

# Green Activities Terms and Conditions

22.12.2022

The applicant has viewed the below mentioned descriptions and confirms accepting them:

- The Green Activities Criteria and the application form
- The Green Activities application process
- The Green Activities audit description
- The Green Activities program and audit fees

All the documents and descriptions mentioned are available at the website [greenkey.fi](http://greenkey.fi).

## The obligations of a Green Activities applicant and a Green Activities certified establishment

### THE APPLICATION

- The applicant shall fill in the Green Activities application form and be responsible for providing accurate information in it.
- The applicant shall ensure that all the imperative criteria are met in the first-year application. In subsequent applications, the applicant shall ensure that in addition to imperative criteria, the required number of guideline criteria are met.
- The applicant shall send the Green Activities re-application and its attachments to Going Green Oy annually by the designated due date.

### PROGRAM FEES

- The applicant shall pay the program fee for the following 12 months as billed by Going Green Oy after sending in the application. The program fee shall not be returned even if the certificate were not granted due to failure to meet the criteria/ the applicant discontinuing the process.
- The program fee / parts of it shall not be returned even if the applicant ceases their operations during the certification period or wants to give up Green Activities.

## THE GREEN ACTIVITIES AUDIT AND ITS COSTS

- The applicant shall set an audit date with Going Green Oy/ the auditor indicated by Going Green Oy. The audit shall take place in the premises of the applicant (establishments with tourism animals) or on-line.
- The applicant shall ensure that all the required information and persons are available during the audit, and that the applicant meets the required Green Activities criteria.
- The applicant shall pay the audit fee billed after the audit. In addition to the audit fee, the invoice includes the incurred travel costs and the daily allowance of the auditor. The fee and the costs shall be paid even if shortcomings are detected in the applicant's operations.
- If serious shortcomings are detected, Going Green Oy may require a re-audit to be carried out.
- If an audit date that has already been set has to be cancelled due to the applicant, Going Green Oy has the right to charge the costs incurred by the cancellation, e.g. the cost of travel tickets that cannot be cancelled.

## ADHERING TO THE GREEN ACTIVITIES CRITERIA

- The applicant shall commit to adhering to the Green Activities criteria during the whole certification period.
- The applicant shall commit to informing Going Green Oy within 10 days in case there are changes in its operations that impede meeting any imperative Green Activities criterion.
- After being granted certification, the applicant shall commit to displaying the Green Activities certificate in a visible place and keeping them visible for the duration of the certification.
- The applicant shall commit to communicating about Green Activities in a transparent, truthful manner and according to the criteria.
- The applicant shall monitor customer feedback related to its Green Activities work and inform Going Green Oy about such customer reclamations that refer to diversions from the Green Activities criteria as experienced or noticed by the guest.
- The applicant shall notify Going Green Oy within 30 days about any changes in their contact details or contact persons.
- A Green Activities certified establishment also allows previously unannounced inspection visits by Going Green Oy. The person carrying out the inspection visit (an authorised auditor or a representative of Green Key International) shall contact the reception upon arrival and request to meet the establishment's Green Activities Messenger, director or other representative indicated by the establishment. The previously unannounced inspection visits are part of the Green Key monitoring process and cost-free to the certified establishment.
- The applicant may give up the Green Activities certificate during the certification period by notifying Going Green Oy about it 30 days prior to the end of participation. However, the remaining part of the participation fee paid in conjunction with the application shall not be returned.
- In case the applicant gives up the Green Activities certificate, they shall commit to removing all referrals to Green Activities from their premises and communication materials.

## The obligations of Going Green Oy

- Going Green Oy shall process the applications efficiently and ensure that audits are carried out impartially. Decisions regarding certification are taken by an unbiased third party (the Green Key Jury or a third-party auditor). All applications and their attachments shall be processed with full confidentiality.
- Going Green Oy shall present the certified establishments on its own website [www.greenkey.fi](http://www.greenkey.fi) and inform the Sustainable Travel Finland program about these establishments.
- Apart from their contact details, Going Green Oy shall not publish information about certified establishments attained through the application process without a separate agreement.
- Going Green Oy shall store the contact details of the establishment, including information about contact persons, for the duration of the application process and the certification period. The establishments and the contact persons may check the information kept regarding them upon request. Outdated contact details shall be removed from the database immediately.
- Going Green Oy shall inform program participants about changes in the Green Activities criteria at least 3 months prior to them taking effect.
- Going Green Oy has the right to terminate the certification of an establishment before the end of the 12-month certification period if the establishment doesn't meet the imperative Green Activities criteria based on the inspection visit, customer reclamations, the establishment's own announcement or other verified sources of information.
- If an establishment discontinues participating in the program, Going Green Oy shall remove its contact details from their database at the latest within 12 months. Going Green Oy shall not use the contact details for other purposes than those dictated by the Green Activities program.