



RESPONSIBLE VISITOR CHARTER

Here at Cranmer, we are working hard to make sure that we are sustainable today and for the future. There are many things about our business that we cannot control, so we are asking for your help! We can achieve far more if we work together towards delivering and enjoying a planet-friendly holiday.

CONSERVE ENERGY:

- Please switch off the lights when you go out or leave a room. Including the games room.
- Please switch off the electric towel rails once your towels are dry and when you check out. (Rocker switch will have a red light on it).
- Please use the thermostatic radiator valves to control individual room temperatures.
- Please use the timed heating setting – to come on twice a day rather than setting the clock for 24/7 heating.
- Please turn the heating down if you are too warm, using the TRV valves. Please don't leave it on and open the windows.
- Only use the pay-as-you-go tumble driers if really necessary and not for drying wet swim things. All properties have airers & rotary lines.
- Don't turn up the fridge to instantly cool the beer and wine!
- Just boil enough water to make a cup of tea – don't always fill the kettle, it will boil faster!

LAUNDRY - TOWELS

- If you do not use all of the towels we have provided for your stay:
- Please leave clean dry folded towels in the bedroom for the housekeepers to collect. Please leave the used towels in the bath or shower and they will be sent off to the laundry.

RESPONSIBLE WATER USE:

- Turn off the tap when not in use.
- Please refrain from flushing anything other than toilet roll.
- Use every space in your dishwasher before putting it on - each cycle can

use 15 litres of water.

- Use the eco programme when using the dishwasher or washing machine.

PROTECT OUR DRAINS AND LOCAL RIVERS & WATERCOURSES.

- Please help protect our drains and local rivers and watercourses if our drains become blocked :
 - by putting nothing more down the toilet than toilet paper and natural waste (*no wet wipes, nappies or personal hygiene items*)
 - by keeping FOG (fat oil & grease) out of our sinks, by storing it in a cup, and then wrapping and putting in the household waste.

Why?

FATBURGS: Fats, oils & grease down the sink will block our drains - toilets won't flush, baths won't drain!! Please pour the fat into a mug to cool and then put it in the general housekeeping waste. Fat oil and grease can clog sewer lines and cause damage to local rivers and streams.

REDUCE REUSE RECYCLE - WASTE:

We try to minimise the amount of waste we send to landfill!

- Separate your waste into household waste, glass and clean dry recycling and dispose of your waste in the appropriate bins in the recycling area. We provide a reusable tough green bag for you to use to collect the recycling.
- Please minimise the amount of single-use plastic items you bring onto site.
- Use a reusable drink cup & refill a water bottle from our drinking water supply at the kitchen tap when you go out – this will help to reduce single-use plastic.
- Report any breakages during your stay they may be able to be repaired before the next guest's stay, if so, we won't charge.

RESPECT NATURE

We live on a farm and are surrounded by nature. Please help us to protect and look after the land and the wildlife by following The Countryside Code https://www.nationaltrail.co.uk/en_GB/countrysidecode/

OUT & ABOUT

TRAVEL

- Choose environmentally friendly transport for low-carbon travel. We are not exactly well off for local transport However you can find park-and-ride services for Norwich and the Coast Liner 36 bus which nips along the coast. In many local places, you can also rent bikes i.e.: at Holkham

Hall.

- Explore the parks & country lanes by bike. See our welcome guide to Norfolk for further information.
- Explore coastal walks and country trails on foot.
<https://www.lynxbus.co.uk/bus-routes/coastliner-36/>
<https://www.konectbus.co.uk/norwich-park-ride>
<https://www.norfolkcoastaonb.org.uk/exploring/walking-norfolk-coast/>

SHOP LOCAL

- Shop in our great local farm shops and markets, and purchase local produce and hand-made gifts as souvenirs during your stay.
<https://shop.buylocalnorfolk.org.uk/>

EAT LOCAL

Eat local. Not only does eating from local suppliers and farms give you an opportunity to get a real taste of the local cuisine, you're supporting the community too — limit your trips to the big supermarkets. Chances are you'll probably find the food you're feasting on has been grown locally, more organically and is in season — all of which are better for you and the environment.

Don't forget to take your reusable Cranmer Country Cottages hessian shopper bag when you go shopping!

GET CLOSER TO NATURE

- Get the family involved in observing nature and seasonal change, with identifying birds, bugs and butterflies during your stay. Let us know what you've spotted by adding a note to our biodiversity pinboard in the games room or post on social media.
- Discover Norfolk's nature in its own environment by booking a local boating kayaking, or SUP experience. The local creeks and marshes are teeming with wildlife and truly an experience to soothe the soul. Or simply take a walk out on the coast and enjoy a peaceful picnic of local deli goodies. (Remembering to bring back any rubbish back with you of course!).
- Please don't forget THE COASTAL CODE
This Coastal Code has been developed by local organisations and people who wish to safeguard the area.
<https://www.norfolkcoastaonb.org.uk/exploring/coastal-code/>

DISCOVER NORFOLK'S HERITAGE

- Help with support to preserve the local maritime heritage of the north Norfolk coast, and visit the Maritime Heritage Centre – Rescue Wooden Boats at Stiffkey. The centre has been set up to rescue the traditional wooden boats and is mainly run by volunteers and funded through local fundraising activities. They are all about conserving our important local

maritime heritage including repairing and restoring some of the most heroic boats going back to Dunkirk.

<http://www.rescuewoodenboats.com/>

HELP TO SUPPORT OUR LOCAL COMMUNITY

- Help support our local Sculthorpe Moor community nature reserve by making a visit. It is a wonderful peaceful place mainly managed by a group of enthusiastic and knowledgeable volunteers. The entry fee is a suggested donation. <https://sculthorpe.hawkandowltrust.org/>
- Check-out the local art galleries and craft fairs for sustainable souvenirs. The North Norfolk Open Studios art event happens every year usually starting around 27th May and is an ideal chance to purchase directly from the artist. <https://www.northnorfolkstudios.co.uk/> There are craft fairs taking place during the summer and on the run-up to the festive season in November and December
<https://www.facebook.com/northnorfolkartsandcrafts/about>

WHEN YOU LEAVE US

- Return maps, brochures, and other tourist info once you're finished with them so that they may be reused by future travellers.
- Please leave the cleaning product bottles in the white housekeeping box – we refill these for the next guests to use. It helps us to cut down on plastic waste.
- Take any leftover toiletries, soap, shampoo, or toothpaste with you. Unused items are thrown away, and you can probably reuse any plastic bottles in the future.

PLANNING YOUR NEXT TRIP - WHY NOT VISIT OUT OF PEAK SEASON?

Travelling in the off-season means you not only benefit from our short break offer and late availability deals and discounts, but you are also helping to stimulate economic growth and jobs. The seasonality of the tourism industry presents a global challenge for job security as it's not uncommon for workers to be laid off post high-season.

And finally...

Enjoy nature and the environment. There is so much out there that stands out on this planet as amazing, astounding, and breathtakingly beautiful.

Have a great Stay!

Lynne & John Johnson

PS. if you can think of anything to add to our list, we'd love to hear from you. We'll even offer you a gift when you next stay. Just email us at bookings@norfolk-luxury-cottages.co.uk