

FREQUENTLY ASKED QUESTIONS (FAQs)

1. How long is the award valid for?

Award is valid for one (1) year at a time

2. How long will it take to be certified?

The applicant will receive a gap analysis within two (2) weeks of submission of application providing that the application is fully completed, and the self-assessment checklist has been submitted. The gap analysis report will be submitted within five (5) working days and the applicant will be given time to make necessary adjustments. Once the applicant indicates readiness for the Green Key audit, it will be conducted, and the Green Key National Jury will collaborate within one (1) month of the audit date. Depending on the applicant's response it should take approximately two (2) months for the process to be completed to award the Green Key.

3. How many hours will an on-site take?

2-5 hours depending on the size of the property

4. Can virtual audits be done?

Yes, it can be done once the property is open for business. If it is impossible to conduct an on-site audit to an establishment applying for the first time, it can be temporarily replaced with a full evaluation of the application and a virtual on-site audit in the meantime (e.g. using phone with camera). Within three (3) months after, it being again possible to conduct a physical on-site audit, the establishment must receive a physical on-site audit.

5. Can I choose which guideline (G) criteria I comply with?

The auditor will work with the applicant based on the self-assessment document to determine which of the guideline criteria the property can easily comply with and which can be worked towards. Note that in the first year of application there is no requirement to comply to any of the guideline criteria.

6. What happens if the National Jury does not approve my application?

The auditor will discuss the feedback from the National Jury and will work with the applicant in identifying a realistic timeline to address any issues.