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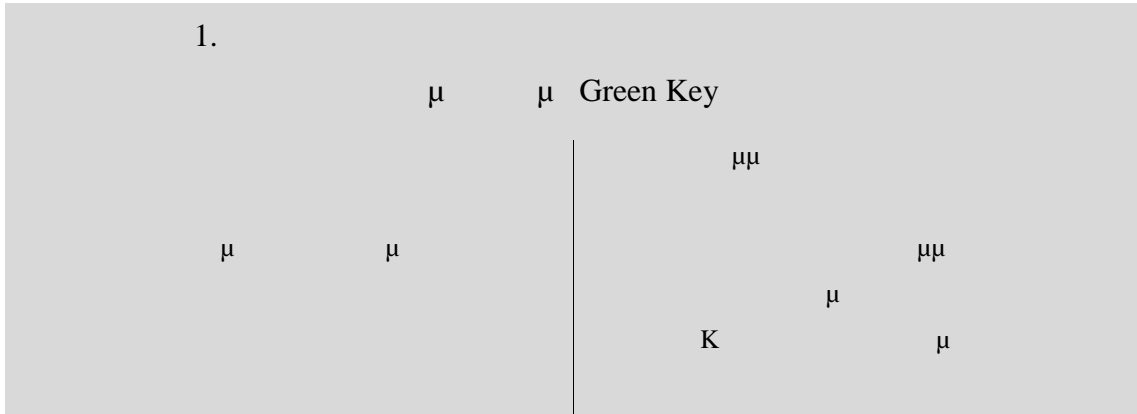
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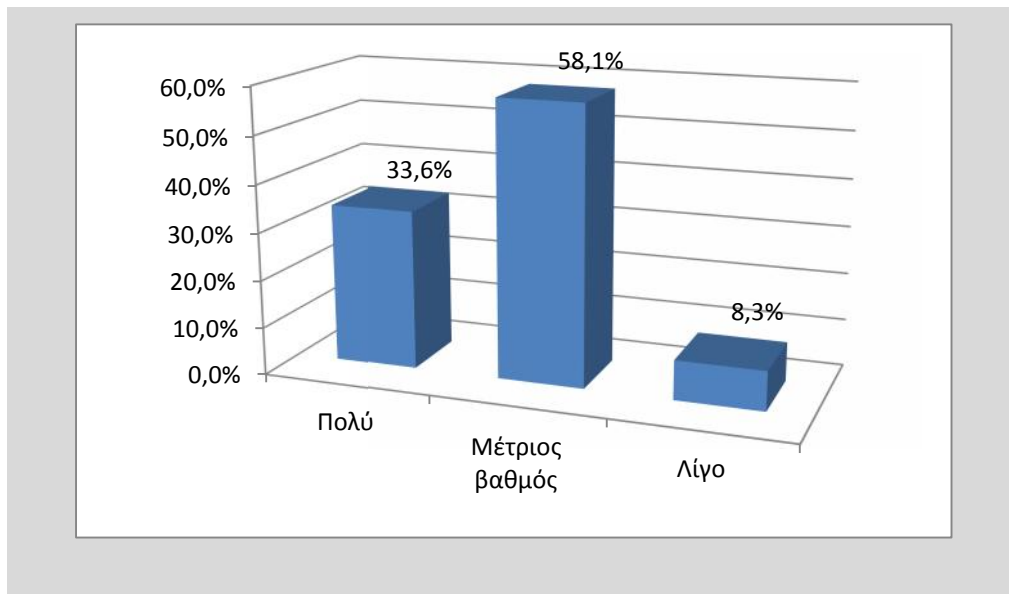
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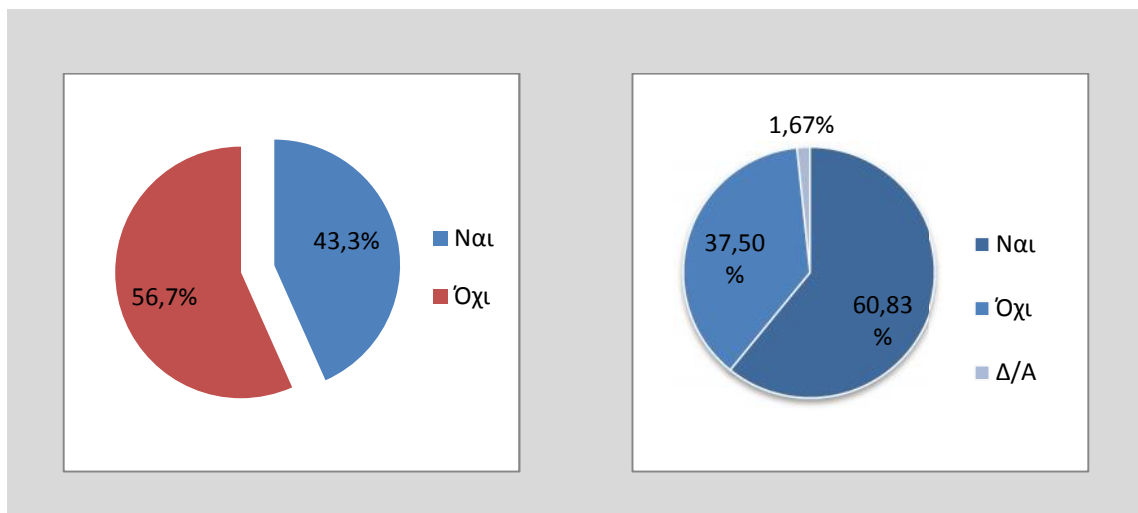
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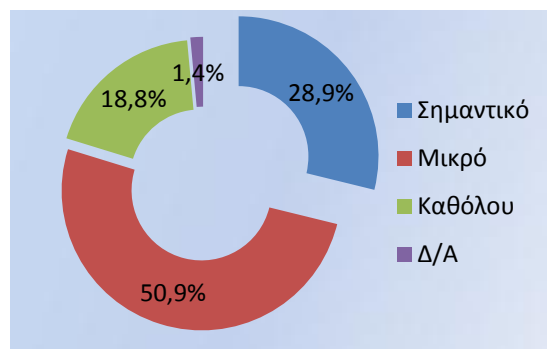
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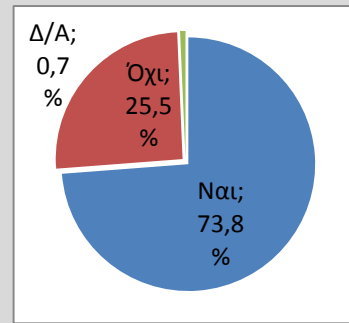
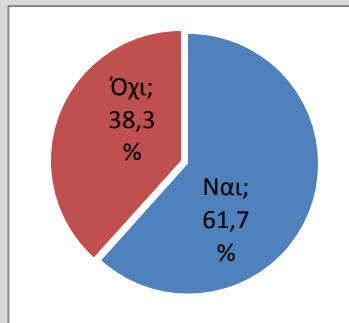
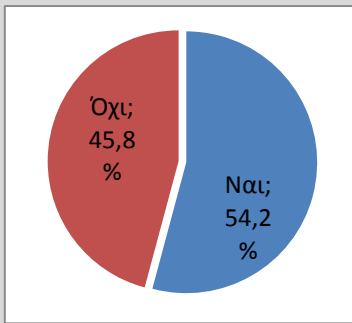
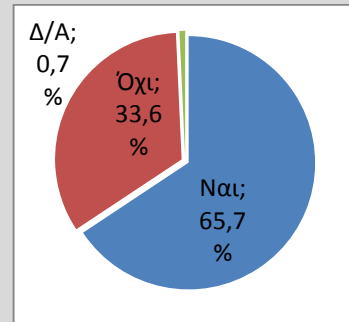
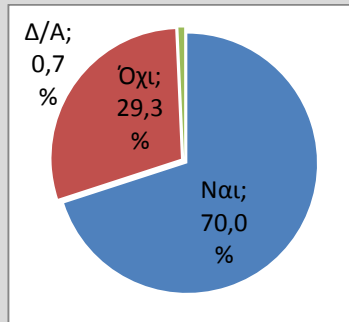
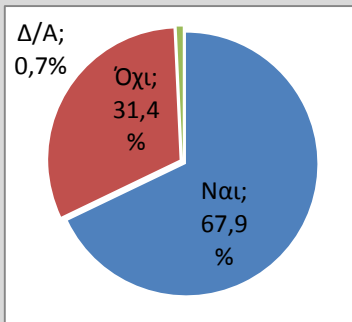
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1. Green Key

CRITERIA	I/ G/
Chapter I: ENVIRONMENTAL MANAGEMENT	
I.1 The Management must be involved and they should appoint an environmental manager from amongst the staff of the facility.	I/
I.2 The establishment must have an environmental policy and present it in the application.	I/ (doc)
I.3 The establishment must formulate objectives and an action plan for constant improvement and present it in the application.	I/ (doc)
I.4 All documentation concerning The Green Key must be kept and maintained in a binder ready for inspection.	I/
I.5 The establishment must comply with the national environmental legislation.	I/
I.6 The environmental manager must ensure that the Green Key criteria are reviewed annually.	I/
I.7 The surroundings of the establishment must not be polluted and/or present a major risk for health and security of the guests.	I/
.8 Active collaboration with relevant stakeholders is established (G).	G/

<i>II:</i> Chapter II: STAFF INVOLVEMENT		I/ G/
<i>II.1</i> II.1 The management must hold a meeting/s with the staff in order to brief them on issues concerning existing and new environmental initiatives.		I/ (doc)
<i>II.2</i> II.2 The environmental manager must participate in meetings with the management for the purpose of presenting the environmental developments of the establishment.		I/
<i>II.3</i> II.3 The environmental manager and other staff members assigned with environmental duties must receive training on environmental issues.		I/
<i>II.4</i> II.4 The environmental manager must ensure that the employees are aware of the establishment's undertakings.		I/
<i>II.5</i> II.5 The procedure regarding towels and sheets re-use must be known and accepted by the housekeeping service.		I/ (doc)
<i>II.6</i> II.6 The establishment has a CSR policy, covering the areas of Human Rights, Labour Equity, Environmental Education and Anti corruption (G).		G/ (doc)
<i>III:</i> Chapter III: GUEST INFORMATION		I/ G/
<i>III.1</i> Green Key. III.1 The establishment must display clearly that it has been awarded The Green Key.		I/ (doc)

<p><i>III.2 H</i></p> <p><i>III.2 The establishment must keep the guests involved and informed about its environmental policy and goals and encourage guests to participate in environmental initiatives.</i></p>	<p>I/</p>
<p><i>III.3</i></p> <p><i>III.3 Information material about Green Key must be visible and accessible to the guests, including the establishment's website (the use of Green Key logo is optional).</i></p>	<p>I/</p>
<p><i>III.4</i></p> <p><i>III.4 Front desk staff must be in a position to inform guests about the current environmental activities and undertakings of the establishment.</i></p>	<p>I/</p>
<p><i>III.5</i></p> <p><i>III.5 The establishment must be able to inform guests about local public transportation systems and alternatives.</i></p>	<p>I/</p>
<p><i>III.6</i></p> <p><i>III.6 Signs about energy and water saving should be visible for guests and staff (e.g., television in room, lights, heat, taps, showers etc).</i></p>	<p>I/ (doc)</p>
<p><i>III.7</i></p> <p><i>III.7 The establishment provides its guests with the opportunity to evaluate its environmental undertakings (questionnaire, link to homepage, ...) (G)</i></p>	<p>G/ (doc)</p>
<p><i>IV:</i></p> <p>Chapter IV: WATER CONSUMPTION</p>	<p>I/ G/</p>
<p><i>IV.1</i></p> <p><i>IV.1 The total water consumption must be registered at least once a month.</i></p>	<p>I/ (doc)</p>
<p><i>IV.2</i></p> <p><i>IV.2 Newly purchased toilets are not allowed to flush more than 6 litres per flush.</i></p>	<p>I/</p>

IV.3	IV.3 The staff and cleaning personnel must regularly check for dripping taps and leaky toilets.	I/
IV.4	IV.4 Each bathroom must have a waste bin.	I/
IV.5	IV.5 Water flow from at least 50% of the showers must not exceed 9 litres per minute.	I/
IV.6	IV.6 Water flow from at least 50% of the taps must not exceed 8 litres per minute.	I/
IV.7	IV.7 Urinals are not allowed to use more flushing water than necessary.	I/
IV.8	IV.8 Newly purchased cover or tunnel dishwashers are not allowed to consume more water than 3.5 litres per basket.	I/
IV.9	IV.9 Instructions for saving water and energy during operation of dishwashers must be displayed near the machine.	I/ (doc)
IV.10	IV. 10 All wastewater must be treated. Where treatment of wastewater is regulated through national or local regulation, treatment must comply with this regulation.	I/
IV.11	IV.11 Hazardous liquid chemicals should be stored avoiding leaks that can damage the environment	I/
IV.12	IV.12 Newly purchased dishwashers should not be conventional domestic appliances (G) .	G/

<p>IV.13 Separate water meters should be installed in areas with a high degree of water consumption (G).</p>	<p>G/</p>
<p>IV.14 Water flow from taps and toilets in public areas should not exceed 6 litres per minute(G).</p>	<p>G/</p>
<p>IV.15 Waste waters should be re-used (after treatment) (G).</p>	<p>G/</p>
<p>IV.16 Toilets are flushed with rain water (G).</p>	<p>G/</p>
<p>IV.17 Newly purchased toilets are dual flash type 3/6 litres (G).</p>	<p>G/</p>
<p>IV.18 Purified tap water is offered to the guests (G).</p>	<p>G/</p>
<p>IV.19 The swimming pools are covered to limit evaporation (G).</p>	<p>G/</p>
<p>IV.20 Regular controls show that there is no leak in the swimming pool (G).</p>	<p>G/</p>
<p style="text-align: center;">K V: Chapter V: WASHING AND CLEANING</p>	<p>I/ G/</p>
<p>V.1 There must be signs in bathrooms and restrooms informing guests that sheets and towels will only be changed upon request (e.g., Place your towel in the shower if you need a new one).</p>	<p>I/ (doc)</p>

<p>V.2 <i>μ μ μ μ</i></p> <p><i>μμ Green Key.</i></p> <p>V.2 Newly purchased chemical cleaning products and products for washing have a national or internationally recognized eco label or are not allowed to contain agents that are listed in The Green Key’s “Requirements related to cleaning and washing articles in Green Key establishments.”</p>	<p>I/ (doc)</p>
<p>V.3 <i>μ μ μ μ μ</i></p> <p><i>μ eco label.</i></p> <p>V.3. In European countries, paper towels and toilet paper must be made of non-chlorine bleached paper or must be awarded with an eco label. This criterion must be effective next time the hotel buys paper towels and toilet paper.</p>	<p>I/ (doc)</p>
<p>V.4 <i>μ μ μ μ μ</i></p> <p><i>μ μ μ .</i></p> <p>V.4 Fibre cloth is used for cleaning to save water and chemicals (G).</p>	<p>G/</p>
<p>VI: Chapter VI: WASTE DISPOSAL</p>	<p>I/ G/</p>
<p>VI.1 <i>μμ μ μμ</i></p> <p><i>μμ .</i></p> <p>VI.1 The establishment must separate waste into the categories, that can be handled separately by the local or national waste management facilities</p>	<p>I/</p>
<p>VI.2 <i>μμ μ μμ μ</i></p> <p><i>μμ .</i></p> <p>VI.2 If the local waste management authorities do not collect waste at or near the establishment, then the establishment must ensure safe transportation of its waste to the nearest appropriate site for waste treatment</p>	<p>I/</p>
<p>VI.3 <i>μ μ μ μ μ</i></p> <p><i>μ μ μ</i></p> <p>VI.3 Instructions on how to separate and handle waste must be easily available to the staff and guests in an understandable and simple format.</p>	<p>I/ (doc)</p>

<p>VI.4 Disposable cups, plates, and cutlery must only be used in the pool areas, at certain music-arrangements and in connection with diner transportable.</p>	<p>I/</p>
<p>VI.5 Hazardous waste (such as batteries, fluo compact bulbs, paint, chemicals, etc) should be secured in separate containers an brought to an approved reception facility..</p>	<p>I/</p>
<p>VI.6 Toiletries such as shampoo, soap, shower caps, etc. in rooms must not be packaged in single dose containers. If so, they must be packaged in recyclable material (G).</p>	<p>G/</p>
<p>VI.7 Guests must have the possibility to separate waste into the categories that can be handled by the waste management facilities as per VI.1 (G).</p>	<p>G/</p>
<p>VI.8 Single dose packages for cream, butter, jam etc. must either not be used, reduced or must be packaged in recyclable material (G).</p>	<p>G/</p>
<p>VI.9 The establishment makes arrangements for the collection and disposal of packaging with the appropriate supplier (G).</p>	<p>G/</p>
<p>VI.10 The establishment uses biodegradable disposal cups, plates and cutlery (G).</p>	<p>G/</p>

<p style="text-align: center;">VII: Chapter VII: ENERGY</p>	<p style="text-align: center;">I/ G/</p>
<p>VII.1 VII.1 Energy use must be registered at least once a month.</p>	<p style="text-align: center;">I/ (doc)</p>
<p>VII.2 <i>Green Key.</i> VII.2 Heating and air-conditioning control systems must be applied when the accommodation facilities are not in use. An one year grace period is granted for compliance with this criterion from the date the Green Key is awarded.</p>	<p style="text-align: center;">I/</p>
<p>VII.3 VII.3 At least 50% of the light bulbs are energy efficient. Reasons for not having energy efficient bulbs must be clearly explained.</p>	<p style="text-align: center;">I/</p>
<p>VII.4 VII.4 The surfaces of the heat/cooling exchanger of the ventilation must be regularly cleaned.</p>	<p style="text-align: center;">I/</p>
<p>VII.5 VII.5 Fat filters in the exhaust must be cleaned at least once a year.</p>	<p style="text-align: center;">I/</p>
<p>VII.6 VII.6 The ventilation system must be controlled at least once a year and repaired if necessary in order to be energy efficient at all times.</p>	<p style="text-align: center;">I/</p>
<p>VII.7 VII.7 Refrigerators, cold stores, heating cupboards and ovens must be equipped with intact draught excluders.</p>	<p style="text-align: center;">I/</p>

<p>VII.8 Newly purchased pumps and refrigeration plants must not use CFC or HCFC refrigerants. All equipment must always comply with national legislation on phasing out refrigerants.</p>	<p>I/</p>
<p>VII.9 Newly purchased minibars must not have an energy consumption of more than 1 kWh/day.</p>	<p>I/</p>
<p>VII.10 There is a written procedure regarding electric devices in empty bedrooms based on time schedules: how refrigerators, televisions are turned off when hotel bedrooms, holiday flats and holiday houses are not being let.</p>	<p>I/ (doc)</p>
<p>VII.11 All windows have an appropriately high degree of thermal insulation in compliance with the local climate (G).</p>	<p>G/</p>
<p>VII.12 The establishment is 90% equipped with energy efficient light bulbs (G).</p>	<p>G/</p>
<p>VII.13 An energy audit is carried out once every 5 years (G).</p>	<p>G/</p>
<p>VII.14 The establishment shows efforts concerning savings of water or energy consumption, i.e. sauna, hammam, swimming pool, spa, solarium, etc (G).</p>	<p>G/</p>
<p>VII.15 Heating from electric panels or other forms of direct functioning electric heating is not allowed (G).</p>	<p>G/</p>
<p>VII.16 The establishment uses renewable energy (G).</p>	<p>G/</p>

VII.17	μ μ μ μ μ μ	VII.17 Ventilation plants are equipped with an energy-optimum ventilator and an energy-saving machine (G).	G/
VII.18	μ μ μ μ	VII.18 Automatic systems that turn the lights off when guests leave their room are installed (G).	G/
VII.19	μ	VII.19 Unnecessary outside lights have an automatic turn off sensor installed (G).	G/
VII.20	μ μ μ	VII.20 Separate electricity meters are installed at strategically important places for energy monitoring (G).	G/
VII.21	μ μ μ μ	VII.21 Air-conditioning automatically switches off when windows are open (G).	G/
VII.22	μ μ μ μ μ	VII.22 The building is insulated above the minimal national requirements to ensure a significant reduction of energy consumption (G).	G/
VII.23	μ μ μ μ μ	VII.23 A heating recovery system for refrigeration systems, ventilators, swimming pools or sanitary wastewater is installed (G).	G/
VII.24	μ μ μ μ	VII.24 Hot water pipes are integrally insulated (G).	G/
VII.25	μ μ μ μ μ	VII.25 Automatic systems are installed in public areas for energy efficient lighting (G).	G/
VII.26	μ μ μ μ	VII.26 The accommodation has a key card system to ensure that electric appliances are switched off in rented rooms when the occupants are out (G).	G/

VII.27		G/
VII.27 Computers and copying machines switch off after a maximum of one non-used hour (G).		
VIII: T		I/
Chapter VIII: FOOD AND BEVERAGE		G/
VIII.1		I/
VIII.1 When it is possible, the establishment must purchase and register the amount of labelled (organic or other acknowledged eco-label) foods and focus on buying locally produced products, when they have less impact on the environment than non-local products.		(doc)
VIII.2		I/
VIII.2 The share of labelled foods must be maintained or increase each year. If not, the reasons must be communicated to The Green Key national operator.		
VIII.3		G/
VIII.3 A vegetarian alternative menu is proposed in the restaurant (G).		
VIII.4		G/
VIII.4 In conference rooms, where water quality is of an adequate standard, then tap water is used instead of mineral bottled water (G).		
IX:		I/
Chapter IX: INDOOR ENVIRONMENT		G/
IX.1		I/
IX.1 The establishment must respect legislation regarding polluting elements within its premises.		
IX.2		I/
IX.2 A non-smoking section must be available in the restaurant/dining room.		
IX.3		I/
IX.3 The majority of the rooms must be non-smoking.		

IX.4		I/
IX.4	When the establishment makes extended interior changes it must ensure that the indoor climate is taken into account.	I/
IX.5		G/
IX.5	The establishment should have a policy for the staff concerning smoking during working hours (G).	G/
IX.6		G/
IX.6	In case of refurbishing, or new building, the establishment uses environmental friendly products (G).	G/
<p style="margin: 0;">:</p> <p style="margin: 0;">Chapter X: PARKS AND PARKING AREAS</p>		I/ G/
X.1		I/
X.1	Chemical pesticides and fertilizers cannot be used more than once a year, unless there is no organic or natural equivalent.	I/
X.2		I/
X.2	Newly purchased lawnmowers must either be electrically driven, use unleaded petrol, be equipped with a catalyst, be awarded with an eco-label, or be driven manually.	I/
X.3		I/
X.3	Flowers and gardens must be watered before high sun or after sunset.	I/
X.4		G/
X.4	Garden waste is composted (G).	G/
X.5		G/
X.5	Rainwater is collected and used for watering flowers and gardens (G).	G/
X.6		G/
X.6	Gardens are watered by a drip system (G).	G/
X.7		G/
X.7	When planting new green areas, endemic or native species are preferred (G).	G/

:	Chapter XI: GREEN ACTIVITIES	I/ G/
.1	, , μ	I/
XI.1 Information material about nearby parks, landscape and nature conservation areas must be readily available to the guests.		
.2	μ	I/
XI.2 The establishment must give information about the nearest place to rent or borrow bicycles.		
XI.3		G/
XI.3 The guests have the opportunity to borrow or rent bicycles (G) .		
XI.4	μ	G/
XI.4 The establishment financially sponsors green activities in the local area (G) .		
.5	μ μ μ μ	G/
.5 The establishment provides information to their guests regarding close by Blue Flag awarded marinas and beaches (G) .		
:	Chapter XII: ADMINISTRATION	I/ G/
.1	μ	I/
XII.1 All staff areas must fulfil the same criteria as guest areas.		
.2	, μ . μ <i>eco-label</i> .	I/ (doc)
XII.2 The stationery, brochures, etc. produced for the establishment must be awarded with an eco-label or be produced at a company with an environmental management system.		

<p>.3 <i>μμ</i> , <i>spa</i> <i>μ</i> <i>Green Key</i> <i>μ μμ</i> .</p> <p>XII.3 Hairdresser saloon, spa facilities, or the like, which are on the premises of the establishment, must be informed about environmental initiatives and Green Key and encouraged to manage their activities in the spirit of Green Key.</p>	<p>I/</p>
<p>XII.4 <i>μ μ μ μ eco-label</i> <i>μ</i> .</p> <p>XII.4 Newly purchased durables must have an eco-label or must be produced at a company with an environmental management system (G).</p>	<p>G/</p>
<p>.5 <i>μ</i> <i>μ</i> .</p> <p>.5 The use of environmentally-friendly means of transport by guests and staff is encouraged(G).</p>	<p>G/</p>
<p>.6 .</p> <p>.6 The management encourages the use of less paper in conference rooms (G).</p>	<p>G/</p>



This questionnaire is designed to elicit information regarding tourists' preferences over hotels' environmental behavior and alternative tourism opportunities. The information will be used for the completion of Mr. Anthoulidis' dissertation at the University of Macedonia's MBA program.

*You need 2-3 minutes to fill in this questionnaire and the information provided is completely anonymous.
Contact information: mbaex1121@uom.gr*

Questions

1. Age:

2. Gender: male female.....

3. Nationality:

4. Annual income:

0-20.000€ 20.001€-40.000€ 40.001€more:

5. Is this your first visit to Greece?

Yes..... No.....

6. If no, how many times have you visited Greece (including this one)?

7. How sensitive are you regarding environmental issues in your daily life?

Very Average..... Little.....

8. Are you aware of any international environmental certification systems for hotels?

Yes..... No.....

9. If yes, does environmental certification play a role in your choice of hotel?

Yes..... No.....

10. If among the hotels of your choice none is environmentally certified, do you seek information regarding any environmental policies applied by them?

Always..... Sometimes..... Never.....

11. If yes, does the existence of an environmental policy play a role in your choice of hotel?

Yes..... No.....

12. When the hotel in which you are staying implements certain environmental practices, does it influence your behavior during your stay?

Yes..... No.....

13. In particular do you participate in practices such as:

- Recycling Yes..... No.....
- Water conservation Yes..... No.....
- Energy conservation Yes..... No.....
- Reuse of towels, etc Yes..... No.....

14. When choosing a destination does the existence of alternative activities offered by a hotel in that destination, such as hiking, cycling, climbing, etc plays a role?

Important..... Small None.....

15. In particular, which of the following activities influence your choice?

Activity:	Important	Small	None
Hiking routes
Wetland
Bird sanctuary
Natural spa
Climbing
Cycling routes

16. Would you be selecting a hotel offering any of these activities over another hotel that does not, even if the first hotel is more expensive than the latter?

Activity:	Yes	No
Hiking routes
Wetland
Bird sanctuary
Natural spa
Climbing
Cycling routes

17. Please mention any other alternative activities that you would prefer to have when booking your holiday destination.

- a)
- b)
- c)

Thank you for your help, have a nice stay in Greece.

3.

μμ

<u>Εθνικότητα</u>	<u>Πλήθος</u>	<u>Ποσοστό</u>
Βρετανοί	132	47,65%
Γερμανοί	64	23,10%
Αυστριακοί	7	2,53%
Ιταλοί	2	0,72%
Ολλανδοί	1	0,36%
Γάλλοι	2	0,72%
Ισπανοί	1	0,36%
Ρουμάνοι	3	1,08%
Κύπριοι	2	0,72%
Έλληνες	4	1,44%
Βούλγαροι	1	0,36%
Ρώσοι	23	8,30%
Ελβετοί	12	4,33%
Σέρβοι	1	0,36%
Αυστραλοί	1	0,36%
Βραζιλιάνοι	2	0,72%
Καναδοί	1	0,36%
Β. Κορεάτες	1	0,36%
Ισραηλινοί	1	0,36%
ΗΠΑ	14	5,05%
Ουκρανοί	1	0,36%
ΠΓΔΜ	1	0,36%