

GREEN KEY

AN ECO-LABEL FOR
TOURISM ESTABLISHMENTS



Green Key

AGREEMENT BETWEEN GREEN KEY
APPLICANT AND GREEN KEY

1. Introduction

Aim

Green Key has the following overall aims:

- Increase the use of environmentally friendly and sustainable methods of operation and technology in the establishments and thereby reducing the overall use of resources
- Raise awareness and create behavioural changes of guests, staff and suppliers of individual tourism establishments
- Increase the use of environmentally friendly and sustainable methods and raise awareness to create behavioural changes in the hospitality and tourism industry overall

Criteria

The Green Key criteria and explanatory notes can be downloaded from the Green Key website:

<http://www.greenkey.global/criteria/>.

The current set of criteria is valid until 31 December 2020. The current set of explanatory notes is valid until 31 December 2018. Changes in criteria/explanatory notes will normally be announced with at least six months' notice.

The criteria are divided into the categories:

- Imperative (I) criteria must all be fulfilled in Green Key establishments
- *Guideline (G)* criteria must increasingly be fulfilled in Green Key establishments as according to the following point system:

Year	Percentage of total guideline criteria
1	0%
2	5%
3	10%
4	15%
5-9	20%
10-	50%

Some criteria will need to be documented in the application form, and you will find the information in Annex A. Other criteria will need to be documented in connection with the on-site audits (in the criteria and explanatory notes document, there is information about the expected check of compliance with criteria during on-site audits).

Application and award procedure

The Green Key application and award procedure can be found on the Green Key website:

<http://www.greenkey.global/application-process/>.

Contact

For any question about the criteria and application and award procedure, please do not hesitate to contact Green Key: Green Key International, Foundation for Environmental Education (FEE), Scandiagade 13, 2450 Copenhagen SV, Denmark, Tel: +45 61248082 or 61248088, Skype: finn.feeglobal or isabel.feeglobal, E-mail: finn@fee.global or isabel@fee.global.

2. Agreement between Green Key and applicant establishment

Responsibilities of the applicant establishment

- The applicant establishment will complete the Green Key application form with correct data and pay the Green Key fees.
- The applicant establishment will allow scheduled onsite audits to take place within the premises of the establishment by an auditor authorised by Green Key, and to provide all necessary information and arrangements in connection with these audits.
- The applicant establishment will allow unannounced control visits by an auditor authorised by Green Key.
- The applicant establishment will ensure conformity with the Green Key criteria throughout the award period, including correct information and communication about the achieved Green Key award as set in the Green Key criteria/explanatory notes and the Green Key Branding Guidelines.
- The applicant establishment will inform Green Key of any changes that might affect compliance with Green Key criteria within ten days of them occurring.
- The applicant establishment will record, handle and inform Green Key of complaints and corrective actions taken relating to compliance with the Green Key requirements (in correspondence with the official complaint handling procedure).
- The applicant establishment will in case of termination of award ensure that all references to Green Key are removed.

Responsibilities of Green Key

- Green Key will carry out an effective and impartial certification procedure, which means that Green Key involved person must be in charge of the evaluation, audit or decision making process in case of a potential conflict of interests.
- Green Key will communicate any changes in the Green Key criteria/explanatory notes as well as overall procedures to the establishment with normally at least six months' notice.
- Green Key will treat all received and viewed documents with confidentiality.
- Green Key will promote the awarded establishment on the Green Key website (name and contact details). The same information will be sent to OTAs, tour operators and other tourism databases where Green Key has established a cooperation agreement.
- Green Key will not publish any data or other information about the establishment with reference to the individual establishment without prior consent of the establishment.
- Green Key has the right to suspend/terminate the award in case of non-compliance with requirements being revealed during the award period through monitoring, notified changes, complaints, etc.