

Criteria for allergy-friendly municipalities

BACKGROUND

Travelling can be challenging in many ways for people with allergies in terms of health. For example, people with respiratory allergies may experience symptoms when exposed to animals or their hair. People with food allergies need special menu options in order to prevent allergy symptoms when eating.

In allergy-friendly municipalities, the local administration supports measures that improve the tourism infrastructure for visitors who suffer from allergies. There is a broad range of ECARF-certified accommodations and services available.

The ECARF Seal of Quality is granted to municipalities that fulfil the following criteria.

1. CRITERIA

1.1. Requirements for 'Allergy-friendly municipalities'

The prerequisites for certification as an "allergy-friendly municipality" are:

- The local administration endorses the granting of the Seal and supports the certification.
- Accommodations of all categories in the town (hotels in different price ranges, holiday homes/flats, guesthouses) and at least one restaurant, one café, one bakery and one food shop have been certified.
- Low-pollen plants are prioritised in the renewal of urban landscaping in the city centre and in the vicinity of the certified businesses.
- General pollen counts in the town are published and the municipality measures the pollen levels on a regular basis if possible.
- For the certification of participating accommodations, restaurants and cafés, bakeries and butcher's shops, the current ECARF criteria for these services apply. These criteria can be viewed in their entirety at ecarf-siegel.org.

In addition, businesses that do not fall within the scope of the above-mentioned criteria may be certified following an individual inspection.

1.2. Training

The municipality and all participating businesses receive training as part of the certification.

1.3. Validity

ECARF certification is valid for two years. Access must be granted for the ECARF audit, which may be conducted without prior notice at any time within the validity period. The inspection is carried out by in-house ECARF auditors and authorised ECARF partners.

1.4. External Presentation of the ECARF Seal of Quality

- The municipality shall ensure that the ECARF Seal is visible in the town and on the local website, in accordance with the terms and conditions of use.
- **The ECARF Seal may only be used in compliance with the applicable design guidelines.**



2. QUALITY CONTROL AND COMPLAINT MANAGEMENT

The business has established a functional system of quality control that responds effectively to consumer complaints.

The system ensures the following:

- The business contact details, such as the address, telephone number and/or email address, are clearly visible on the product packaging;
- Consumer complaints are handled and followed up in an appropriate manner by qualified and experienced personnel of the business;
- The assessment of consumer complaints and, if applicable, any inferred areas of improvement are reapplied to product quality and safety. The business agrees to make this data available to ECARF on an ongoing basis.