



# Green Key Terms and Conditions

22.12.2022

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

- The Green Key Criteria and the application form
- The Green Key application process
- The Green Key audit description
- The Green Key program and audit fees
- The Green Key Branding Guidelines

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

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

### THE APPLICATION

- The applicant shall fill in the Green Key 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 Key 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 Key.



## THE GREEN KEY 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.
- The applicant shall ensure that all the required information and persons are available during the audit, and that the applicant meets the required Green Key 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 KEY CRITERIA

- The applicant shall commit to adhering to the Green Key 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 Key criterion.
- After being granted certification, the applicant shall commit to displaying the Green Key sign and certificate in a visible place and keeping them visible for the duration of the certification.
- The applicant shall commit to communicating about Green Key in a transparent, truthful manner and according to the criteria. The applicant shall get acquainted with the Green Key Branding Guidelines and adhere to them in their communication.
- The applicant shall monitor customer feedback related to its Green Key work and inform Going Green Oy about such customer reclamations that refer to diversions from the Green Key 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 Key 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 Key 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 Key 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 Key certificate, they shall commit to removing all signs and referrals to Green Key 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 save the applicant's consumption data regarding water, energy, and waste, as well as the information on carbon footprint, in the international database run by Green Key International. Going Green Oy staff, external auditors, the Green Key Jury and Green Key International have access to an individual establishment's data in the database.
- Going Green Oy shall present the certified establishments on its own website [www.greenkey.fi](http://www.greenkey.fi) and the website of Green Key International [www.greenkey.global](http://www.greenkey.global). Contact information of certified establishments shall also be forwarded to the Sustainable Travel Finland program as well as those online booking sites, tour operators and tourism databases that have a collaboration agreement with Green Key International.
- Apart from the 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 Key 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 Key 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 Key program.