



**Green Key**

## Agreement between applicant establishment and Green Key

In connection with the first application for award or subsequent annual renewal of award, the applicant establishment and Green Key must mutually agree upon and sign the terms and conditions in the agreement (replacing any previous existing agreements between the applicant establishment and Green Key):

### ***Access to information about Green Key:***

- The applicant establishment confirms that it has had access to and read/understood the Green Key criteria and explanatory notes (indicate website link, for establishments managed by Green Key International: <http://www.greenkey.global/criteria/>).
- The applicant establishment confirms that it has had access to and read/understood the Green Key application process (indicate website link, for establishments managed by Green Key International: <http://www.greenkey.global/application-process/>).
- The applicant establishment confirm that it has had access to and read/understood the Green Key participation fees (indicate website link, for establishments managed by Green Key International: <https://static1.squarespace.com/static/55371f97e4b0fce8c1ee4c69/t/5b7d6170575d1f282cfe60b/1534943601206/Costs+for+participating+in+Green+Key.pdf>)

### ***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; however, the auditor must notify the reception of the establishment on arrival to request to be followed around by the general manager/owner, environmental manager or other relevant person.
- 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 inform Green Key of any changes in contact details within 30 days after occurring.



- The applicant establishment can decide to terminate its Green Key award at any time without penalty by providing 30 days' written notice to Green Key (fees for the remainder of the award period will not be reimbursed).
- 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 no person with a potential conflict of interest can be involved in the third-party verification of the Green Key award.
- 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 keep the names, phone numbers and e-mail addresses for the establishment for the duration of the application and award period. When Green Key is informed about updated contact details, the previous information will immediately be deleted. The applicant/awarded establishment can at any time access information about the contact information. The contact details will be used in case of contact, information (including newsletters) and promotion (see point below) in relation to Green Key. Within two years after an establishment is not awarded or re-awarded, the contact details will be deleted. Green Key will not use the contact details for other purposes than described in this agreement.
- 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 sensitive information 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.

**Signing of the agreement**

For the applicant establishment:

Name of establishment: \_\_\_\_\_  
 Name of establishment owner or operator: \_\_\_\_\_  
 Name of person signing this agreement: \_\_\_\_\_  
 Title of person signing this agreement: \_\_\_\_\_  
 E-mail address: \_\_\_\_\_  
 Signature: \_\_\_\_\_

For Green Key:

Name of Green Key Office: \_\_\_\_\_  
 Name of Green Key National Operator/Int. Director: \_\_\_\_\_  
 E-mail address: \_\_\_\_\_  
 Signature \_\_\_\_\_