and beverage outlets should provide sustainable, responsibly sourced items. Produce, meat and fish should be locally sourced and in season. Options may be marked as organic, single origin or fair trade. Additional sustainability efforts may not always be something incorporated into the actual menu, but may be mentioned by staff or on the restaurant's website.

STANDARD	INTERPRETATION
Efforts are made to reduce single-use plastic	A clear effort to reduce single-use plastic in food and beverages areas should be noted. For example, plastic straws and single-use plastic serviceware should be avoided. For some settings, such as the spa or pool, hard reusable plastic serviceware is appropriate. Pay attention to how staff uses serviceware as well, such as if a bartender is using a plastic straw to test drinks.

## 2024 Hotel Sustainability Standards In Room Dining

STANDARD	INTERPRETATION
Menu offerings include sustainably sourced options	The in room dining menu should provide sustainable, responsibly sourced items. Produce, meat and fish should be locally sourced and in season. Options may be marked as organic, single origin or fair trade.
Efforts are made to reduce single-use plastic	A clear effort to reduce single-use plastic with in room dining service should be noted. For example, plastic straws and single-use plastic serviceware should be avoided. If packaging or products are compostable, recycled or otherwise sustainable, however, that will be factored in here.

## 2024 Hotel Sustainability Standards Pool/Beach Service

STANDARD	INTERPRETATION
Menu offerings include sustainably sourced options	The pool venue should provide sustainable, responsibly sourced items. Produce, meat and fish should be locally sourced and in season. Options may be marked as organic, single origin or fair trade.
Efforts are made to reduce single-use plastic	A clear effort to reduce single-use plastic in food and beverages areas should be noted. For example, plastic straws and single-use plastic serviceware should be avoided. If packaging or products are compostable, recycled or otherwise sustainable, however, such as bamboo cutlery, that will be factored in here. For the pool setting, hard reusable plastic serviceware is appropriate.