



BÜTGENBACHER HOF

Our sustainability policy





Who are we?

The Hotel Bütgenbacher Hof was founded in 1987 and is a true family business that has continuously evolved over the years. Originally built with great passion and dedication by the first generation, the hotel has been run since 2011 by Thorsten Maraite and his wife Jennifer Heyen as the second generation. With heartfelt warmth and a strong sense of hospitality, they welcome their guests into a cozy and natural atmosphere that invites relaxation and enjoyment. The harmonious combination of tradition and modernity remains at the heart of their philosophy.

"Sustainability plays an important role in our constant pursuit of progress and innovation. We strive for an optimal balance between quality, sustainability, and modern hospitality."

Our commitment to the environment



We respect the nature that surrounds us.



We work closely with local businesses. Our fruit, vegetables, eggs, fruit juices, yogurt, honey, meat, beer, lemonades, and bread primarily from local producers whenever possible.



We promote sustainable means of transportation such as public transport, (electric) bicycles, and electric cars. We offer electric bicycles for our customers and have several charging stations for bikes as well as four charging stations for cars.



We try to reduce plastic and prepackaged products/food as much as possible. We have already achieved this goal at the breakfast buffet, in the restaurant, and in the bistro.



In all our renovation work, sustainable construction plays an important role. We place great emphasis on using regional wood and sustainable building materials. Our partners are informed about our efforts and are selected accordingly.



We promote biodiversity by managing two beehives in our garden and planting native wildflowers.

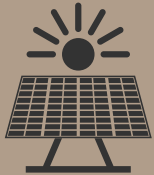


Our external laundry also places great importance on quality and sustainability when selecting its products. The cleaning process is designed with sustainability in mind, and the cleaning products are certified as well.



We have carefully chosen an electricity provider that operates 100% with renewable energy. It is a Walloon cooperative that supplies 100% green, local, and community-oriented electricity.

A sustainable approach from A to Z



In 2024, through our photovoltaic system, we were able to cover 16% of our own energy needs with self-generated renewable electricity. This significantly reduces our carbon footprint. To further strengthen our contribution to the energy transition, we plan to expand the system in the coming years.



During the recent renovations, we carefully restored the furniture from the old suites and reused it in our new vacation apartment. This allowed us not only to avoid waste but also to preserve the charm and quality of the existing furnishings.



With the installation of the *Grander* water revitalization system in our hotel, we are making another statement for sustainability and well-being. This measure improves the quality of our tap water, encouraging our guests to enjoy fresh tap water directly in their rooms. In this way, we can collectively reduce the consumption of plastic bottles.



In 2024, we took the first step towards sustainable building design by greening part of our hotel's roof. In 2025, we will expand this by greening larger areas.



To reduce our paper consumption, we use various digital solutions. At the reception, we have installed tablets to enable paperless check-in and provide guest information.



For cleaning our rooms and public areas, we use products based on the concept of microbiological cleaning. We strive to find products that replace conventional chemicals.



Our social commitment

"We try to create a pleasant working environment for everyone!"

Our team consists of people from different generations and nationalities – from experienced employees who have been with us for over 25 years, to young trainees and students who bring fresh ideas and energy. For over 15 years, a person with a disability has also been supporting us. She is a valuable addition to our team and contributes to an open, inclusive corporate culture. We place great importance on creating an environment where everyone can take responsibility and express themselves freely.

To make it easier for new employees and trainees to settle in, we opened the "Team Lodge" right next to the hotel in 2022. This staff house with six rooms provides a secure housing option, especially for team members from abroad or young people who cannot rely on public transport due to the varying work hours in the hospitality industry in our rural area. Additionally, it simplifies their integration into our family-run business, as they can directly participate in our daily routine on-site.

At the same time, work-life balance is particularly important to us. With flexible working hours, we try to accommodate individual needs. As parents of three children, we know how crucial a balance between work and personal life is – especially in hospitality, where work often takes place in the evenings, on weekends, and during holidays. In 2022, we were honored with the Eifel Award for our efforts in securing and retaining skilled workers.

A central part of our social commitment is our fundraising activities, through which we support regional projects. We believe that social engagement should go beyond our own business and that we, as a company, have a societal responsibility. That's why we regularly organize events where we not only offer culinary experiences but also collect donations for charitable causes.



One example of this is our participation in the "Tische des Herzens" initiative. For every menu sold, we donated €5 to the Centre Médical Hélicoptéré (CMH) – an organization that saves lives with its medical emergency services. We have been participating in this campaign for several years now, alongside other hoteliers and restaurateurs from the region. It always takes place at the beginning of each year, lasting about a month, and is coordinated by the "Association hotlière Hautes-Fagnes." Thanks to the support of our guests, we were able to raise €2,200 in 2025.

Another project that is particularly close to our hearts was the first apprentice week in the summer of 2024. For one week, our trainees took over the service and kitchen independently, showcasing their skills. The focus was on a creative, regionally inspired menu, which not only delighted our guests but also raised funds for a good cause. For every menu consumed, €5 were donated to Eastbelgium's cancer aid organization. In total, we were able to raise €2,935 – a sum we topped up to €3,500. Due to the success of the project, we plan to hold another apprentice week in the summer of 2025. This year, the entire amount will benefit the activity group of the senior citizens' home in Bütgenbach.

Such actions are much more to us than just events – they are an expression of our values and commitment to the community. We look forward to continuing to do good with creative ideas and passionate involvement, and to setting positive impulses for our region.



Our commitment to our surroundings

The municipality of Bütgenbach is not only the location of our hotel, but also our hometown. It is therefore particularly dear to us. For this reason, we are happy to participate in its development and are members of the Bütgenbach/Berg Interest Group. This gives us the opportunity to promote sustainable tourism while staying in close contact with the residents of our beautiful village.

Through the Interest Group, we have been able to contribute to the enhancement of various hiking trails, the creation of a historical walking route, the construction of a new playground in Bütgenbach, and the design of an information map of the village.

Additionally, Thorsten Maraite is actively involved as president of the East Belgium Tourism Agency and as a member of the Hoteliers Association of the High Fens. These roles allow us to actively shape the tourist development of our region and promote sustainable projects in a targeted manner. Networking with other industry players helps to further develop tourism in our area while taking into account the interests of the local community.

Our Green Key award

In 2024, we were awarded the prestigious Green Key label – an important step in our ongoing commitment to sustainable tourism. This internationally recognized environmental certification is granted to accommodation providers who maintain high environmental standards and actively work to protect nature and promote responsible resource management.

It shows our guests that we not only offer high-quality services but also keep our environment in mind. By adhering to strict environmental criteria, we actively contribute to reducing our ecological footprint and raise awareness among our employees and guests about sustainable behavior.

The Green Key label award is not an endpoint for us, but rather an incentive to continue our path of sustainability and continuously improve.

In the future, we plan to implement more innovative environmental projects, make our processes even more efficient, and develop new sustainable offerings for our guests.

The Green Key label confirms our responsibility towards the environment and society. We are excited to continue this journey together with our guests and partners.



Green Key