

# Chapter 15

## Sustainability in Hospitality: The Pathway to Destination Well- Being in the “City of Lakes” Udaipur

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### ABSTRACT

*With the rising popularity and a surge in demand for the “City of Lakes” Udaipur, the lake ecosystem has become vulnerable to various anthropogenic activities and pollution. The restricted structure of hotels on the lakefront faces various challenges in maintaining environmental regulations. This chapter explores hotels on the lakeside in Udaipur, which includes heritage hotels and modern accommodations, and their sustainability practices, such as energy efficiency, waste management, water conservation, and eco-design in hospitality architecture. Best practices in Udaipur’s hospitality industry are explored through observation, document analysis, and interviews. The chapter establishes how circular economy builds environmental quality while regenerating resources. The implications of the study indicate a transformation of tourism governance in Udaipur by local authorities and academicians, which indeed can contribute to achieving a destination’s well-being by addressing the challenges posed by the thriving tourism economy.*

### 1. INTRODUCTION

Destinations in extreme climate conditions and geographical locations face difficulty managing natural resources while satisfying the guest’s needs (Antonova et al., 2021). Mass tourism can also be considered a significant factor in the unsustainable use of natural resources (Gabarda-Mallorquí et al., 2016). Conservation methods must be adapted to balance the needs of the community and guests (Hocaoglu, 2017). In this regard, economic models can be used to cater to resource efficiency and sustainable development of the destination through the hospitality industry. For instance, the circular economy is

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relevant in this scenario, based on principles of efficiency, productivity, cooperation, and solidarity. It encourages the cooperative management of everyday goods and fosters a long-term perspective. By emphasizing cooperation and coordination, the circular economy promotes common goods that benefit society as a whole. Further, destination well-being exemplifies the circular economy to integrate various stakeholders and the well-being of the community, residents, tourists, tourism workers and environment.

Udaipur, often known as the “Venice of the East,” has a long history of interconnected lake canals, making it a one-of-a-kind and irreplaceable destination for travelers worldwide. The city’s lakes are at the center of its ecology, supporting wildlife and citizens’ livelihoods. This historic authority represents the entirety of the region and its elements, reaffirming the city’s status as a bulwark of Rajput tradition. Regardless of ownership, converted ancient sites and newly built hotels are part of the local Rajput legacy (Bautès, 2016). To meet the increased visitor demand, many residential houses have been turned into stores and heritage hotels (Auddy et al., 2022). This highly inhabited area has the classic characteristics of a walled city, and the added pressure of a large floating population exacerbates the existing problems (Kapil & Varghese, 2023). In this chapter, the sustainability practices of lake hotels are discussed to mitigate this issue and ensure sustainable development in the “city of lakes” Udaipur. This chapter establishes how circular economy, while bringing water efficiency, productivity, and stakeholder’s cooperation; builds environmental quality while, regenerating resources by the hotels in Udaipur. Destination well-being brings in the interactions of stakeholder groups, including tourists, residents, and tourism workers, as well as the natural environment. The implications of the study indicate a transitioning of tourism governance in Udaipur by local authorities and academicians; which indeed can contribute in achieving a destination’s well-being by addressing the challenges posed by the thriving tourism economy.

## **2. UNDERSTANDING THE HOSPITALITY INDUSTRY’S ROLE IN THE SUSTAINABLE DEVELOPMENT OF THE DESTINATION**

The relationship between the hospitality industry, the community, and the environment has been a topic of increasing importance in recent decades. The industry’s early attempts to incorporate sustainability can be traced back to the early 1990s when Agenda 21 for the Travel and Tourism Industry was published (World Travel and Tourism Council et al., 1996), encouraging businesses to adopt sustainable practices. Since then, voluntary guidelines, eco-labels, and certification procedures have been established, leading to a growing number of hotels and restaurants implementing measures to reduce their environmental impact (UNWTO, 2004). Energy-saving, water-saving, green purchasing, and waste minimization practices are some of the most significant areas of concern for sustainable hotels and restaurants (Chen et al., 2010).

Sustainable practices in the hospitality industry are three-fold, encompassing the environmental, economic, and social dimensions. The environmental dimension minimizes the impact on ecosystems, air, water, and land resources (Kassim, 2023). This includes conducting life cycle analyses to assess the environmental footprint of hospitality operations and identifying opportunities for waste and emission elimination. The economic dimension highlights the importance of profit maximization for commercial organizations. Sustainable practices contributing to environmental sustainability can also lead to cost savings and increased internal profitability (Erdogan & Baris, 2007; Kirk, 1995). Additionally, supporting and participating in the development of the local economy can generate economic benefits for the community. The social dimension revolves around the positive impact of hospitality operations on society. Companies committed to sustainability address issues such as public health, social justice,

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