



# Advanced Sustainability Questionnaire

## Hotel Details

Hotel Name	The Palace Company
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## Reporting

<p><b>Have you measured your carbon footprint (Scope 1-3)?</b></p> <p>Scope 1: Direct emissions from sources you own or control directly, e.g. on-site gas heating, company vehicles, and fuel combustion in generators.</p> <p>Scope 2: Indirect emissions from the electricity, heating or cooling your venue buys. Although generated off-site, these emissions are tied to your operations.</p> <p>Scope 3: All other indirect emissions from your supply chain and event activity, including catering, waste, delegate travel, deliveries, and client or supplier emissions connected to events at your venue.</p>	<p>Yes, carbon footprint is measured</p>
<p><b>Do you have clear roles and regular reviews for sustainability?</b></p>	<p>Hotel Sustainability Basics 2025 World Travel &amp; Tourism Council EarthCheck Silver Certified 2025 EarthCheck UN Tourism Global Code of Ethics for Tourism UN Tourism</p>
<p><b>Do you report performance publicly or to guests with numbers or examples?</b></p>	<p>We do keep track of several metrics and share them online. Not detailed reports are publicly available or published periodically.</p>
<p><b>Supporting Documents</b></p>	



Additional Comments	N/A.
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## Energy, Water & Environment

Do you have targets for reducing energy, water, or waste?	At The Palace Company, true luxury is defined by our commitment to caring for the planet. Our comprehensive waste management program, including zero-waste hotel initiatives, is designed to reduce, reuse, and recycle responsibly—ensuring every guest experience harmonizes with the environment. Hotel sustainability practices are standard across all our properties, not optional. By leveraging advanced technology and continuous staff training, we ensure every guest enjoys an extraordinary vacation while actively supporting the preservation of surrounding ecosystems.
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Do you use on-site renewable energy or other low-impact technologies?	SOLAR PANELS Solar panels installed at our Distribution Center, Moon Palace Arena, and Moon Palace Jamaica provide electricity directly to these facilities.
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Do you check that guests and staff follow energy/water saving actions?	Yes, we encourage our hotel's guests to follow energy/water saving actions.
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Additional Comments	N/A.
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## Waste



Do you have advanced recycling or composting systems?	VERMICOMPOST More than 3 tons of organic waste from 7 properties are processed daily at our composting plant.
Do you measure food waste and report outcomes?	Yes.
Do guests understand and take part in waste reduction programmes?	COMMUNICATION We foster environmental education in hotels through green hotel participation programs, eco-activities, and workshops that engage guests, staff, and communities in sustainable practices.
Additional Comments	N/A.

## Guests

Do guests have clear instructions for participating in sustainability actions?	Yes, there are several programs available for guest to participate on.
Do you measure guest participation and get feedback?	We keep records of participation and have feedback surveys.
Do you offer activities that benefit the local community or environment?	PALACE CONSCIENCE At The Palace Foundation, our Environmental Committee drives the integration of sustainability into our everyday culture by championing environmental learning and awareness.
Do guests receive reports or summaries about the hotel's sustainability performance?	No detailed reports, general information available at several channels of communication within the Hotel areas and online.



Do you inform guests about your sustainability actions (digital, in-room, signage)?	Information available at the website, at the Hotel internal TV Channels in-room and at optional documentations at the hotel different counters.
Are guests invited to participate (towel reuse, recycling, water refills)?	Yes, we encourage our hotel's guests to participate in towel's practices.
Do you provide any incentives for guest participation?	N/A.
Additional Comments	N/A.

## Staff

Do you measure staff wellbeing and satisfaction?	Yes, we have several metrics, tracking systems and evaluations for staff.
Do you track inclusion, diversity, and fair opportunities?	Yes.
Do staff lead or take part in community projects?	Yes, in several different actives and programs
Do staff understand and can they explain your sustainability practices to guests?	Yes, our sustainability policies are share and our staff is aware of them and gladly share with guest when asked about them.



Additional Comments	N/A.
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## Accessibility

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Do you offer services that support neurodivergent or sensory-sensitive guests (quiet spaces, sensory packs)?	We do have quiet spaces and No disturbances signs for rooms.
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Additional Comments	N/A.
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This submission has been sent via the Sustainability Questionnaire form.

## More Information & Support

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If you're unsure where to start, need support, or would like help turning intentions into actionable sustainability goals, please feel free to reach out to From Now.

From Now is a sustainability consultancy supporting organisations across environmental impact, accessibility, DEI, wellbeing, and community engagement.

Contact: [inspired@from-now.com](mailto:inspired@from-now.com)

## References

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<sup>1</sup> SDG <https://sdgs.un.org/goals>



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- <sup>2</sup> SBTi <https://sciencebasedtargets.org/>
  - <sup>3</sup> GRI <https://www.globalreporting.org/>
  - <sup>4</sup> ISO 14001 <https://www.iso.org/standard/60857.html>