



Green Key's Policy clarifying dispensation cases

There are two main situations where dispensations can be discussed: a) dispensations in the application phase, and b) observations of non-compliance during on-site audits (that were not highlighted in the applications).

Dispensation in the application phase

A request for dispensation outlined in the application can be given by the third-party verifying entity that is approving the Green Key certification (third-party auditor or National Jury).

The dispensation can be given permanently or temporarily. An example of a permanent dispensation could be compliance with the criterion regarding accessibility (e.g. in a historical building without access for disabled persons). An example of a temporary dispensation could be that the establishment does not have information about Green Key on its website. The temporary dispensation is given for a maximum of three months and subject to the delivery of an action plan showing the planned progress towards compliance).

Observations of non-compliance during on-site audits

First time applicants must ensure full compliance before certification. For subsequent applicants (application in year 2 or later), dispensation can be given for non-compliance with maximum three (imperative) criteria, and there will be maximum three months to rectify the problem. The National Jury or third-party auditor decides on the approval with dispensation, and the National Operator verifies the incoming evidence.

