



## Agreement between applicant establishment and Green Key

In connection with the first application for award or subsequent renewal of award, the applicant establishment and Green Key must mutually agree upon and sign the following agreement:

### ***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 no 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.

