

Sustainability Action Plan

Updated July 2026

Our vision

Crystal Castle & Shambhala Gardens exists to reconnect people with nature and with peace. This is only made possible if we care for the place itself: the rainforest, the water, the soil, and the community around us. We run this property to minimise harm, restore what we can, and leave the land healthier than we found it.

Our commitment

Around 80,000 guests walk these gardens every year. We do this work by:

- Measuring our full carbon footprint and reducing it on a public, verified pathway to Net Zero by 2030
- Generating our own solar power and running an increasingly electric fleet
- Supplying 100% of our own water, around 1.6 million litres a year from on-site systems, with no reliance on mains water, even in drought
- Restoring Big Scrub rainforest through ongoing planting on the property
- Sourcing locally where we can, and holding our overseas suppliers to modern slavery compliance
- Giving back to the Northern Rivers community through donations, fundraising events and the King Family Fund
- Acknowledging and learning from the Traditional Custodians of this land, the Arakwal and Widjabul Wia-bal peoples of the Bundjalung Nation

What we've delivered

Emissions measured and reduction underway. We completed the Tourism Emissions Reduction Commitment (TERC) program, an Australian Tourism Industry Council initiative delivered with Carbon Halo, in March 2026. Our baseline footprint is 307.5 tonnes CO₂e a year. With more than 10,000 trees planted on the property sequestering around 150 tonnes annually, our net footprint sits near 158 tonnes. Our reduction pathway targets Net Zero by 2030.

Solar capacity nearly doubled. In September 2025 we installed two new systems totalling 16.5kW on the warehouse and retail building, bringing total capacity to 36.5kW. We now generate around 30% of our electricity on-site.

Electric fleet. More than 70% of our on-site vehicle fleet is electric.

Accredited, independently. Crystal Castle is a Sustainable Tourism Accredited business (renewed July 2026) and an Accessible Tourism accredited business (April 2026).

Café audited. A full sustainability audit of Lotus Café (August 2025) mapped our waste, packaging and sourcing honestly, including the areas that need work. The next phase, moving from single-use serveware to reusable crockery outside peak periods, is in progress now.

Community fundraising, delivered. The "Evening with the Gyuto Monks" concert in October 2025 sold out and raised \$13,364 for the monks' tour and monastery. The July 2026 Chants of Compassion concert sold out (110 tickets), with a second concert on 25 August 2026.

Rainforest restoration, ongoing. Our Big Scrub rainforest restoration continues decades of replanting on the property.

Emissions: our plan of record

Our emissions reduction plan lives in the TERC program, not in this document. Our footprint is independently measured, our reductions are tracked on a live Carbon Halo dashboard, and our target is Net Zero by 2030. This plan does not duplicate that work. It points to it.

Live commitments for FY27

Commitment	Owner	Target
Café next phase: switch to reusable crockery and cutlery outside peak periods, and land a new waste system including FOGO organics collection	Café Manager	June 2027
Water efficiency: complete drip irrigation across Shambhala Gardens and low-flow fixtures in restrooms and café	Grounds & Maintenance Manager	June 2027
Tori Pond redesign to cut pond water use	Grounds & Maintenance Manager	August 2027
Warehouse insulation to cut heating and cooling load	Grounds & Maintenance Manager	June 2027
Guest shuttle service from Gold Coast and Byron Bay during summer holidays	General Manager	Summer 2026–27
Community volunteer days in the gardens, four a year, supporting Big Scrub restoration	Marketing Manager	June 2028
Grow annual donations to local causes from \$60,000 to \$80,000	Accounts Manager	June 2027
Deliver the second Chants of Compassion fundraising concert	General Manager	25 August 2026

How we hold ourselves accountable

We review this plan once a year, against real numbers: the Carbon Halo dashboard, our accreditation renewals, and guest feedback. What is done gets reported. What has slipped gets re-dated or removed, not left to sit here quietly. The next review is July 2027.