



Republika ng Pilipinas
TANGGAPAN NG SANGGUNIANG PANLUNGSOD
Lungsod ng Puerto Princesa

EXCERPTS FROM THE MINUTES OF THE 63RD REGULAR SESSION OF THE 13TH SANGGUNIANG PANLUNGSOD OF THE CITY OF PUERTO PRINCESA HELD ON SEPTEMBER 19, 2011 AT THE SESSION HALL OF THE SANGGUNIANG PANLUNGSOD

PRESENT:

Hon. LUIS M. MARCAIDA III	City Councilor, Majority Floor Leader, Temporary Presiding Officer
Hon. HENRY A. GADIANO	City Councilor, Asst. Majority Floor Leader, Acting Majority Floor Leader
Hon. VICKY T. DE GUZMAN	City Councilor, Minority Floor Leader
Hon. GREGORIO Q. AUSTRIA	City Councilor
Hon. MARK DAVID M. HAGEDORN	City Councilor
Hon. RAFAELITA S. OLIVEROS	City Councilor
Hon. MODESTO V. RODRIGUEZ II	City Councilor
Hon. MIGUEL T. CUADERNO IV	City Councilor
Hon. ELEUTHERIUS L. EDUALINO	City Councilor
Hon. FERNIE MAY C. ASUNCION	Pres., SK Federation, Ex-Officio Member

OFFICIAL BUSINESS/OFFICIAL TRAVEL:

Hon. **LUCILO R. BAYRON** City Vice Mayor, Presiding Officer

ABSENT:

Hon. JIMMY L. CARBONELL	City Councilor, Chairman Protempore, on Sick Leave
xxx	xxx
	xxx

ORDINANCE NO. 495

AN ORDINANCE ENACTING THE 2011 TOURISM CODE OF THE CITY OF PUERTO.

Sponsored by: Committee on Tourism

Hon. Eleutherius L. Edualino – Chairperson, Hon. Luis M. Marcaida III - Vice Chairperson, Hon. Mark David M. Hagedorn – Member, Hon. Fernie May C. Asuncion – Member and Hon. Vicky T. De Guzman - Member

BE IT ORDAINED by the Sangguniang Panlungsod of Puerto Princesa in its session assembled, THAT:

TITLE I – GENERAL PROVISIONS

SECTION 1. TITLE – This Ordinance shall be known as cited as the “**Tourism Code of 2011**”

SECTION 2. DECLARATION OF POLICY - It is the declared policy of the City of Puerto Princesa to promote tourism, maintain ecological integrity by strengthening eco-tourism endeavors, protect its cultural heritage through promotion of community-sustainable tourism projects, and strengthen partnership with tourism stakeholders, other agencies and the City Government of Puerto Princesa.

SECTION 3. DEFINITION OF TERMS - For purposes of this Ordinance, the following terms shall mean:

a) PRIMARY ENTERPRISES

1. **HOTEL** - Means building, edifice or premises or a completely independent part thereof, which is used for the regular reception, accommodation or lodging of travelers and tourists and the provision of services incidental thereto for a fee.
2. **RESORT** - Any place situated and anchored on a natural setting such as rivers, lakes, mountains, beaches, hillside, or bayside offering food, accommodation, and nature-based activities and recreational facilities for a fee.
3. **TOURIST INN** - A lodging establishment catering to transients which does not meet the minimum requirements of an economy hotel.
4. **APARTMENT HOTEL (Apartel)** - Any building or edifice containing independent and furnished or semi-furnished apartments regularly leased to tourists and travelers for occupancy, on a long-term basis and offering cooking facilities to its tenants.
5. **PENSION** - A private or family-operated tourist establishment regularly catering to tourists and/or travelers, containing not more than twelve (12) independent lettable rooms where meals are provided for guests.
6. **MOTORIST HOTEL (Motel)** - Any structure with several separate units, primarily located along the highway with individual or common parking spaces, where motorists may obtain lodging and, in some instances, meals.
7. **HOMESTAY** - Provides travelers with comfortable accommodations with Filipino families in areas near tourist attractions.
8. **TOUR GUIDE** - An individual licensed by the City to guide tourists for a fee.
9. **TOURIST TRANSPORT OPERATOR** - An entity that may either be a single proprietorship, partnership, or corporation extending to individuals or groups such services pertaining to tourist transportation.
10. **TRAVEL AGENCY** - A licensed commercial enterprise where a traveler can secure information and expertise, get partial or impartial counseling, and make arrangements to travel by air, sea or land to any point in the world.
11. **TRAVEL AND TOUR AGENCY** - A licensed commercial entity extending services pertaining to tours and its various components, and travel arrangements to any point in the world.
12. **TOUR AGENCY** - A commercial entity licensed by the City to extend services pertaining to packaging, organizing, handling and conduct of tours, arrangements of booking for transportation, accommodation, tour guides, and other related services incidental to the conduct of said tours.
13. **INBOUND TOUR** - Means a tour to or of the Philippines or any place within the Philippines.
14. **OUTBOUND TOUR** - Means a tour to or any other place outside of the Philippines.
15. **ESTABLISHMENT** - Refers to any legitimate commercial entity that is engaged in the business of tourism.
16. **LICENSE** - Shall mean the privilege or the authority granted by the Office of the City Mayor to own, operate and maintain a tourist-related establishment and/or facility covered by this Ordinance.
17. **OFFICE** - Refers to the City Tourism Office/Department

18. **CITY** - Refers to the City of Puerto Princesa.
19. **DEPARTMENT**- Refers to the Department of Tourism

b) SECONDARY ENTERPRISES

1. **RESTAURANT** - Any commercial establishment offering meals, beverages and drinks to the public.
2. **SHOP** - A retail establishment offering specific lines of goods and services.
3. **SPORTS AND RECREATIONAL FACILITIES** - These include swimming pools, bowling lanes, tennis courts, pelota or squash courts, golf courses, riding range, aquatic/water sports facilities, fishing, water skiing, and similar facilities forming part of a property.
4. **SOUVENIR SHOP** - Any licensed commercial establishment which can either be a single proprietorship, partnership or corporation offering a souvenir item or handicraft.
5. **SPA** - A facility that exudes a tranquil environment offering various amenities and services intended to relieve stress, pamper the body and make one feel relaxed and rejuvenated to promote a healthier way of life.
6. **DAY SPA** - A spa offering a variety of professionally administered spa services to clients on a day use basis.
7. **DESTINATION SPA** - A spa which has for its sole purpose to provide clients with lifestyle improvement and health enhancement through professionally administered spa services, physical fitness, education programming and on-site accommodations where spa cuisine or healthy food is offered.
8. **RESORT/HOTEL SPA** - A spa owned by and located within a resort or hotel providing professionally administered spa services, fitness, and wellness components.

c) OTHER TOURISM BUSINESS RELATED ENTERPRISES

1. **CONVENTION** - Any gathering for the purpose of exchanging or disseminating views, technical expertise, experiences, knowledge, skills, information, policies or any other related activity.
2. **PROFESSIONAL CONGRESS/EXHIBITION/SPECIAL EVENTS ORGANIZER** - Shall mean an entity which may either be a sole proprietorship, partnership or corporation, extending to individuals or groups such services pertaining to the management, organization and/or conduct of conventions, congresses, seminars, symposia, exhibitions and other special events and/or activities.
3. **MUSEUM** - An institutional establishment where a collection of valuable objects and artifacts on history and culture, arts and sciences are put on exhibition for the general public.
4. **DEPARTMENT STORE** - A store that sells or carries several lines of merchandise and that is organized into separate sections for the purpose of promotion, service, accounting and control.
5. **AGRI TOURISM/FARM TOURISM** - A form of tourism activity conducted in a rural area which may include tending to farm animals, planting, harvesting and processing of farm products. It covers attractions, activities, services and amenities, as well as, other resources of the area to promote an appreciation of the local culture, heritage and traditions through personal contact with the local people.

6. **AGRI-TOURISM/ FARM SITE**- A farm which produces and/or showcases raw and/or processed products.
7. **DAY FARMS** - Farms ideal for day tours/visits usually located near national highways and main business area.
8. **FARM RESORTS** - Farms that offer accommodation and dining services, for the purpose of participating in or enjoying interactive on-farm activities and other attractions offered to enrich the tourist's farm life experience.
9. **FARM TOUR** - Refers to the activity of visiting an agri-tourism/farm site on a day tour, overnight stay or longer period of time for the purpose of participating in or enjoying farm activities and other attractions offered.
10. **FARM PRODUCT/S** - Refers to fresh and processed products of the farm.

d) PARTNER AGENCIES-COUNCILS

1. **ASSOCIATION** - An organization of persons/entities having the subject and promotion of tourism as a common interest duly registered with Securities and Exchange Commission (SEC) or Cooperative Development Authority (CDA) or any government agency authorized by law.
2. **CTC/CITY TOURISM COUNCIL/COUNCIL** - Refers to the Puerto Princesa City Tourism Council, a federated SEC registered association composed of the different organizations in the tourism industry .
3. **DTI** - Department of Trade and Industry
4. **SSS** - Social Security System
5. **PNP** - Philippine National Police
6. **FIRE** - Bureau of Fire Protection
7. **CAAP** - Civil Aviation Authority of the Philippines
8. **CUSTOMS** - Bureau of Customs
9. **IMMIGRATION** - Bureau of Immigration
10. **CITY HEALTH** - City Health Office
11. **PHILHEALTH** - Philippine Health Insurance Corporation
12. **MARINA** - Maritime Industry Authority
13. **PCG** - Philippine Coast Guard
14. **PNP MARITIME** - Philippine National Police Maritime Industry Authority
15. **TRAFFIC MANAGEMENT**- City Traffic Management Office
16. **LTO** - Land Transportation Office
17. **LTFRB** - Land Transportation Franchising and Regulatory Board
18. **PAMB** - Protected Area Management Board
19. **ECAN** - Environmentally Critical Areas Network
20. **PPCTB** - Puerto Princesa City Tourism Board
21. **BID** - Bureau of Immigration and Deportation
22. **CIQ** - Customs Immigration and Quarantine

SECTION 4. GENERAL ADMINISTRATIVE PROVISIONS - The City Tourism Office shall process and recommend to the City Mayor, for approval, the application of any person, partnership, or corporation or other entity to maintain, operate, or engage in the business of, or related to, tourism within the territorial limits of Puerto Princesa. The objectives of this provision are:

- a. To ensure the proper development of the tourism and hospitality industries bearing in mind the interest of the environment, community, and the economic implications of such;
- b. To establish the City Tourism Office as the body to administer and carry out the formal requirements of the Ordinance and be responsible to the City Government to monitor and make **policy adjustments** to meet the ongoing needs of the public and the industry;

- c. To provide a flexible system with as little formality or legal technicality as may be practicable for the administration of this Ordinance;
- d. To provide a legislative framework which will develop and improve tourism services and facilities and minimize the abuse of this Ordinance.

SECTION 5. REGISTRATION AND MAYOR'S PERMIT - No person, natural or juridical, shall keep, manage or operate any building, edifice or premises or a completely independent part thereof, for the purpose of engaging in the business of, or related to, tourism without first having issued a Certificate of Registration by the Office and a mayor's permit to operate as such by the City Mayor. Such application for registration and mayor's permit shall be processed in accordance with the procedures provided in the Revenue Code and in this Ordinance. In this connection, all tourism activities in Puerto Princesa or any entity violating this provision shall be subjected to the penalties herein provided.

SECTION 6. CONFIDENTIAL CHARACTER OF CERTAIN DATA - Information and documents received by and filed under this Ordinance shall be treated as confidential and shall not be divulged to any private party without the consent of the party concerned or upon the order of the City Tourism Office or as ruled by the Court of Justice as the case maybe.

SECTION 7. COPY OF ORDINANCE MADE AVAILABLE FOR INSPECTION - Every company, firm, and/or related establishment engaged in the business of, or related to, tourism shall keep a copy of this Ordinance open to inspection whenever any of its guests or clients shall request to be shown a copy thereof.

SECTION 8. POWER TO HEAR AND RESOLVE COMPLAINTS - Any complaints filed to the Office involving primary and secondary enterprises by guests/clients for violation of any of the provisions of this Ordinance or circulars issued by the Office **shall be endorsed to the City Legal Office for legal action and proper disposition and resolution of the case, in accordance with its rules and procedures governing complaints.**

SECTION 9. SUBMISSION OF REPORTS AND OTHER DOCUMENTS - Every company, firm, and/or establishment categorized as Primary Enterprise, CBST Projects and other enterprises that may be required shall mandatorily submit within the time specified herein four (4) copies of the following reports and documents:

- a. Articles of Incorporation and Constitution and By-laws, Articles of Partnership or any amendments thereof, as the case may be, within five (5) days from the date of the original registration and/or amendment with the appropriate government agency;
- b. Replacements of any Director or other principal officers of the corporation, partnership or association, with the indication of nationality of each new officer, and accompanied by a copy of his certificate of citizenship, if a naturalized Filipino, within five (5) days after replacement;
- c. Replacements/resignations/separation of the managers, the assistant manager, or any other member of the staff within three (3) days after the change;
- d. Any change in the personnel complement stating the respective designation, salaries (including other compensation), nationalities, home addresses, within five (5) days from such changes;
- e. Any change in the dimension of office measurement, office extensions and/or transfer of address;

- f. Monthly report of actual number of arrivals, guests/clients serviced and other data as may be required by the Office shall be submitted **on or before the fifth (5th) day of the month.**

SECTION 10. CODE OF ETHICS – Both primary and secondary enterprises, owners/keepers/managers and/or their sectoral associations/councils, if any, shall formulate a Code of Ethics within thirty (30) days from the date of approval of this Code which shall govern the conduct of their respective members in dealing with one another and the conduct to be observed by their staff or employees toward each other and their clients. A copy thereof shall be submitted to the Office within thirty (30) days from the adoption of such Code of Ethics.

SECTION 11. ENLISTMENT OF AID, ASSISTANCE AND SUPPORT OF OTHER GOVERNMENT AGENCIES - In the implementation of the provisions of this Ordinance and circulars and enforcement of orders and decisions, the Office may enlist the aid, assistance and support of any and all government agencies, whether civil or military.

TITLE II - ACCOMMODATION ESTABLISHMENTS

CHAPTER I - CLASSIFICATION OF AND STANDARD REQUIREMENTS FOR HOTELS

SECTION 12. CLASSIFICATION OF HOTELS. For purposes of accreditation, hotels are hereby classified into the following categories, namely:

- a. De Luxe Class
- b. First Class
- c. Standard Class
- d. Economy Class

SECTION 13. REQUIREMENTS FOR A DE LUXE CLASS HOTEL. The following are the minimum requirements for the establishment, operation and maintenance of a De Luxe Class Hotel:

- a. Location
 1. The locality and environs including approaches shall be suitable for a luxury hotel of international standard;
 2. The facade, architectural features and general construction of the building shall have the distinctive qualities of a luxury hotel.
- b. Bedroom Facilities and Furnishings
 1. Size - All single and double rooms shall have a floor area of not less than **twenty five (25) square meters, inclusive of bathrooms.**
 2. Suite - There shall be one suite per thirty guest rooms.
 3. Bathrooms
 - (a) All rooms must have bathrooms which shall be equipped with fittings of the highest quality befitting a luxury hotel with 24-hour service of hot and cold running water;
 - (b) Bathrooms shall be provided with bathtubs and showers;
 - (c) Floors and walls shall be covered with impervious material of elegant design and high quality workmanship.
 4. Telephone - There shall be a telephone in each guest room and an extension line in the bathroom of each suite.
 5. Radio/Television - There shall be a radio, television and relayed or piped-in music in each guest room.
 6. Cold Drinking Water - There shall be a cold drinking water and glasses in each bedroom.
 7. Refrigerator/Mini-Bar - There shall be a small refrigerator and a well-stocked bar in each guest room.
 8. Room Service - There shall be a 24-hour room service (including provisions for snacks and light refreshments)
 9. Furnishings and Lighting

- (a) All guest room shall have adequate furniture of the highest standard and elegant design; floors shall have superior quality wall- to- wall carpeting; walls shall be well furnished with well tailored draperies of rich materials;
 - (b) Lighting arrangements and fixtures in the rooms and bathrooms shall be so designed as to ensure aesthetic as well as functional excellence.
10. Information Materials - Room tariffs shall be prominently displayed in each bedroom plus prominent notices for services offered by the hotel, including food and beverage outlets and hours of operation, fire exit guidelines and house rules for guests.
- (c) Front Office/Reception - There shall be reception, information counter and guest relations office providing 24-hour service and attended by highly qualified, trained and experienced staff.
 1. Lounge - There shall be a well-appointed lounge with seating facilities, the size of which is commensurate with the size of hotel.
 2. Porter Service - There shall be a 24-hour porter service.
 3. Foreign Exchange Counter - There shall be a duly licensed and authorized foreign exchange counter.
 4. Mailing Facilities - Mailing facilities including sale of stamps and envelopes shall be available in the premises.
 5. Long Distance/Overseas Calls - Long distance and overseas telephone calls shall be made available in the establishment.
 6. Reception Amenities - There shall be a left-luggage room and safety deposit boxes in the establishment.
 7. Telex and Facsimile - There shall be telex-transceiver and facsimile facilities in the establishment.
- d. Housekeeping - Housekeeping shall be of the highest possible standard.
 1. Linen - There shall be plentiful supply of linens, blankets, towels, etc., which shall be of the highest quality and shall be spotlessly clean. The linens, blankets and towels shall be changed daily.
 2. Laundry/Dry Cleaning Service - Laundry and dry cleaning services shall be available in the establishment.
 3. Carpeting - All public and private rooms shall have superior quality carpeting which shall be well kept at all times.
- e. Food and Beverage
 1. Dining Room - There shall be a coffee shop and at least one specialty dining room which are well -equipped, well- furnished and well- maintained ,serving high quality cuisine and providing entertainment.
 2. Bar - Wherever permissible by law, there shall be an elegant and well-stocked bar with an atmosphere of comfort and luxury.
 3. Kitchen.
 - (a) The kitchen, pantry and cold storage shall be professionally designed to ensure efficiency of operation and shall be well-equipped, well-maintained, clean and hygienic.
 - (b) The kitchen shall have an adequate floor area with non-slip flooring and tiled walls and adequate light and ventilation.
 4. Crockery
 - (a) The crockery shall be of elegant design and of superior quality,
 - (b) There shall be ample supply of it;
 - (c) No piece of crockery in use shall be chipped, cracked or grazed. The silverware shall be well-plated and polished at all times.
- f. Recreational Facilities
 1. Swimming Pool - There shall be a well-designed and properly equipped swimming pool.
 2. Tennis/Golf/Squash/Gym Facilities - There shall be at least one recreational facility or a tie-up with one within the vicinity of the hotel.

- g. Entertainment - Live entertainment shall be provided.
- h. Engineering and Maintenance
 - 1. Maintenance - Maintenance of all sections of the hotel (i.e., building, furniture, fixtures, etc.) shall be of superior standard.
 - 2. Airconditioning - There shall be centralized air-conditioning for the entire building (except in the areas which are at a minimum of 3,000 feet above sea level.
 - 3. Ventilation - There shall be a technologically advanced, efficient and adequate ventilation in all areas of the hotel.
 - 4. Lighting - There shall be adequate lighting in all public and private rooms.
 - 5. Emergency Power - There shall be a high-powered generator capable of providing sufficient lighting for all the guest rooms, hallways, public areas/rooms, and operating elevators, food refrigeration and water services.
 - 6. Fire Prevention Facilities - The fire prevention facilities shall conform with the requirements of the Fire Code of the Philippines.
- i. General Facilities
 - 1. Outdoor Area - The hotel shall have a common outdoor area for guests, e.g., a roof garden or a spacious common terrace.
 - 2. Parking /Valet - There shall be an adequate parking space and valet service.
 - 3. Function/Conference Facilities - There shall be one or more of each of the following: conference room, banquet hall with a capacity of not less than 200 people seated and private dining room.
 - 4. Shops - There shall be barber shop, DOT-accredited travel agency/tour counter, beauty parlor, sundries shop.
 - 5. Security - Adequate security on a 24-hour basis shall be provided in all entrances and exits of the hotel premises.
 - 6. Medical Service - A medical clinic to service guests and employees shall have a registered nurse on a 24-hour basis and a doctor on-call.
- j. Service and Staff
 - 1. Professionally qualified, highly trained, experienced, efficient and courteous staff shall be employed;
 - 2. The staff shall be in smart and clean uniforms.
- k. Special Facilities -Business Center, limousine service and airport transfers shall be provided.

SECTION 14. REQUIREMENTS FOR A FIRST CLASS HOTEL. The following are the minimum requirements for the establishment, operation and maintenance of a first class hotel:

- a. Location
 - 1. The location and environs, including approaches, shall be suitable for a first class hotel of international standard;
 - 2. The facade, architectural features and general construction of the building shall have the distinctive qualities of a first class hotel.
- b. Bedroom Facilities and Furnishings
 - 1. Size - All single and double rooms shall have a floor area of not less than **twenty-five (25 square meters)**, inclusive of bathrooms.
 - 2. Suite - There shall be one (1) suite per forty (40) guest rooms.
 - 3. Bathrooms
 - (a) All rooms shall have bathrooms which shall be equipped with fittings of the highest quality befitting a first class hotel with a 24-hour service of hot and cold running water;
 - (b) Bathrooms shall be provided with showers and or/bathtubs;
 - (c) Floors and walls shall be covered with impervious material of aesthetic design and high quality workmanship.

4. Telephone - There shall be a telephone in each guest room.
 5. Radio/Television - There shall be a radio, television and relayed piped-in music in each guest room.
 6. Cold Drinking Water - There shall be cold drinking water and glasses in each bedroom.
 7. Room Service - There shall be a 24-hour room service (including provisions for snacks and light refreshments).
 8. Furnishing and Lighting
 - (a) All guest rooms shall have adequate furniture of very high standard and very good design; floors shall have wall-to-wall carpeting; or if the flooring is of high quality (marble, mosaic, etc.), carpets shall be provided and shall be of a size proportionate to the size of the room; walls shall be well-furnished with well tailored draperies of very high quality material;
 - (b) Lighting arrangements and fixtures in the rooms and bathrooms shall be so designed as to ensure functional excellence.
 9. Information Materials - Room tariffs shall be prominently displayed in each bedroom plus prominent notices for services offered by the hotel, including food and beverage outlets and hour of operation, fire exit guidelines and house rules for guests.
- c. Front Office/ Reception - There shall be a reception and information counter providing 24-hour service and staffed by trained and experienced personnel.
1. Lounge - There shall be a lobby and well-appointed lounge with seating facilities, the size of which is commensurate with the size of the hotel.
 2. Porter Service - There shall be a 24-hour porter service.
 3. Foreign Exchange Counter - There shall be a duly licensed and authorized foreign exchange counter.
 4. Mailing Facilities - Mailing facilities including sale of stamps and envelopes shall be available in the premises.
 5. Long Distance/Overseas Calls - Long distance and overseas telephone calls shall be made available in the establishment.
 6. Reception Amenities - There shall be a left - luggage room and safety deposit boxes in the establishment.
 7. Telex and Facsimile - There shall be available telex-transceiver and facsimile facilities in the establishment.
- d. Housekeeping shall be high of standard.
1. Linen - There shall be a good supply of linens, blankets, and towels etc., which shall be of high quality and should be spotlessly clean. The linens, blankets and towels shall be changed daily.
 2. Laundry/Dry Cleaning Services - Laundry and dry cleaning shall be available in the establishment.
 3. Carpeting - All public and private rooms shall have high quality carpeting which should be well kept at all times.
- e. Food and Beverage
1. Dining Room - There shall be a coffee shop and at least one specialty dining room which are well-equipped, well furnished and well-maintained, serving good quality cuisine and providing entertainment.
 2. Bar - Wherever permissible by law, there shall be an elegant and well stocked bar with an atmosphere of comfort.
 3. Kitchen
 - (a) The kitchen, pantry and cold storage shall be professionally designed to ensure efficiency of operation and shall be well-equipped, well-maintained, clean and tiled walls and adequate light and ventilation.
 - (b) The kitchen shall have an adequate floor area with non-slip flooring and tiled walls and adequate light and ventilation.
 4. Crockery
 - (a) The Crockery shall be of best quality;

- (b) There shall be adequate supply of it;
- (c) No piece of crockery in use shall be chipped, cracked or grazed. The silverware shall be kept well-plated and polished at all times.

f. Recreational Facilities

- 1. Swimming Pool - There will be a well - designed and properly equipped swimming pool.
- 2. Tennis/Golf/Squash/Gym/Facilities - There shall be one recreational area facility or a tie-up with one within the vicinity of the hotel.

g. Entertainment-Live entertainment shall be provided.

h. Engineering and Maintenance

- 1. Maintenance - Maintenance of all sections of the hotel (i.e. building, furniture, fixtures, etc.) shall be of high quality.
- 2. Airconditioning - All private and public rooms shall be airconditioned (except in areas which are at a minimum of 3,000 feet above sea level.
- 3. Ventilation - There shall be technologically advanced, efficient and adequate ventilation in all areas of the hotel.
- 4. Lighting - There shall be adequate lighting in all public and private rooms.
- 5. Emergency Power - There shall be a high-powered generator capable of providing sufficient lighting for all guest rooms, hallways, public areas/rooms, and operating elevators, food refrigeration and water services.
- 6. Fire Prevention Facilities - The fire prevention facilities shall conform with the requirements of the Fire Code of the Philippines.

i. General Facilities

- 1. Parking/Valet - There shall be an adequate parking space and valet service.
- 2. Function/Conference Facilities - There shall be special rooms for conference/banquet purposes.
- 3. Shops - There shall be a DOT-accredited travel agency/tour counter, barber shop, beauty parlor sundries shop.
- 4. Security - Adequate security on a 24- hour basis shall be provided in all entrances and exits of the hotel premises.
- 5. Medical Services - A medical clinic to service guests and employees with a registered nurse on a 24-hour basis and a doctor on-call shall be provided.

j. Service and Staff

- (1) Highly qualified, trained, experienced, efficient and courteous staff shall be hired:
- (2) The staff shall be in smart and clean uniforms.

k. Special Facilities - Facilities for airport transfers shall be provided.

SECTION 15. REQUIREMENTS FOR A STANDARD CLASS HOTEL - The following are the minimum requirements for the establishment, operation and maintenance of a Standard Class Hotel:

a. Location

- 1. The locality and environs including approaches shall be suitable for a very good hotel;
- 2. The architectural features and general construction of the building shall be of very good standard.

b. Bedroom Facilities and Furnishings

- 1. Size - All single and double rooms shall have a floor area of not less than **eighteen (18) square meters**, inclusive of bathrooms.

2. Bathrooms - All rooms must have bathrooms which shall be equipped with showers and fittings of good standard with cold running water on a 24-hour basis and hot running water at selected hours
 3. Telephones - There shall be a telephone in each guest room.
 4. Cold Drinking Water - There shall be cold drinking water and glasses in each bedroom.
 5. Room Service - Room service shall be provided at selected hours.
 6. Furnishing and Lighting
 - (a) All guest rooms shall have furniture of very good standard and design; floors shall have good quality carpets; walls shall be well-finished and drapes shall be well-tailored and of good material;
 - (b) Lighting arrangement and fixtures in the rooms and bathrooms shall be well designed ensuring complete satisfaction functionally.
 7. Information Materials - Rooms tariffs shall be prominently displayed in each bedroom plus prominent notices for services offered by the hotel including food and beverage outlets and hours of operation, fire exit guidelines and house rules for guests.
- c. Front Office/Reception - There shall be reception/information counter providing a 24-hour service and attended by qualified and experienced staff.
1. Lounge - There shall be a well-appointed lounge the size of which shall be commensurate with the size of the hotel.
 2. Porter Service - Porter service shall be provided upon request.
 3. Foreign Exchange Counter - There shall be a duly licensed and authorized foreign exchange counter.
 4. Mailing Facilities - Mailing facilities, including sale of stamps and envelopes, shall be available in the premises.
 5. Long Distance/Overseas Calls - Long distance/overseas calls shall be made available upon request.
 6. Reception Amenities - There shall be a left-luggage room and safety deposit boxes.
 7. Telex Facilities - Telex facilities shall be optional.
- d. Housekeeping-Housekeeping - shall be of good standard.
1. Linen - There shall be adequate supply of linen, blanket, towels, etc. of good quality which shall be kept clean. Linen, blankets and towels shall be changed daily.
 2. Laundry/Dry/Cleaning/ Service - Laundry and dry cleaning services shall be available by arrangement.
 3. Carpeting - There shall be carpets in all bedrooms and the floors of public rooms should be properly covered unless the flooring is of very high standard.
- e. Food and Beverage
1. Dining Room - There shall be at least one dining room facility which is well-equipped and well-maintained and serving good quality cuisine and providing entertainment.
 2. Bar - Whenever permissible by law, there shall be a bar.
 3. Kitchen
 - (a) The kitchen, pantry and cold storage shall be professionally designed to ensure efficiency of operation and shall be well-equipped, well-maintained, clean and hygienic;
 - (b) The kitchen shall have an adequate area with flooring and tiled walls and adequate light ventilation.
 4. Crockery
 - (a) The crockery shall be of good quality;
 - (b) No piece of crockery shall be chipped, cracked or grazed. The silverware shall be kept well-placed and polished at all times.
- f. Engineering and Maintenance

1. Maintenance - Maintenance of the hotel in all sections (i.e. building, furniture, fixtures, etc.) shall be of good standard.
 2. Airconditioning - At least 75% of the rooms shall be airconditioned, except in areas which are at a minimum of 3,000 feet above sea level.
 3. Ventilation - There shall be efficient and adequate ventilation in all rooms.
 4. Emergency Power - There shall be a high-powered generator capable of providing sufficient lighting for all guest rooms, hallways, public areas/rooms, and operating elevators, food refrigeration and water services.
 5. Fire Prevention Facilities - The fire prevention facilities shall conform with the requirements of the Fire Code of the Philippines.
- g. General Facilities
1. Parking - There shall be adequate parking space.
 2. Shops - There shall be a sundries shop.
 3. Security - Adequate security on a 24-hour basis shall be provided in all entrances and exits of the hotel premises.
 4. Medical Service - There shall be registered nurse on a 24-hour duty and a doctor on call.
- h. Service and Staff
1. Only qualified and trained, experienced, efficient and courteous staff shall be employed;
 2. The staff shall be in clean uniforms.
- i. Special Facilities - Facilities for airport transfer shall be provided.

SECTION 16. REQUIREMENTS FOR AN ECONOMY CLASS HOTEL. The following are the minimum requirements for the establishment, operation and maintenance of an Economy Class Hotel.

- a. Location
1. The locality and environs including approaches shall be such as are suitable for a good hotel;
 2. The architectural features and general construction of the building shall be of good standard.
- b. Bedroom Facilities and Furnishings
1. Size - All single and double rooms shall have a floor area of not less than **eighteen (18) square meters**, inclusive of bathroom.
 2. Bathrooms - All rooms shall have bathrooms equipped with showers and basic fittings of good standard with cold running water on a 24-hour basis and hot running water at selected areas.
 3. Telephones - There shall be a call bell in each guest room.
 4. Cold Drinking Water - There shall be cold drinking water and glasses in each bedroom.
 5. Room Service - Room Service shall be provided at selected hours.
 6. Furnishing and Lighting
 - (a) All guest rooms shall have basic furniture of good design; floors shall be well finished;
 - (b) Lighting arrangements and fixtures in all rooms and bathrooms shall be of good standard.
 7. Information Materials - Room tariffs shall be prominently displayed in each bedroom plus prominent notices for services offered by the hotel including food and beverage outlets and hours of operation, fire exit guidelines and house rules for guests.
- c. Front Office/ Reception
1. Reception and Information Counter - There shall be a reception and information counter providing a 24-hour service and equipped with telephone.

2. Lounge - There shall be a reasonably furnished lounge commensurate with the size of the hotel.
 3. Porter Service - Porter service shall be made available upon request.
 4. Mailing Facilities - There shall be mailing facilities.
 5. Long Distance/Overseas Calls - Long distance/overseas calls shall be made available upon request.
 6. Reception Amenities - There shall be a left-luggage room and safe deposit boxes.
 7. Telex Facilities - Telex facilities shall be optional.
- d. Housekeeping-Premises shall be kept clean and tidy.
1. Linen - Clean ,good quality linen/blankets/ towels, etc. shall be supplied and changed daily.
 2. Laundry/Dry Cleaning Services - Laundry and dry cleaning services shall be available by arrangement.
- e. Food and Beverage
- 1 Dining Room - There shall be at least one equipped and well-maintained dining room/restaurant serving good, clean and wholesome food.
 2. Kitchen
 - (a) There shall be a clean, hygienic and well-equipped and maintained kitchen and pantry;
 - (b) The Kitchen shall have adequate floor area with non-slip flooring and tiled walls and adequate light and ventilation.
 3. Crockery - The crockery shall be of good quality.
- f. Engineering and Maintenance
1. Maintenance - Maintenance in all hotel in all sections (i.e., building, furniture, fixtures, etc.) shall be of good standard.
 2. Airconditioning - At least 50% of the rooms shall be airconditioned, (except in areas which are at a minimum of 3,000 feet above sea level.
 3. Ventilation - There shall be adequate ventilation in all rooms.
 4. Lighting - There shall be adequate lighting in all public and private rooms.
 5. Emergency Power - There shall be a spare generator to provide light and power in emergency cases.
 6. Fire Prevention - The fire prevention facilities shall conform with the requirements of the Fire Code of the Philippines.
- g. General Facilities
1. Shops - There shall be a sundries counter.
 2. Security - Adequate security on a 24-hour basis shall be provided in all entrances and exits of the hotel premises.
 3. Medical Service - The services of a doctor shall be available when needed.
- h. Service and Staff
1. The staff shall be well-trained, experienced, courteous and efficient;
 2. The staff shall be in clean uniforms.
- i. Special Facilities - Airport Transfer shall be provided upon request.

TITLE - III REGISTRATION

SECTION 17. APPLICATION FOR REGISTRATION - Any person, partnership, corporation or other entity desiring to keep, manage or operate any building, edifice, premises or an independent part thereof, for the purpose of engaging in a tourism-related business, shall accomplish an application form in quadruplicate and file with the Office for registration prescribed for the purpose.

SECTION 18. APPLICATION EXECUTED UNDER OATH - Where the application is made by a corporate body, partnership, association or other entity, it shall be signed by the person duly authorized to act for and in behalf of the applicant.

SECTION 19. DEFECTIVE APPLICATIONS - Failure of the applicant to properly accomplish the application form shall be sufficient ground for its disapproval.

SECTION 20. SUPPORTING DOCUMENTS TO BE SUBMITTED WITH THE APPLICATION - Unless otherwise indicated in the form, the application shall be accompanied by the following documents in four (4) copies:

- a. In case of a corporation, partnership, single proprietorship, a certified copy of their Article of Incorporation and By-laws, Articles of Partnership or Association duly registered with the Securities and Exchange Commission or other government registering agency, as the case may be.
- b. Resolution of the Board of Directors of the corporation, association or other entity authorizing the filing of application and designating its representative authorized to act for and in its behalf.
- c. In case of a corporation, association or other entity, its roster of Board of Directors and other principal officers and their respective nationalities. If a Director or officer is a naturalized Filipino citizen, such fact should be stated, accompanied by a copy of his certificate of naturalization or citizenship.
- d. Names of the Proprietors, principal owners, major partners, major stockholders, or controlling members, their nationalities and capital contribution; such list must indicate the quantity per value and type (whether voting or non-voting) of the stock, with an indication of the absolute total value of the outstanding non-voting stocks. In all cases, the list shall be accompanied by proof of their financial capacity such as sworn statements of assets and liabilities and income tax returns.
- e. Audited financial statements of the applicant, viz. profit and loss statement and balance sheets for the two preceding years, if applicant has been in operation for such period, otherwise only such financial statement during its period of operation.
- f. Applicant's income tax returns for the last three (3) preceding years of its operation, if the applicant has been operating for more than three (3) years; otherwise, only such financial statements during the period it has been operating.
- g. Sworn certificate of list containing the names of the manager, assistant manager and other members of the staff, and their respective designations, nationalities, home addresses, and accompanied by a passport size photo of each of them.
- h. Joint ventures and/or technical assistance agreements, if any, existing or proposed and about to be entered into with foreign nationals.
- i. Such other papers or documents as may be required by pertinent laws, rules and regulations, and circulars.

SECTION 21. APPLICATION ENTRY BOOK - The Office shall provide itself with a well-bound application entry book in which shall be entered, in chronological order, the names of applicants applying for registration and the corresponding filing date and hour of application and DOT Accreditation Number.

SECTION 22. OBJECTION TO APPLICATION FOR REGISTRATION - Any person may file a written objection to the issuance of a Certificate of Registration to an applicant. The objection shall state the fact upon which it is based and shall be sworn to before a person authorized to administer oaths.

SECTION 23. OBJECTION REFERRED TO APPLICANT FOR COMMENT - Upon receipt of the objection to the issuance of a Certificate of Registration to an applicant, the Office shall forthwith send a copy to the applicant for comment. The applicant shall be given ten (10) days from receipt of the copy of objection within which to submit the comment. Failure on the part of the applicant to submit comment within the prescribed period shall be deemed a waiver and the Office shall forthwith render decision on the objection base on the available documents.

SECTION 24. OCULAR INSPECTION - Upon receipt of its assignment, the Office shall create an inspection team to conduct an ocular inspection of the property and its immediate premises for the purpose of determining under what class it shall fall and its compliance to the provisions of the Ordinance and its Implementing Rules and Regulations.

SECTION 25. CHECKLIST OF REQUIREMENTS - The Office shall, with the cooperation of the sectoral associations, design and prescribe a form for a checklist of the requirements for each class. The said checklist shall be in triplicate.

SECTION 26. CHECKLIST TO BE ACCOMPLISHED DURING OCULAR INSPECTION - The team shall provide itself with a set of the checklist. All the deficiencies found and the requirements complied with shall be noted in triplicate.

SECTION 27. OBSERVATIONS TO BE ENTERED IN THE CHECKLIST - Any observation of the applicant or his duly authorized representative present at the time of the inspection, or any adverse finding of the team, shall be entered in the checklist.

SECTION 28. TRIPPLICATE COPY OF ACCOMPLISHED CHECKLIST TO BE GIVEN TO THE APPLICANT - At the close of the inspection, the team and the applicant or his duly authorized representative present at the time of the inspection, shall sign all copies of the checklist. Thereafter, the team shall deliver to the applicant or his duly authorized representative the triplicate copy thereof.

SECTION 29. REPORT OF THE TEAM - Within five (5) days from the date of the inspection of the building, edifice and its immediate premises, the committee or team shall render a report of its findings and/ or recommendations to the Office concerned. The applicant shall be furnished a copy of the report of the team. Within three (3) working days from the receipt of the copy of the report of the team, the applicant may submit a comment thereon, specifying in detail the portion/s of the report where there are any objection. The comment of the applicant shall be coursed through the Office.

SECTION 30. DECISION OF THE OFFICE - The Office shall decide the case within thirty (30) days from receipt of the recommendations in such manner that the applicant may know the various issues involved and the reasons for the decision rendered.

SECTION 31. CONDITION TO BE SATISFIED TO MERIT ISSUANCE OF CERTIFICATE OF REGISTRATION AND MAYOR'S PERMIT - No Certificate of Registration and Mayor's Permit as a tourism-related business shall be issued unless the applicant has passed all the conditions provided in this Ordinance, the Fire and the Building Codes, and other city ordinances including the requirements set forth in the provisions of RA 9593 for DOT Accreditation.

SECTION 32. RECOMMENDATION BY THE OFFICE - If in the opinion of the Office that the applicant has satisfactorily complied with the requirements prescribed for the business for which registration and Mayor's Permit are applied for, the Office shall recommend to the City Mayor the issuance of the Certificate of Registration and Mayor's Permit to operate as a tourism-related business upon payment of the registration fees prescribed in this Ordinance and its Implementing Rules and Regulations.

SECTION 33. MAYOR'S PERMIT SUBJECT TO CONDITION - The Mayor's Permit shall contain conditions it may impose on the applicant, i.e., requirements apart from what

is prescribed under this Ordinance as to other requirements required by law on Business Permits and Licenses.

SECTION 34. VALIDITY OF CERTIFICATE OF REGISTRATION - The Certificate of Registration shall be applied with the Office once, at the start of operation of the business. It should be reapplied for if the business has ceased operations for at least six (6) months or if the Mayor's Permit has been revoked for some reason. The business establishment shall only pay the registration fee once, unless it has filed for reapplication for reasons cited above.

SECTION 35. ONE TIME MANDATORY REGISTRATION FEE FOR ACCOMMODATION PROPERTY - The following schedule of registration fees shall be collected from applicants who have complied with the requirements:

- | | |
|-------------------|------------|
| a. Deluxe Class | P10,000.00 |
| b. First Class | P 8,000.00 |
| c. Standard Class | P 5,000.00 |
| d. Economy Class | P 3,000.00 |

SECTION 36. ANNUAL REGULATORY FEE FOR ACCOMMODATION PROPERTY –

- | | |
|-------------------|------------|
| a. Deluxe Class | P 1,800.00 |
| b. First Class | P 1,600.00 |
| c. Standard Class | P 1,400.00 |
| d. Economy Class | P 1,200.00 |

CHAPTER III - REGULATION, CONTROL AND SUPERVISION OF THE OPERATION OF ACCOMMODATION ESTABLISHMENTS.

SECTION 37. DISPLAY OF DOT ACCREDITATION STICKER, CERTIFICATE OF REGISTRATION AND MAYOR'S PERMIT - The Certificate of Registration, Mayor's Permit and DOT Accreditation Sticker of the business establishment shall be displayed in a conspicuous place visible enough for the public to see.

SECTION 38. SIGNBOARD - All tourism-related businesses shall keep a signboard displayed in a conspicuous place outside the business establishment showing the name and nature of the business.

SECTION 39. GUEST REGISTRATION - No person shall occupy or be permitted to occupy a room in an accommodation establishment, unless the personal circumstances and other particulars of the guest have been entered in the property registry book or card.

SECTION 40. ENTRY OF PARTICULARS - Managers, operators, or their assistants shall require every guest seeking accommodation in the property to, and every guest shall, furnish the following minimum particulars to be entered in the register book or card:

- a. Full name
- b. Particulars of number, date and place of issue of Residence Certificate, Class "A" or driver's
- c. license, or any identity card, passport or other travel documents
- d. The place of origin and permanent regular or known address
- e. The probable duration of stay and intended destination
- f. Occupation and place of employment
- g. Nationality, and
- h. The hour and date of arrival.

The Office, from time to time. or as the need arises, may require other particulars to be entered in the register or card.

SECTION 41. TIME OF ENTRY OF PARTICULARS - Before the guest is allowed to occupy the room, the particulars prescribed in the preceding section shall be entered forthwith in the register book or card by such guests, or if he is not able to write, by the property keeper, manager or clerk, and in either case, the entry shall be signed by the guest or, should he be unable to write, authenticated by his right thumb print. Provided, that in the case of group tours, the leader may accomplish such duty by attaching the list of the participants. Provided, further, that in the case of families, only the head of the family shall be registered.

SECTION 42. REGISTRATION OF VISITORS INVITED BY PROPERTY GUESTS - Any visitor invited by a guest to stay in his room shall register in a separate book for visitors, in which shall be entered the name, address, and other particulars of the visitor.

SECTION 43. MINORS TO BE ACCOMPANIED BY PARENT OR GUARDIAN - No business establishment shall accept for lodging or accommodation any person below 18 years of age unless accompanied by a parent or guardian.

SECTION 44. ENTRY OF DATE AND TIME OF DEPARTURE - The Front Desk Officer/property keeper/manager/operator or assistant shall, upon departure of his guest to any destination, while checked in, shall record his destination, time, and date of departure.

SECTION 45. FALSE ENTRY IN PROPERTY REGISTRY BOOK OR CARD - No manager shall enter or cause to be entered in the register book or card any information or particulars which he knows or could, by the exercise of reasonable diligence, have ascertained to be false.

SECTION 46. GUEST SUFFERING FROM DANGEROUS AND/ OR CONTAGIOUS DISEASE - The property keeper, manager or operator shall immediately report to the City Health Department any guest, tenant, or member of the staff who is found/suspected to be suffering from a dangerous and/ or infectious disease. Thereupon, he shall carry out all precautions and directions given by the City Health Department to prevent the spread of the disease.

SECTION 47. DEATH IN THE PROPERTY - The property keeper, manager or operator shall immediately report to the nearest police station the death of any person in the property. A copy of the report shall be transmitted forthwith to the Office. The property keeper, manager, or operator shall also report to the nearest police station the unannounced disappearance of any person booked in the accommodation establishment.

SECTION 48. PERIODIC INSPECTION OF THE PROPERTIES - When necessary and upon valid reason, the Office shall make an inspection of properties and their immediate premises for the purpose of finding out whether they are being kept and/ or managed in a manner compatible with the standard set forth under this Ordinance for the class in which it has been registered and licensed, or whether it is being kept in an unclean and unsanitary conditions. The inspection shall be conducted at a reasonable time of day with regard and respect accorded to the right to privacy of the guests. The Office may conduct such inspection unannounced as the case may warrant or through a written notice specifying the date of inspection.

SECTION 49. ACCESS OF INSPECTION TEAM TO RECORDS AND PREMISES - The inspection team shall have access to the registry book or cards, the property building and all parts thereof, the facilities for cooking, and the right to interview any employees of the property and investigate any fact, conditions or matter which may be necessary to determine any violation or aid in arriving at a just and correct conclusion.

SECTION 50. DEFECTS AND DEFICIENCIES FOUND DURING THE INSPECTION - Where certain defects or deficiencies have been found in the course of the inspection, the Office shall give a warning to the property keeper, manager or operator to rectify the defects

or deficiencies within a period of one (1) week from the date of notice, otherwise, necessary sanctions/penalties shall be imposed as provided for in this Ordinance.

SECTION 51. EXTENSION OF THE PERIOD - The Office may, for good cause, extend the period within which to remedy the defects or deficiencies noted but in no case shall the period of extension be exceed one (1) month.

SECTION 52. PENALTY FOR FAILURE TO REMEDY THE DEFECTS - If the property management fails to remedy the defects or deficiencies noted, the Office shall recommend to the City Mayor the imposition on the property of an administrative fine of One Thousand Pesos (P 1,000.00), but in no case shall the fine exceed the sum of Five Thousand Pesos (P5,000.00). Provided, that where the maximum fine imposable under this section has been reached and the property management has continued to fail to rectify the defects or the deficiencies noted within the period of time and extension granted, the City Mayor shall suspend the Certificate of Registration and Mayor's Permit of the property as may be recommended by the Office through the Licensing Division.

SECTION 53. GAMBLING AND DISORDERLY CONDUCT - Property keepers, managers, or operators shall exert all efforts not to allow prohibited games or gambling of any form, drunkenness, or disorderly conduct of any kind, in the property and its immediate premises. Littering shall be strictly prohibited. Accommodation establishment owners shall keep their premises clean and shall adopt their own anti-littering measures.

SECTION 54. PROSTITUTION AND OTHER IMMORAL/ILLEGAL ACTIVITIES - Property keepers, managers, or operators shall exert all efforts not to allow any person whom they know or have reason to believe to be either a prostitute, a pedophile or of bad character to occupy a room in the property, or to frequent the premises. They shall immediately report to the nearest police station the presence in the premises of any such undesirable person to protect the interest of the greater good.

SECTION 55. PROMOTION OR DEMOTION OF ESTABLISHMENT - An establishment may be promoted or demoted from one class to another as the facts may warrant upon recommendation of the Office based on facts gathered during inspection.

SECTION 56. PROMOTION OF AN ESTABLISHMENT TO A HIGHER CLASS - Any establishment that has upgraded its facilities and services to, among others, complied with the requirements of a higher class, may apply for promotion to such higher class. The Office shall receive said application and conduct necessary inspection to validate its compliance.

SECTION 57. DEMOTION OF A ESTABLISHMENT TO A LOWER CLASS - Where after due investigation by the same inspection committee, it has been established that An establishment is not being kept or managed in a manner compatible with the standard set by the Office for a property of the class in which it is registered and granted license, the Office shall give notice to the property keeper, manager or operator of such property, granting a period of time to comply within the period granted in the notice. If left un-acted, the Office shall remove the registration of the property from that classification and place it in a lower class.

SECTION 58. APPEAL AND STAY OF ORDER OF THE OFFICE - The property aggrieved by the demotion order may appeal to the City Mayor within five (5) working days from notice of the order. A perfected appeal shall stay the order appealed from. The appellant, if he so desires, may submit his objection together with the supporting documents within five (5) working days from the perfection of his appeal in support thereof.

SECTION 59. DECISION OF THE MAYOR - The City Mayor may order for revalidation and re-evaluation and, after review of the records, may revoke, modify or affirm the recommendation of the Office.

SECTION 60. LIABILITY OF PROPERTY KEEPERS / MANAGERS FOR ACTS OR OMISSIONS OF EMPLOYEES - Without prejudice to the provision of existing laws, property keepers/ managers and their assistants shall be administratively liable for the acts or omission of any member of the staff committed against the guests/clients of the property. They may, however be exempt from liability if it can be established that they exercised the diligence of a good father of a family in the supervision of the erring employee.

SECTION 61. TRAINING PROGRAM FOR PROPERTY STAFF - All establishments shall undertake to provide a staff training program designed to acquaint the staff about their respective duties and know what is expected of such employee.

CHAPTER IV - OPERATIONS AND MANAGEMENT OF ACCOMMODATION ESTABLISHMENTS

SECTION 62. MAINTENANCE AND HOUSEKEEPING - Maintenance of all sections of the accommodation establishment shall be of acceptable standard and shall be on a continuing basis, taking into consideration the quality of materials used as well as its upkeep. Housekeeping shall be of such a standard ensuring well-kept, clean and pollution-free premises. A vermin control program shall be regularly maintained in all areas of the accommodation property. Regular and hygienic garbage disposal system shall be maintained. Sanitation measures shall be adopted in accordance with the standards prescribed on sanitation, and the regulations of the City Health Department.

SECTION 63. MEDICAL SERVICES – As provided for in this Ordinance, hotel and accommodation facilities depending on their classification shall provide the services of a registered nurse or and on -call physician, to ensure the safety and protection of its clients/guest, including its staff. In addition, resorts shall employ adequate first-aid, personnel who have completed a course in first aid duly certified by the Philippine National Red Cross or any recognized organization training or promoting safety objectives.

SECTION 64. LIFEGUARD AND SECURITY - All accommodation properties with swimming pools and beach areas shall provide the services of a sufficient number of well-trained lifeguards duly accredited by either the Philippine National Red Cross, the Water Life Saving Association of the Philippines, or any recognized organization training or promoting safety objectives, and adequate security wherever there are guests, as determined and recommended by the Office.

SECTION 65. FIRE FIGHTING FACILITIES - Fire-fighting facilities shall be provided in accordance with the Fire Code of the Philippines.

SECTION 66. DESIGNATED AREA - The owner of the accommodation establishment or his duly authorized representative shall designate a portion of the premises to be used exclusively for loading and unloading of guests, unless otherwise designated elsewhere by rules and regulations specific to the area.

SECTION 67. PROHIBITION ON PEDDLING - Accommodation establishment owners shall strictly prohibit ambulant vendors from peddling their ware within the accommodation establishment in order to provide their guests a certain degree of privacy to enable them to relax and enjoy their stay.

CHAPTER V: CLASSIFICATION OF AND STANDARD REQUIREMENTS FOR RESORTS

SECTION 68. KINDS OF RESORTS. Resorts may be categorized as beach resort (located along the seashore), inland resort (located within the town proper or city), island resort (located in natural or man-made island within the internal waters of the Philippine Archipelago), lakeside or riverside resort (located along or near the bank of a lake or river), mountain resort (located at or near a mountain of hill and theme parks).

SECTION 69. CLASSIFICATION OF RESORTS. For purposes of accreditation, resorts shall be classified as follows:

- a. Class AAA
- b. Class AA
- c. Class A
- d. Special Interest Resort

SECTION 70. REQUIREMENTS FOR A CLASS AAA RESORT. The following are the minimum requirements for the operation and maintenance of a Class AAA resort:

- a. Location and Environment - The resort shall be situated in a suitable location free of noise, atmospheric and marine pollution.
- b. Parking (If applicable) - An adequate parking space with parking security shall be provided for free to guests.
- c. Facilities And Room Accommodation - The resort shall have its rooms, facilities and amenities equivalent to those of a First Class Hotel required under section 14 hereof.
- d. Public Washrooms - There shall be a clean and adequate public toilet and bathroom for male and female, provided with sufficient hot and cold running water, toilet paper, soap, hand towel and/or hand dryer.
- e. Sports and Recreational Facilities - The resort shall offer at least four (4) sports and recreational facilities.
- f. Conference/Convention Facilities - Conference/convention facilities with attached toilets shall be provided.
- g. Employee Facilities - Adequate and well-maintained cafeteria, locker rooms and separate bathrooms for male and female employees shall be provided.

SECTION 71. MINIMUM REQUIREMENTS FOR CLASS AA RESORT. The following are the minimum requirements for the operation and maintenance of a class AA resort:

- a. Location and Environment - The resort shall be located in a suitable area free of noise, atmospheric and marine pollution.
- b. Parking (if applicable) - An adequate parking space with parking security shall be provided free to guests.
- c. Facilities and Accommodations - The resort shall have its rooms, facilities and amenities equivalent to those of a Standard Class Hotel as required under section 5 hereof.
- d. Public Washrooms - There shall be a clean and adequate public toilet and bathroom for male and female, provided with sufficient running water, toilet paper, soap, hand towel and /or hand dryer.
- e. Sports and Recreational Facilities - The resort shall offer at least three (3) sports and recreational facilities.
- f. Conference/Convention Facilities - Conference/convention facilities shall be provided.
- g. Employee Facilities - Adequate well-maintained locker rooms and bathrooms for male and female employees shall be provided.

SECTION 72. MINIMUM REQUIREMENTS FOR CLASS A RESORT. The following are the minimum requirements for the operation and maintenance of a class A resort:

- a. Location and Environment - The resort shall be located in a suitable location free of noise, atmospheric and marine pollution.
- b. Parking (If applicable) - An adequate parking space with parking security shall be provided free to guests.
- c. Facilities and Accommodations - The resort shall have its rooms, facilities and amenities equivalent to those of a Standard Class Hotel as required under Section 15 hereof.
- d. There shall be a clean and adequate public toilet and bathroom for male and female, provided with sufficient running water, toilet paper, soap, hand towel and /or hand dryer.

- e. Sports and Recreational Facilities - The resort shall offer at least three (3) sports and recreational facilities.
- f. Conference/Convention Facilities - Conference/convention facilities shall be provided.
- g. Employee Facilities - Adequate and well-maintained locker rooms and bathrooms for male and female employees shall be provided.

SECTION 73. MINIMUM REQUIREMENTS FOR A SPECIAL INTEREST RESORT.

The following are the minimum requirements for the operation and maintenance of a Special Interest Resort:

- a. Location - The camp and ground sites shall be well -drained and not subject to flooding. It shall be distant from any source of nuisance and shall not endanger sources of any water supply and other natural resources.
- b. Lounge and Reception Counter - There shall be a reception counter and a reasonably furnished lounge commensurate with the size of the resort.
- c. Room Accommodation - There shall be at least five (5) lettable bedrooms for permanent site operations. The bedroom shall be reasonably spacious and provided with comfortable beds, sufficient and fresh supply of linen, mirror and electric fan except in places where electricity is not available. For movable operation, a minimum of sixteen (16) guests plus the staff shall be accommodated in tents, lean-tos and the like. Where permanent tents are used, flooring shall be at least four (4) inches above the ground. Tents shall be provided with adequate beddings suitable for tropical use. Theme parks may be exempted from this requirement.
- d. Toilet and Bathroom - There shall be separate clean toilet and bathroom facilities for male and female guests which shall be provided with sufficient supply of running water and situated in appropriate areas. The same shall be supplied with soap and toilet paper. Adequate portable chemical toilets shall be provided at the camp site for mobile groups. In the absence of chemical toilets, temporary sanitary latrines shall be provided based on acceptable Philippine standards.
- e. Lighting, Furnishing and Ventilation - Lighting arrangement and furnishings in all rooms shall be of good standard. In areas where there is no electrical power, each room shall be provided with non-hazardous portable lights. Adequate means of ventilation shall also be provided.
- f. Staff and Service - Adequate number of trained, experienced, courteous and efficient staff shall be employed. They shall wear clean uniforms at all times. The frontline staff shall have a good speaking knowledge of English.

SECTION 74. GENERAL RULES ON THE OPERATION AND MANAGEMENT OF RESORTS.

- a. Maintenance and Housekeeping - Maintenance of all sections of the resort shall be of acceptable standard, and shall be on a continuing basis, taking into consideration the quality of materials used as well as its upkeep. Housekeeping shall be of such a standard ensuring well-kept, clean and pollution-free premises. A vermin control program shall be regularly maintained in all areas of the resort. Regular and hygienic garbage disposal system shall be maintained. Sanitation measures shall be adopted in accordance with the standards prescribed under P.D. 856 Code on Sanitation of the Philippines.
- b. Lifeguard and Security - All resorts shall provide the services of a sufficient number of well-trained lifeguards duly accredited by either the Philippine National Red Cross, the Water Life Saving Association of the Philippines or any recognized organization training or promoting safety objectives, and adequate security whenever there are guests.

- c. Medical Services - All resorts shall provide the services of a physician, either on-call or on full-time basis, depending on their volume of operation and accessibility to hospital or medical centers. In addition, resorts shall employ adequate first-aid personnel who has completed a course in first aid duly certified by the National Red Cross or any organization accredited by the same. Adequate first aid medicines and necessary life-saving equipment shall be provided within the premises.
- d. Fire-fighting Facilities - Fire-fighting facilities shall be provided in accordance with the Fire Code of the Philippines.
- e. Signboards - Appropriate signboards shall be conspicuously displayed outside the establishment showing clearly the name and classification of the resort as determined by the Department.
- f. Beach and Lakeside Resort - there shall be placed on a beach or lakeside resort an adequate number of buoys which shall be spread within the area to be determined by the resort owner or keeper as safe for swimming purposes, and in compliance with existing government regulations and/or local ordinances on the placing of such buoys.
- g. Designated Area - The distance fronting the area of the resort with adequate number of buoys as provided in the preceding section shall be designated as the area for swimming purposes, and no boat, banca or other crafts shall be allowed to enter the area designated. The resort owner or his duly authorized representative shall be empowered under these rules to enforce the above, and shall likewise designate a portion of the beach front to be used exclusively for loading and unloading of resort guests, unless otherwise designated elsewhere by rules and regulations specific to area.
- h. Precautionary Measures
 1. In no case shall the resort management allow swimming at the beach front **beyond 10:00 pm** and appropriate notice shall be posted to inform the resort guests of this regulation.
 2. Night swimming at the pool shall be allowed only if there are adequate lifeguards on duty and when the pool premises are sufficiently lighted.
 3. Management shall post sufficient and visible signs in strategic areas in the resort or at the beach to warn guests/customers of the presence of artificial or natural hazards, danger or occurrences thereat.
- i. Prohibited Acts and Practices.
 1. No pets or animals shall be allowed to bathe/swim along beaches. Likewise, pukot fishing and washing of fish nets shall be strictly prohibited in beach resorts.
 2. Resort owners shall prohibit ambulant vendors from peddling their wares within the resort premises in order to provide their guests a certain degree of privacy to enable them to relax and enjoy their stay thereat.
 3. Littering in resort shall be strictly prohibited. Resort owners shall keep their premises clean and shall adopt their own anti-littering measures.
 4. Without prejudice to existing ones no resort shall be established or constructed within a radius of five (5) kilometers from any pollution-causing factory or plant.

SECTION 75. APPLICATION FOR REGISTRATION - Any person, partnership, corporation or other entity desiring to establish, maintain and/or operate a resort shall accomplish in quadruplicate and file with the Office the application form for registration prescribed for such purpose.

SECTION 76. SUPPORTING DOCUMENTS TO BE SUBMITTED WITH APPLICATION - Unless otherwise indicated in the form, the application shall be accompanied by two (2) copies of the following documents:

- a. In the case of corporation or partnership, a photo copy of the Articles of Incorporation, By-Laws, or Articles of Partnership duly registered with the Securities and Exchange Commission, and Business Name Certificate.
- b. In case of single proprietorship, Business Name Certificate and Amendments thereof, if any.
- c. Applicant's latest income tax return and audited financial statements, such as profit and loss statements and balance sheets for the preceding year of its operation (not applicable for new resorts).
- d. List of all the names of all officials and employees and their respective designations, nationalities, and home addresses; for alien personnel, valid visa from the Bureau of Immigration and Deportation and the proper permit from the Department of Labor and Employment shall be submitted.
- e. Annual General Liability Insurance for guests in the amount of not less than the following:
 1. CLASS "AAA" P 100,000.00
 2. CLASS "AA" - P 50,000.00
 3. CLASS "A" - P 20,000.00
 4. Schedule of current room rates.

SECTION 77. OCULAR INSPECTION OF THE RESORT AND ITS IMMEDIATE PREMISES - Upon receipt of the application, the Office shall direct the inspection team as stipulated under Section 23 to conduct an ocular inspection of the resort and its immediate premises for the purpose of determining whether it meets the standards set by this ordinance for the resort.

SECTION 78. CHECKLIST TO BE ACCOMPLISHED DURING THE OCULAR INSPECTION OF THE RESORT - The team shall provide itself with a set of checklist of the requirements for a resort. All deficiencies found, as well as the requirements complied with, shall be noted in the checklist.

SECTION 79. OBSERVATIONS TO BE ENTERED IN THE CHECKLIST - Any observation of the applicant or his duly authorized representative present at the time of inspection, or any adverse finding of the team, shall be entered in the checklist. The applicant shall then be furnished with a copy of the accomplished checklist.

SECTION 80. ISSUANCE OF CERTIFICATE OF REGISTRATION AND MAYOR'S PERMIT - If the applicant has satisfactorily complied with the requirements, the Office shall recommend to the City Mayor the issuance of the Certificate of Registration and Mayor's Permit in favor of the applicant.

SECTION 81. VALIDITY OF CERTIFICATE OF REGISTRATION AND MAYOR'S PERMIT - The Certificate of Registration of the resort shall be applied with the Office only once at the start of operation of the resort. It shall only be reapplied for if the resort has ceased operations for at least six (6) months or if its permit has been revoked for one reason or another. The resort shall only pay the registration fee once unless it has filed for reapplication for reasons cited above. The permit to operate the resort issued by the City Mayor shall be good and valid for a period of one (1) year from the date of issue, unless sooner revoked.

SECTION 82. ONE TIME REGISTRATION FEE - The following schedule of fees shall be collected from the applicants that have complied with the requirements for registration of a resort:

- a. CLASS "AAA" P8,000.00
- b. CLASS "AA" P5,000.00
- c. CLASS "A" P3,000.00
- d. STR P1,500.00

SECTION 83. ANNUAL REGULATORY FEE -

- a. CLASS "AAA" P 1,500.00
- b. CLASS "AA" P 1,200.00
- c. CLASS "A" P 800.00
- d. STR P 500.00

SECTION 84. RENEWAL OF MAYOR'S PERMIT - Application for renewal of Mayor's permit shall start on February 1 until February 28 of the year of expiration.

SECTION 85. DOCUMENTS TO BE SUBMITTED FOR THE RENEWAL OF THE MAYOR'S PERMIT - The application for the renewal of Mayor's Permit shall be supported by the following documents:

- a. A copy of the amended Articles of Incorporation or Articles of Partnership and By-Laws, if applicable.
- b. The list and information sheets of additional personnel, if any, or change in the manpower complement.
- c. Latest Income Tax Return and audited financial statements.
- d. A copy of the Certificate of Registration and the registration fee.

SECTION 86. REGISTRATION OF OTHER SERVICES OFFERED BY THE RESORT - The registration of the resort shall include automatically all facilities and services in the resort, provided that such facilities and services are owned and operated by the resort itself, except the services of the other sectors of the industry, as specified herein, which should be licensed independently.

CHAPTER VI - REGISTRATION, CONTROL, AND SUPERVISION OF THE OPERATION OF RESORTS

SECTION 87. REQUIREMENT FOR THE TRANSFER OF CERTIFICATE OF REGISTRATION AND MAYOR'S PERMIT - The issuance of Certificate of Registration and Mayor's Permit is a matter of privilege and may be issued only to qualified applicants. Accordingly, no owner or operator shall transfer or alienate in any other manner the Certificate of Registration and the Mayor's Permit of the resort without prior approval of the Office.

SECTION 88. TRANSFER OF OWNERSHIP - Any transfer of shares in the resort shall be reported to the Office within ten (10) working days.

SECTION 89. DISPLAY OF CERTIFICATE OF REGISTRATION AND MAYOR'S PERMIT - The Certificate of Registration and Mayor's Permit shall be displayed in a conspicuous place in the resort.

SECTION 90. REGISTRY - All resorts shall keep a registry book. All guests seeking room accommodation in the resort shall be required to register the following particulars in the registry book:

- a. Full name:
- b. Address:
- c. Residence certificate or driver's license or passport indicating the number, date, and place of issue.

SECTION 91. ANNUAL INSPECTION OF THE RESORT - The Office, shall conduct annual inspection to determine whether the resorts are being kept and/or managed in

accordance with the standards set by the Office for the class for which they are registered and licensed, or whether they are complying with the provisions of this Ordinance.

SECTION 92. HOURS OF INSPECTION - The inspection shall be conducted at a reasonable time of the day with due regard and respect to the right to privacy of the resort guests. Before the inspection is made, the owner or manager of the resort shall be duly notified during a working day.

SECTION 93. ACCESS OF INSPECTORS TO RECORDS AND PREMISES - The Office or its inspection team shall have access to the resort's records and premises, and the right to copy therefrom, to ask the person in charge, and investigate any fact, condition or matter which may be necessary to determine compliance with, or in aid of, the enforcement of any provision of this Ordinance or circulars issued by the Office.

SECTION 94. DEFECTS AND DEFICIENCIES FOUND DURING THE INSPECTION - When certain defects or deficiencies have been found in the course of the periodic inspection, the Office shall give directives to the resort operator or manager to rectify the defects or complete the deficiencies within a period of two (2) weeks from the date of notice.

SECTION 95. EXTENSION OF THE PERIOD - The Office may, for just cause, extend the period within which to remedy the defects or deficiencies noted, but in no case shall such period exceed three (3) months.

SECTION 96. PENALTY FOR FAILURE TO REMEDY THE DEFECTS - If the resort management fails to remedy the defects or deficiencies noted, the Office shall recommend to the City Mayor the imposition on the resort of an administrative fine of a minimum of One Hundred Pesos (P100.00) for every day of delay in complying with its directives, but in no case shall the fine exceed the sum of Five Thousand Pesos (P5, 000.00). Provided, that where the maximum fine imposable under this section has been reached and the resort management has continuously failed to rectify the defects or complete the deficiencies noted, the City Mayor may revoke or suspend the certificate of registration and permit of the resort for such period as may be justified under the circumstances

SECTION 97. PROMOTION OR DEMOTION OF A RESORT - A resort may be demoted or promoted from one classification to another as the facts may warrant.

SECTION 98. DEMOTION OF A RESORT TO A LOWER CLASSIFICATION - Where after due investigation it has been established that a resort is being kept or managed in a manner not conforming to the standards set by the Office for a resort of the classification in which it is registered and permitted, the Office shall give notice to the resort owner/ keeper/ manager/ operator granting the resort a period of time stated in the notice within which to comply with the standards. If the resort fails to comply within the period granted, the Office shall recommend to the City Mayor the removal of the registration of the resort from the classification and place it in a lower classification, or if warranted, exclude the same from resort classification. Further details shall be specified in the Implementing Rules and Regulations for this Code.

CHAPTER VII - OPERATION AND MANAGEMENT OF RESORTS

SECTION 99. MAINTENANCE AND HOUSEKEEPING - Maintenance of all sections of the resort shall be of acceptable standard and shall be on a continuing basis, taking into consideration the quality of materials used as well as its upkeep. Housekeeping shall be of such standard ensuring well-kept, clean and pollution-free premises. A vermin control program shall be regularly maintained in all areas of the resort. Regular and hygienic garbage disposal system shall be maintained. Sanitation measures shall be adopted in accordance with the standards prescribed on sanitation, and the regulations of the City Health Department.

SECTION 100. LIFEGUARD AND SECURITY - All resorts shall provide the services of a sufficient number of well-trained lifeguards duly accredited by either the Philippine National Red Cross, the Water Life Saving Association of the Philippines, or any recognized organization training or promoting safety objectives, and adequate security wherever there are guests, as determined and recommended by the Office.

SECTION 101. MEDICAL SERVICES - All resorts shall provide the services of a physician, either on-call or on full-time basis, depending on its volume of operation and accessibility to hospital or medical centers. In addition, resorts shall employ adequate personnel who have completed a course in first aid duly certified by the Philippine National Red Cross or any other accredited organization. Adequate first aid medicine and necessary life-saving equipment shall be provided.

SECTION 102. FIRE FIGHTING FACILITIES - Fire fighting facilities shall be provided in accordance with the Fire Code of the Philippines.

SECTION 103. SIGNBOARDS - Appropriate signboards shall be conspicuously displayed outside the establishment showing clearly the name and classification of the resort as determined by the Office.

SECTION 104. BEACH AND LAKESIDE RESORT - There shall be placed on a beach or lakeside resort an adequate number of buoys which shall be spread within the area to be determined by the resort owner or keeper as safe for swimming purposes, upon compliance by resort owner with existing government regulations and/ or local ordinances on the placement of such buoys.

SECTION 105. DESIGNATED AREA - The distance fronting the area of the resort with adequate number of buoys as provided in the preceding section shall be designated as the area for swimming purposes, and no boat, banca or other crafts shall be allowed to enter the area so designated. The owner of the resort or his duly authorized representative shall be empowered under this Ordinance to enforce the above, and shall likewise designate a portion of the beach front to be used exclusively for loading and unloading of resort guests, unless otherwise designated elsewhere by rules and regulations specific to the area.

SECTION 106. PRECAUTIONARY MEASURES - In no case shall the resort management allow swimming at the beach front beyond 10:00 PM and appropriate notices shall be posted to inform the resort guests of this regulation.

Night swimming at the pool shall be allowed only if there are adequate lifeguards on duty and when the pool premises are sufficiently lighted. Management shall post sufficient and visible signs in strategic areas in the resort or at the beach to warn guests/ customers of the presence of artificial or natural hazards, danger areas, or occurrences in the locality.

SECTION 107. PROHIBITED ACTS AND PRACTICES - No pet or animal shall be allowed to bathe/ swim along beaches. Likewise, "pukot" fishing and washing of fishing nets shall be strictly prohibited in beach resorts.

- a. Resort owners shall prohibit ambulant vendors from peddling their wares within the resort premises in order to provide their guests a certain degree of privacy that will enable them to relax and enjoy their stay.
- b. Littering in resorts shall be strictly prohibited. Resort owners shall keep their premises clean and shall adopt their own anti-littering measures.
- c. Resort keepers, managers or operators shall exert all efforts not to allow prohibited gambling of any form, drunkenness, or disorderly conduct of any kind, in the resort and its immediate premises.

CHAPTER VIII: STANDARD REQUIREMENTS FOR APARTELS

SECTION 108. REQUIREMENTS FOR APARTELS. For purposes of accreditation, the following are the minimum requirements for the establishment, operation and maintenance of an apartel:

- a. Size - The apartel shall have at least a minimum of TWENTY FIVE (25) lettable apartments.
- b. Apartment - Each apartment of the apartel must be provided with living and dining areas, kitchen, and bedroom with attached toilet and bath.
- c. Living Area - The living area shall be provided with essential and reasonably comfortable furniture.
- d. Kitchen - The kitchen shall be spacious, clean, hygienic and adequately equipped with cooking utensils. It shall also be provided with facilities for storage and refrigeration of foods, for disposal of garbage and for cleaning of dishes and cooking utensils.
- e. Dining Area - The dining area shall be spacious and provided with dining table and chairs, including all essential dining facilities, such as, but not limited to plates, spoons and forks, drinking glasses, etc.
- f. Toilet and Bathroom - The toilet and bathrooms shall always be clean and have adequate sanitation and running water.
- g. Bedroom - The bedroom shall be spacious and provided with comfortable bed. There must also be provided a closet and a mirror.
- h. Linen - The apartel shall have sufficient supply of clean linen shall be changed regularly.
- i. Ventilation - The apartment shall be sufficiently ventilated and, if possible, each bedroom shall be air-conditioned or provided with an electric fan. This requirement shall not be applicable in high altitude areas.
- j. Lighting - Lighting arrangements and fixtures in all rooms shall be adequate.
- k. Telephone - There shall be a telephone or a call bell button in each room.
- l. Elevators - An elevator shall be provided for a building of more than three (3) storeys whenever possible.
- m. Staff and Services - The staff shall be trained, experienced, courteous and efficient. They shall be provided with smart and clean uniform.
- n. Medical Facilities - An emergency clinic, stocked with emergency medicines and drugs to service employees and guests shall be provided. Apartel with more than one hundred (100) apartments shall secure the regular services of a house physician.
- o. Fire-fighting Facilities - The apartel shall provide fire-fighting facilities in accordance with the Fire Code of the Philippines.
- p. Lounge and Reception Counter - There shall be a reasonably furnished lounge commensurate with the size of the apartel. The reception counter shall be attended by trained and experienced staff and shall also be provided with a telephone.

- q. Security - Adequate security on a 24-hour basis shall be provided in all entrances and exits of the apartel premises. The apartel shall see to it that the tenants shall have a good, peaceful and comfortable lodging during their stay in the apartel.

CHAPTER IX : STANDARD REQUIREMENTS FOR TOURIST INNS

SECTION 109. REQUIREMENTS FOR TOURIST INNS. - For purposes of accreditation, the following are the minimum requirements for the establishment, operation and maintenance of a tourist inn:

- a. Location - The tourist inn, except those already existing all the time of the promulgation of these Rules, shall be located along the principal highways or the transportation routes and shall open to business on a twenty-four (24 hour basis).
- b. Bedroom Facilities and Furnishings - All bedroom shall have attached toilet and bath equipped with 24-hour service of running water. They shall have adequate natural as well as artificial light and ventilation and shall be furnished with comfortable beds and quality furniture (mirror, writing table, chair, chair closet and dresser.) Walls shall be painted or wall papered and kept clean and pleasing to the eye. Windows shall be furnished with clean and appropriate draperies. Floors shall be of good flooring materials.

All single bedrooms shall have a floor area of not less than nine (9) square meters and all twin-rooms or double-rooms shall have a floor area of not less than sixteen (16) square meters.

There shall be vacuum jugs or thermos flasks with drinking water with glasses in each bedroom. There shall be adequate supply of clean linen, blankets and towels that shall be changed regularly.

- c. Parking - There shall be adequate parking space for vehicles proportionate to the number of lettable rooms and other public facilities of the inn.
- d. Reception - There shall be a reception and information counter attended by qualified, trained and experienced staff. There shall be a lobby and a well-appointed lounge for sitting and/or reading purposes.
- e. Telephone - There shall be adequate telephone facilities for the use of all guests in all public areas. Services for long distance telephone calls or overseas shall be made available to guests.
- f. Radio/Television - There shall be provisions for radios and/or television sets for the use of guests upon request.
- g. Dining Room - There shall be well-equipped, well-furnished and well-maintained dining room/restaurant for its guests, as well as, the public in general. A kitchen, pantry and cold storage shall be designed and organized to ensure efficiency of operation and shall be well-maintained, clean and hygienic.
- h. Security - Adequate security shall be provided to all guests and their belongings.
- i. Emergency Power - Inns with more than fifty (50) lettable rooms shall have emergency power facilities to light the common areas and emergency exits in case of power failure.
- j. Fire Fighting Facilities - Adequate fire fighting facilities shall be available as required and specified by the Bureau of Fire Protection-Puerto Princesa Station and/or the Fire Code of the Philippines.

CHAPTER X: STANDARD REQUIREMENTS FOR MOTELS

SECTION 110. REQUIREMENTS FOR MOTELS - for the purposes of accreditation, the following are the minimum requirements for the establishment, operation, and maintenance of motels:

- a. Location - The motel, except those already existing, shall be located along or close to the highways or major transportation routes. It shall have at least ten (10) units.
- b. Garage- The motel shall have an individual garage or a common parking space for the vehicle of its guests.
- c. Bedroom - Each unit shall be provided with a fully air-conditioned bedroom, or at least, an electric fan, and shall be furnished with comfortable bed/s clean pillows, linen and bed sheets.
- d. Toilet and Bathroom - The units shall be provided with attached toilet and bathroom with cold and hot water, clean towels, tissue paper and soap.
- e. Telephone - There shall be a telephone or call-bell in each unit.
- f. Staff and Service - The motel staff shall be trained, experienced, courteous and efficient. They shall wear clean uniform while on duty.
- g. Medical Services - Medical services on an emergency basis shall be made available.
- h. Fire Fighting-Facilities - Adequate fire-fighting facilities shall be provided for each separate unit/building, in accordance with the Fire Code of the Philippines.
- i. Lighting - Lighting arrangement and fixtures in all units shall be adequate.
- j. Housekeeping - Efficient housekeeping shall be maintained.
- k. Maintenance - efficient maintenance of the motel in all its sections (i. e. building ground, fixtures, furniture, public rooms, air-conditioning, etc.) shall be provided on a continuing basis.
- l. Other Facilities - The motel may, at its option, serve food and drinks exclusively to its guest, and install such other special facilities necessary for their business.
- m. Signboard - All motels shall keep and display in a conspicuous place outside the establishment a signboard showing clearly the name of the motel.

SECTION 111. REGISTRY - All motels shall keep a Motel Registry Book. All guest seeking accommodation in the establishment shall be required to register the particulars in the Registry Book:

- a. Full name;
- b. Address;
- c. Number, date and place of issue of Residence Certificate Class A or Driver's License, or Passport

The motel management is required to maintain a separate logbook of the plate number of the vehicles or cars used to its customers or guests coming into or leaving the motels.

SECTION 112. ENTRY IN THE MOTEL REGISTRATION BOOK - The date prescribed in the preceding section shall be entered forthwith by the guests, or if unable to write, by the keeper or motel clerk.

SECTION 113. MINORS TO BE ACCOMPANIED BY PARENTS OR GUARDIAN - No motel shall accept for lodging or accommodation any person below 18 years of age unless accompanied by a parent or guardian.

SECTION 114. DEPARTURE OF GUESTS - On the departure of the guests, the motel clerk shall record in the Registry Book the date and hour of their departure.

SECTION 115. ROOM RATES - In addition to daily rates, motels may likewise impose wash-up rates. No guest who desires to be accommodated on a daily rate basis shall be refused.

The rental rate shall be posted prominently at the reception counter and/or at the door of each room.

CHAPTER XI: STANDARD REQUIREMENTS FOR PENSIONS

SECTION 116. REQUIREMENTS FOR PENSIONS - For purposes of accreditation, the following are the minimum requirements for the establishment, operation and maintenance of a pension.

- a. Size - A pension shall have a five (5) lettable rooms).
- b. Bedrooms - The bedrooms shall be provided with sufficient number of comfortable beds commensurate with the size of the room.

Each room shall have adequate natural, as well as, artificial light and ventilation. It shall be provided with at least an electric fan, writing table, a closet, a water jug with glasses proportionate to the number of beds in the room.

Rooms shall be clean and presentable and reasonably furnished to depict the true atmosphere of a Filipino home.

- c. Common Toilet and Bathroom - The establishment shall provide a toilet and bathroom to be used in common by the guests. There shall be at least one (1) toilet and one (1) bathroom/shower for every five (5) guests.
- d. Linen - There shall be adequate supply of clean linen and towels. Soap and tissue paper shall be provided at all times.
- e. Living Room - There shall be a reasonably furnished lounge or living room area commensurate with the size of the pension where guests may receive visitors, watch television or read.
- f. Dining Room - The pension shall have a dining room which shall be available for the common use of its guests.

CHAPTER XII: STANDARD REQUIREMENTS FOR HOMESTAY SITES

SECTION 117. MINIMUM REQUIREMENTS. For purposes of accreditation, the following are the minimum requirements for the operation and maintenance of homestay sites in accordance with the Department's National Homestay Program:

- a. Homestay Sites
 1. There is prevailing peace and order situation in the area.
 2. There are existing natural and man-made attractions in the community.

3. Site is easily accessible to tourists and with existing transportation services, good road condition and other basic community infrastructures.
 4. The host community is willing to join the National Homestay Program.
 5. There is a dearth of commercial accommodation facilities in the area to service tourists.
- b. Home Facilities
1. Structures are of durable building materials and are in good, presentable condition.
 2. The surroundings are pleasant and healthful.
 3. There shall be at least one (1) adequately furnished guestroom to accommodate paying visitors.
 4. The following shall be available:
 - extra bed/s
 - adequate lighting system
 - running water or if not available, adequate supply of water
 - clean and well-maintained toilet and bathroom facilities
 - meals at reasonable rates
 - electric fan or other means of ventilation
- c. Training - Family members shall have completed the Department training workshop on Homestay Program.

TITLE IV - TRAVEL AND TOUR AGENCIES

CHAPTER I - APPLICATION FOR MAYOR'S PERMIT

SECTION 118. WHO MAY APPLY FOR A MAYOR'S PERMIT - The following may apply for a Mayor's Permit as a travel and tour agency:

- a. A resident Filipino citizen.
- b. Partnership organized under the laws of the Philippines, with at least 60% of the capital owned by Filipino citizens, and
- c. Corporation organized under the laws of the Philippines, with at least 60% of its subscribed common or voting shares of stocks owned by Filipino citizens and the composition of its Board of Directors is at least 60% Filipino.

SECTION 119. SUPPORTING DOCUMENTS TO BE SUBMITTED WITH THE APPLICATION - Application to operate as a travel and tour agency shall be supported by documents to be submitted as follows:

- a. In case of partnership or corporation, a copy of the Certificate of Registration with the Securities and Exchange Commission.
- b. If a sole proprietorship, a copy of the registration of the business name with the Bureau of Domestic Trade together with the owner's statement of assets and liabilities. (DTI)
- c. Two-year projected financial statements to reflect among other things, a minimum working capital of **P500,000.00**.
- d. Surety bond in the amount of at least **P200,000.00** for inbound tour operation and **P500,000.00** for inbound and outbound operation, issued by a duly accredited bonding company in favor of the City of Puerto Princesa and the conditioned to answer for any and all liabilities resulting from or incurred in the course of travel and tour operation in accordance with the findings and resolution of the Office which shall be valid for a period of one (1) year from the date of the issuance of license.

- e. Complete list of personnel, including tour guides and travel representatives, if any, together with one (1) "1 x 1" photo of each, their corresponding Personal Information Sheet.
 - f. For alien personnel, valid visa from the Bureau of Immigration and the proper permit from the Department of Labor and Employment.
 - g. Contract of lease of the office space intended for the use of the agency, which office space shall be at least sixteen (16) square meters in area.
 - h. Board of Director's resolution designating the person authorized to sign and transact business with the Office in behalf of the applicant.
1. FOR INBOUND OPERATIONS:
- a. The manager must be a resident of the Philippines without any pending case in any court, administrative or quasi-judicial body, with admissible proof of at least two (2) years experience in tour/travel agency operations or has earned baccalaureate degree in Tourism or has satisfactorily completed a course in Tourism Agency Management.
 - b. Proof that at least two (2) of the permanent staff have at least two (2) years experience in tour operation.
 - c. With at least two (2) licensed and accredited tour guides.
 - d. Tie-up through a memorandum of agreement with a licensed and accredited transport operator.
1. FOR OUTBOUND OPERATIONS:
- a. The manager must be a resident of the Philippines without any pending case in any court, administrative or quasi-judicial body, with admissible proof of at least two (2) years experience in tour/travel agency operations or has earned baccalaureate degree in Tourism or has satisfactorily completed a course in Tourism Agency Management.
 - b. Proof that at least two (2) of the permanent staff have satisfactorily completed a ticketing and reservation course and have at least one (1) year work experience.
1. FOR INBOUND AND OUTBOUND OPERATIONS:
- a. The documents to be submitted for this purpose shall be the same as those listed above.

SECTION 120. VALIDITY OF THE MAYOR'S PERMIT - The mayor's permit duly issued shall be valid until the 31st day of December.

SECTION 121. SUPPORTING DOCUMENTS TO BE SUBMITTED FOR THE ANNUAL RENEWAL OF THE MAYOR'S PERMIT - Travel and tour agencies shall be required to submit the following documents upon renewal:

- a. A copy of the amended Articles of Incorporation or Articles of Partnership and By-Laws, if applicable.
- b. The list and information sheet of additional personnel, if any, or change in the manpower complement of the agency.
- c. Proof of renewal of surety bond, valid for one year from the date of issuance of the Mayor's Permit.

- d. Certification of good standing from the Association where the travel agency is a member.

SECTION 122. MINIMUM OFFICE REQUIREMENTS - The Travel and Tour Agency shall comply with the following office requirements:

- a. It shall be located in a commercial district and independent of any residence.
- b. It shall be used exclusively for the travel agency business purposes.
- c. It shall occupy an office space of not less than 16 square meters

SECTION 123. ESTABLISHMENT OF A BRANCH - Before the establishment of a branch within the city, the travel agency shall give formal notice to the Office. The Puerto Princesa City Tourism Office shall forthwith conduct an ocular inspection on the proposed branch.

SECTION 124. DOCUMENTS TO BE SUBMITTED IN SUPPORT OF AN APPLICATION TO ESTABLISH AND OPERATE A BRANCH - The documents to be submitted by travel and tour agencies for this purpose shall be as follows:

- a. Resolution signed by all members of the Board of Directors, in case of a corporation, approving its establishment (or authorizing its continuation, if renewal) and the person authorized to sign application;
- b. Affidavit executed by the General Manager of the main office acknowledging the existence of said office, assuming full responsibility for its operations, and certifying that it is not managed nor operated by person/entities other than the duly accredited employees or officers as indicated in the application form.
- c. List of personnel and their respective designation, citizenship, home address and one 1x1 photo of each, together with an NBI or police clearance.
- d. Amended Articles of Incorporation and By-Laws, if applicable.
- e. Surety Bond of Twenty Thousand Pesos (P20,000.00).
- f. Payment of registration fee of One Thousand Pesos (P1,000.00) per branch.

SECTION 125. ACCESS OF THE OFFICE REPRESENTATIVES TO AGENCY'S RECORDS - The Office through its official representative shall have access to the agency's records for verification of compliance with the requirements of the Office.

CHAPTER II - SUPERVISION OF THE OPERATION OF TRAVEL AGENCIES AND TOUR OPERATORS

SECTION 126. PRIOR APPROVAL REQUIRED FOR THE TRANSFER OF MAYOR'S PERMIT - The Mayor's Permit is a matter of privilege and may only be issued to qualified applicants. Accordingly, no travel and tour agency shall transfer or alienate in whatever manner its Mayor's Permit without prior approval from the Office.

SECTION 127. TRANSFER OF OWNERSHIP - Transfer of substantial rights on ownership or shares of interest therein that would culminate in the transfer of majority and controlling rights should be with prior notice to the Office.

SECTION 128. DOCUMENTS TO SUPPORT APPLICATION FOR MAYOR'S PERMIT - All certifications, affidavits, documents or other papers as may be required by the Office to support the application for Mayor's Permit to engage in the business of travel agency and

tour operator shall be signed by the Chief Executive Officer/Manager or any person named in the Board resolution or person designated in its By-Laws authorized to sign the resolution.

SECTION 129. DISPLAY OF MAYOR'S PERMIT - The Mayor's Permit shall be displayed at a conspicuous place in the public part of the office of the travel agency and tour operator.

SECTION 130. SCHEDULE OF CHARGES - The travel agency shall file with the Office and shall readily make available in printed or mimeographed form a schedule of charges on all services and related fees. Any change in the charges shall be communicated to the Office within seven (7) days from such change. Further, if by any reason, charges shall be lowered as a promotional campaign, the travel agency shall have an approved promo price from the DTI, xerox copy of which shall be submitted to the Office.

SECTION 131. TOURISM ACTIVITIES - All tourism activities such as but not limited, to family packages. lakbay-aral, conventions, meetings/summit and forums in Puerto Princesa City should be handled solely by local licensed tour and travel agencies. In this connection, it shall be unlawful for other agencies operating outside of Puerto Princesa to engage in the business without being affiliated with accredited or local licensed travel agencies.

SECTION 132. PROMOTIONS - All promo packages for hotels and accommodation, travel agencies, tour operators and transport group must be endorsed to the Department of Trade and Industry and duly approved within a specified period of time, copy furnished the City Tourism Office.

It shall be the duty of primary enterprises to honor and abide within the provisions of the Code of Ethics, particular to the operation, rates, conduct of affairs as furnished the Office.

TITLE V - TOUR GUIDES

CHAPTER I - CLASSIFICATION OF TOUR GUIDES

Tour Guides shall be classified as follows:

- a. Community Eco-Tourism Guide- Tour guide only within a Community Based Sustainable Tourism Project directly assisted by the City Government and/or assisted by and NGO, foundation or Private entity;
- b. Local Tour Guide- Tour Guide classified by the CTO

SECTION 133: REQUIREMENTS FOR LOCAL TOUR GUIDES

- a. Proof that the applicant has passed a seminar for tour guides duly conducted by the Department of Tourism or other agencies duly authorized by the DOT to conduct the seminar; provided, however, that this requirement may be waived, where the applicant possesses special academic or professional qualifications relevant to tourism;
- b. Health Certificate issued by the City Health Office;
- c. Certificate issued by Psychometrician;
- d. Clearance from the Philippine National Police
- e. Clearance from the National Bureau of Investigation;
- f. Red Cross or City Health Office Certificate on Basic Life Support/ CPR Training and Water Safety (if applicable)

For renewal:

- a. Must pass the Refresher course set by the Office and/or DOT
- b. Barangay Clearance
- c. Community Tax Certificate
- d. Latest Income Tax Return

COMMUNITY ECO-TOURISM GUIDE:

- a. Must pass the Basic Tourist Reception & Guiding Techniques Training Program conducted by the Office and/or DOT
- b. Red Cross or City Health Office Certificate on Basic Life Support/CPR Training and Water Safety (if applicable)
- c. Certificate of good moral character and membership in good standing issued by the President of the Community Based Tourism Association
- d. Barangay Clearance
- e. Community Tax Certificate
- f. At least 18 to 60 years old
- g. Certification from the Office

For renewal:

- a. Must pass the Refresher course set by the Office and/or DOT
- b. Must be certified by the Community Based Tourism Association President
- c. Barangay Clearance
- d. Community Tax Certificate

SECTION 134. RATES. Rates imposed for Tour Guiding fee shall be as follows:

a. For Local Tour Guide:

- | | | |
|----------------------|---|---------|
| 1. City Tour | - | P600.00 |
| 2. Island Hopping | | 700.00 |
| 3. Underground River | | 700.00 |

b. For Community Eco-Tourism Guide:

Fees imposed would vary depending upon the agreement with the NGO partner and the City Government of Puerto Princesa which should be reasonable and fair.

SECTION 135. DUES AND OTHER FEES.

- a. A regulatory fee of One Thousand Five Hundred PESOS (P 1,500.00) shall be collected upon application for Local Tour Guide
- b. A fee of Three Hundred Pesos P 300.00 for Community Eco- Tourism Guide be collected upon application .

SECTION 136. VALIDITY OF TRAININGS AND SEMINARS. As provided for in Section 132 of this Code, trainings and seminars is valid only for a period of two (2) years. Refresher Courses shall be made available by the Office through the DOT.

SECTION 137. VALIDITY AND EFFECTIVITY OF TOURGUIDE LICENSE. Tour guiding license shall be valid for a period of one year reckoning from the date of issuance of permit.

SECTION 138. TOUR GUIDING CARD.

- a. A Tour Guiding Card shall be provided by the Office to a Local Tour Guide upon presentation of his/her permit/license. Said card shall be in full use for a period of four (4) years where upon expiration of the one year validity, the Office shall imprint a new date of validity in a special sticker tape duly authenticated. After good and full use of the License Card for a period of four (4) years, a new card shall be provided for by the DOT.
- b. For Community Eco-Tourism Guide a Regular ID shall be provided by the CBST.

SECTION 139. WEARING OF IDENTIFICATION CARD - A tour guide shall wear ID at all times while in the performance of his/her duties. Said ID shall be provided by the DOT.

SECTION 140. UNIFORM. A tour guide must be properly and decently dressed in the conduct of his/her official function in tour guiding, preferably that which represents the agency where he/she is connected or, as the case maybe, the uniform set as standard in tour guiding by the organization which he/she is a member.

TITLE VI - TOURIST TRANSPORT OPERATORS

CHAPTER I - BASIC REQUIREMENTS FOR TOURIST LAND TRANSPORT VEHICLES

SECTION 141. REQUIREMENTS - For purposes of registration and licensing, the following are the basic requirements for the operation and maintenance of tourist transport:

- a. Registered carrying capacity - A tourist transport operator shall only be allowed to apply for license for the number of units covered by its franchise.
- b. Roadworthiness - To be able to register, every tourist transport must be found roadworthy upon inspection by the Office in coordination with the Land Transportation Office (LTO) and shall not, in the case of bus or coaster, be more than ten (10) years old, reckoned from the year of manufacture, nor more than seven (7) years for a tourist car.
- c. Ventilation - Every tourist transport shall be properly equipped with adequate air-conditioning units.
- d. Fire fighting facilities - A tourist transport shall be provided or installed with at least one (1) portable fire extinguisher for the protection of its passengers.
- e. Audio or sound system necessary to address the guest/tourist to provide briefing and necessary information.
- f. Imprint of company's name and logo - One sticker of the company name and logo shall be placed on the tourist transport.
- g. Public address system - For tourist buses and coasters, a public address system must be installed.
- h. First-Aid kit - Every tourist transport shall be provided with a first-aid kit and an adequate supply of emergency medicine.
- i. Seats - Every tourist transport shall be provided with clean and comfortable seats. There shall be no overloading in order to protect the comfort and safety of the riding tourist/guest and shall at all times maintain the NINE (9) passengers plus ONE (1) tour guide and ONE (1) driver for vans, THREE (3) passengers plus ONE (1) tour guide and ONE (1) driver for cars, and maximum capacity for both coasters and vans. No two (2) people should be sharing one seat whether adult or minor with age of five (5) and above.
- j. Space - A tourist shall have enough legroom and sufficient storage space.
- k. Garage - Every tourist transport operator shall provide an adequate garage and repair shop for the maintenance of its equipment, as well as parking space sufficient to accommodate all its registered units.
- l. Such other requirements as may be promulgated by the Office.

SECTION 142. CLEARANCE - In case of original registration and/ or transfer of ownership of tourist transport, the necessary clearance from the City Tourism Office shall be secured prior to the registration.

SECTION 143. STICKERS - After registration and issuance of license, it shall be mandatory for all tourist transport to put the office sticker on the front and back windshield of said vehicles for proper identification. All duly accredited transport van shall also bear the DOT seal which shall be provided by the latter and which sticker seal shall be placed at the upper right side of the windshield below the registration sticker.

CHAPTER II - REGISTRATION AND MAYOR'S PERMIT

SECTION 144. MANDATORY MAYOR'S PERMIT - No person, natural or juridical, shall manage, operate or engage in the business of tourist transport services without first having secured a valid Mayor's Permit to operate the same. Any person who, being the operator hereof, allows the same to be used in transporting tourists without the required Mayor's Permit to operate as such shall also be guilty of an offense under these rules.

SECTION 145. APPLICATION FOR MAYOR'S PERMIT - Any person, partnership, or corporation desiring to operate and/or engage in the business as tourist transport operator shall accomplish the application for Mayor's Permit prescribed for such purpose in quadruplicate and file with the Office.

SECTION 146. AUTHORIZED SIGNATORIES - In the filing of the application for a Mayor's permit to operate as a tourist transport operator, the following shall be considered authorized to sign said application:

- a. In the case of sole proprietorship, the owner thereof.
- b. In the case of partnership, one of the partners designated in a sworn certification by all the partners to sign the application.
- c. In the case of corporation, the person named in a board resolution as authorized to sign the application or person so designated in its By-laws.

SECTION 147. DOCUMENTS REQUIRED TO SUPPORT APPLICATION FOR A MAYOR'S PERMIT TO OPERATE AS TOURIST TRANSPORT OPERATOR - The application shall be accompanied by the following documents:

- a. Business name certificate and all amendments thereto, if any, in the case of single proprietorship. In the case of a corporation, a certified true copy of the Articles of Incorporation, its By-laws or Articles of Partnership or amendments thereto, if any, duly registered with the Securities and Exchange Commission.
- b. Proof of ownership or lease over an area adequate to serve as maintenance depot and garage for all its units.
- c. A list of names of all officials and all employees and their respective designations, nationalities, home addresses, certified correct under oath by the General Manager/ President.
- d. Such other papers or documents as may be required from time to time by the Office.

SECTION 148. DOCUMENTS REQUIRED TO SUPPORT APPLICATION FOR REGISTRATION OF VEHICLES AS TOURIST TRANSPORT - The application shall be supported by the following documents:

- a. Certificate of inspection by the LTO for the CTO registration of the tourist transport.
- b. A copy of the LTFRB certificate of public conveyance franchise or authorization.

- c. A copy of the transport rates as approved by the LTFRB.
- d. A compulsory motor vehicle liability in the amount of not less than the following:
 - 1. Third Party Liability - P 20,000.00 per unit
- e. Passenger Accident - P 12,000.00 per person
- f. Proof of prior approval pursuant to Presidential Decree No. 381.
- g. Pictures of the vehicles showing the side, back and front views thereof with the company's name and logo imprinted at its rear and side, respectively;
- h. Roof tagging; and
- i. Such other papers or documents as may be required from time to time by the Office as provided for by the DOT under RA 9593.

SECTION 149. LICENSE FEE PER UNIT - Upon approval of the application, an Annual License fee per unit shall be collected from the applicant, as follows:

- a. Bus P 800.00
- b. Coaster P 800.00
- c. Van P 600.00
- d. Car P 600.00
- e. Tricycle P 200.00

SECTION 150. VALIDITY OF MAYOR'S PERMIT - The Mayor's Permit duly issued to any transport operator shall be valid for a period of one (1) year from its date of issue until the 31st of December of the year of issuance of the license unless sooner revoked for a cause by the Office.

SECTION 151. RENEWAL OF MAYOR'S PERMIT - The license shall be renewed immediately after the date of expiration.

SECTION 152. DOCUMENTS REQUIRED FOR APPLICATION FOR RENEWAL OF MAYOR'S PERMIT AS TOURIST TRANSPORT OPERATOR - The application for the renewal of license shall be supported by the following documents:

- a. A copy of the amended or revised articles of incorporation or articles of partnership and By-laws, if applicable, authorizing the continuation of business.
- b. The list and information sheets of additional personnel, if any, including any changes in the manpower complement of the company.
- c. Audited financial statements and income tax returns covering the preceding year's operation, provided that if this requirements is not available, the same shall be submitted not later than April 30 of the current year, and
- d. A resolution of the Board of Directors authorizing the continuation of business as the case maybe.

CHAPTER III - REGULATION, CONTROL AND SUPERVISION OF TOURIST TRANSPORT OPERATORS

SECTION 153. TOURIST TRANSPORT SERVICE - Tourist transport service offered on a regular point-to-point run shall be priced at rates higher than those charged by public utility operators for the same route. The points of departure and destination for a tourist transport regularly plying a route shall be a hotel, resort or such similar tourism facility and picking up or unloading of passengers in between such points is prohibited.

SECTION 154. CHARTER RATES - A tourist transport operator shall charge only charter rates as previously approved in accordance with this Code.

SECTION 155. REGULAR RUN ON P.U.V ROUTES - In cases where a tourist transport operator makes the only regular run on a particular route, it may be allowed to run on public utility vehicle routes, provided that there is a prior approval by the LTFRB under conditions and requirements it may prescribe.

SECTION 156. MANNER OF FIXING RATES - The fixing of rates for tourist transport shall be the responsibility of the LTFRB for land transport upon recommendation

of the Committee on Transportation of the Sangguniang Panlungsod except for tricycle and sea ferry vessels. No tourist transport operator shall charge rates other than those so prescribed under the tariff of fees.

SECTION 157. APPLICATION FOR INCREASE OF TRANSPORTATION RATES - All applications for increase of transportation rates for tourist land transport, except for tricycle and sea ferry vessels, shall be filed before the Office of the Sangguniang Panlungsod which shall be endorsed to LTFRB for proper disposition and approval.

SECTION 158. BURDEN OF PROOF FOR REASONABLE INCREASES - The applicant shall have the burden of showing that the proposed increase is fair and reasonable.

SECTION 159. DOCUMENTS TO ACCOMPANY APPLICATION - Income statements, balance sheets, and cash flow statements for the two (2) years immediately preceding the date of application for increase of transportation rates as well as other pertinent data shall accompany the application.

SECTION 160. FINDINGS OF THE OFFICE - Within a reasonable period, the Office shall make its findings on the application. Such findings, together with all the pertinent records of the petition, shall immediately be transmitted for the action of the LTFRB.

SECTION 161.- COMPLAINTS AGAINST TOURIST TRANSPORT OPERATORS AND/ OR EMPLOYEES - By the recommendation of the Office, the City Legal Office shall exercise quasi- judicial powers in the resolution of cases filed against tourist transport operators and/or their employees in accordance with its rules and procedures governing complaints.

SECTION 162. VISITORIAL POWER - In the discharge of the regulatory functions, the Office shall exercise visitorial powers over the operations of the licensed tourist transport operators.

SECTION 163. PRIOR APPROVAL FOR TRANSFER OF MAYOR'S PERMIT - A Mayor's Permit is a matter of privilege and may only be issued to qualified applicants. Accordingly, no tourist transport operator shall transfer or alienate in whatever manner its permit without prior approval from the Office. Any transferee shall comply with all requirements and procedures for the issuance of a Mayor's Permit as prescribed herein.

SECTION 164. TRANSFEREE'S RESPONSIBILITY - The transferee of a Mayor's Permit shall pay the corresponding fee and the new operator, unless otherwise stated (or stipulated), shall not be absolved from any responsibility as to contracts, money claims, damages or other liability arising out of and in the course of the operations conducted by its predecessor.

SECTION 165. TRANSFER OF OWNERSHIP - Transfer of substantial rights on ownership of shares of interest therein that would culminate in the transfer of majority and controlling rights shall be reported to the Office within ten (10) working days. The Office shall evaluate the credentials and qualifications of the new and decide to revalidate the license.

SECTION 166. DISPLAY OF STICKER - The LTFRB sticker shall be displayed in the upper front passenger side of the windshield and the DOT Accreditation Sticker below it.

CHAPTER IV: STANDARD REQUIREMENT FOR TOURIST WATER TRANSPORT VESSELS

SECTION 167. MINIMUM REQUIREMENTS. - For purposes of accreditation, the following are the minimum requirements for the operations and maintenance of a water transport.

- a. Restrooms - There shall be at least one restroom each with toilet and washing facilities for male and female located at the passenger accommodation area. In addition, there shall be a common toilet and bath at the cabin area for long-haul trip. Tissue paper, soap and hand/paper towel shall also be provided.
- b. Reception - A receptionist shall be available to usher in guests.
- c. Refreshments and Dining Area - There shall be a refreshment area which shall be well-stocked at all times. In case of long-haul trips, a dining area capable of seating, at least, one-fourth (1/4) of the total passengers at one serving shall be provided with appropriate and well-maintained furniture.
- d. Promenade Area - There shall be a promenade or airing space at the upper deck for the exclusive use of passengers.
- e. Baggage Area - There shall be a baggage area provided with racks or similar convenient and safe storage in the passenger accommodation areas.
- f. Service and Staff - Adequate number of well-trained, well-groomed, experienced, efficient and courteous staff shall be employed. They shall wear clean uniforms at all times. Front-line staff shall have a good speaking knowledge of English.
- g. Lighting - Adequate lighting arrangement and fixtures shall be installed in all levels of the vessel in accordance with the Philippine Merchant Marine Rules and Regulations.

CHAPTER V: STANDARD REQUIREMENTS FOR TOURIST AIRPORT TRICYCLES

SECTION 168. MINIMUM REQUIREMENTS - As provided for under existing Ordinances, Rules and Regulations promulgated by The CTFRB.

TITLE VII - PROFESSIONAL CONGRESS / EXHIBIT ORGANIZERS

CHAPTER I - LICENSING

SECTION 169. MANDATORY LICENSING - No person, natural or juridical, shall operate as a Professional Convention Organizer (PCO), without first being registered and licensed by the City Tourism Office.

SECTION 170. WHO MAY APPLY FOR LICENSE - The following may apply for a license as PCO:

- a. A resident Filipino citizen.
- b. Partnership organized under the laws of the Philippines, at least 60% of the capital of which is owned by Filipino citizens, and
- c. Corporation organized under the laws of the Philippines, at least 60% of its subscribed common or voting shares of stocks owned by Filipino citizens and the composition of its Board of Directors at least 60% Filipino.

SECTION 171. REQUIREMENTS FOR LICENSE - The basic requirements shall be those provided under the local ordinance and those that are provided in R.A 9593.

SECTION 172. LICENSE FEE - Upon approval of the application, a license shall be issued to the applicant upon payment of an annual fee of One Thousand Pesos (P 1,000.00).

SECTION 173. VALIDITY OF LICENSE - Subject to an annual review, the license shall be valid for two (2) years from the date of issuance.

SECTION 174. DOCUMENTS REQUIRED FOR RENEWAL OF LICENSE - The application for renewal of license shall be supported by the documents to be listed under R.A. 9593.

CHAPTER II - REGULATION, CONTROL AND SUPERVISION OF PCOs

SECTION 175. VISITORIAL POWERS - In the discharge of regulatory functions, the Office shall exercise visitorial powers over the operations of the licensed PCOs.

SECTION 176 REQUIREMENT FOR TRANSFER OF LICENSE - The license is a matter of privilege and may only be issued to qualified applicants. Accordingly, no PCO shall transfer or alienate in whatever manner, its license without prior approval of the Office. Any transfer shall comply with all the requirements and procedures for the issuance of a license as prescribed herein.

SECTION 177. TRANSFEREE'S RESPONSIBILITY - The transferee of a license shall pay the corresponding license fee and the new operator, unless otherwise stipulated, shall not be absolved from any responsibility as to the contracts, money claims, damages or other liability arising out of and in the course of the operations conducted by its predecessor.

SECTION 178. TRANSFER OF OWNERSHIP - Transfer of ownership of shares or interest therein that would culminate in the transfer of majority and controlling rights shall be reported to the Office, which will evaluate the credentials and qualifications of the new owners, and decide on the revalidation of the license.

SECTION 179. DISPLAY OF LICENSE - The license shall be displayed in a conspicuous place in the public part of the Office of the PCO.

SECTION 180. ADVERTISEMENT - No PCO shall advertise its business or services through the media without specifying in the ad item itself its license number.

TITLE VIII: SECONDARY ENTERPRISE

CHAPTER I: STANDARD REQUIREMENT FOR RESTAURANT

SECTION 181. MINIMUM REQUIREMENTS - For the purposes of accreditation the following are the minimum requirements that must be complied with by the restaurants:

- a. Location - The locality and environs including approaches shall be with proper ingress and egress. The facade and architectural features of the building shall be appropriate designed.
- b. Parking - There shall be an adequate, secured parking space provided for free to customers.
- c. Reception - A receptionist shall be available to usher in guests. A waiting lounge with a telephone shall also be provided.
- d. Dining Room- Furnishing - The dining room shall be adequate in size, with sufficient and well-maintained furniture. Flooring materials shall be kept clean at all times.
 1. Atmosphere - The restaurant shall have a pleasant atmosphere.

2. Cuisine - There shall be cuisine of good quality and presentation available during normal meal hours and served with distinction. Raw food used shall meet minimum government and international standards.
 3. Menu Book/Card - There shall be a menu book or card which shall be presentable, clean and easy to read with the menu items listed in logical sequence. All items shall be made available at all times a best-effort basis.
 4. Linen - All tables shall have clean table cloth and cloth napkins of good quality. They should not be fade, nor with frayed edges and stains and should be changed after every service.
 5. Crockery - No piece of crockery, cutlery and tableware in use shall be chipped or grazed. The silverware shall be kept polished and clean at all times.
- e. Service and Staff - Adequate number of well-trained, well-groomed, experienced, efficient and courteous staff shall be employed.
- f. Bar- The bar shall be well-stocked at all times.
- g. Comfort Rooms - All comfort rooms shall be with good quality fixtures and fittings and provided with running water. The floor and the walls shall be covered with impervious materials of good quality workmanship and shall be kept clean and sanitary at all times. Tissue papers, soap, paper towels and/ or hand drier shall be provided.
- h. Kitchen - The kitchen, pantry and cold storage shall be in good operating condition at all times and shall be well-equipped and hygienic. Equipment necessary to maintain a high standard of sanitation and hygiene shall be installed and used.
- i. Lighting - Adequate lighting dining rooms, public rooms, comfort rooms, corridors and other public areas.
- j. Airconditioning/Ventilation - All main dining or function rooms shall be fully airconditioned and/or well-ventilated.
- k. Maintenance - All sections of the restaurant (e.g., building's exterior and interior, airconditioners, kitchen, fixtures, plumbing, etc.) shall be maintained properly at all times. A periodic vermin control program shall be maintained for all establishments.
- l. Fire-fighting Facilities - Adequate fire-fighting facilities shall be provided in accordance with the Fire Code of the Philippines.

CHAPTER II: STANDARD EQUIPMENTS FOR SHOPS/DEPARTMENT STORE

SECTION 182. MINIMUM REQUIREMENTS. For purposes of accreditation, the following are the minimum requirements that shall be complied with by shops/department stores:

- a. Physical Requirements - The establishment shall be fronting a major street or thoroughfare or is situated in a shopping center/mall. The entrance and display windows shall be attractively designed and adequately illuminated. The furniture and decor of the establishment shall be presentable and functional at all times. The shop shall be fully-air conditioned. Well-maintained restrooms shall be provided for by the establishment itself, or in the event that the shop is located in a shopping mall or commercial building, the common/public restrooms, shall be made available to the clients or visitors.

In case of department stores

1. The store shall be in an edifice or a building or may be part of a shopping mall/center;
 2. Parking area shall be made available to clients;
 3. There shall be appropriate directional signs;
 4. There shall be provided an information counter.
- b. Staff - All members of the staff shall be well-groomed, courteous and efficient at all times.
- c. Service - Goods displayed in the shop window or showcases shall be provided with clearly written price tags. A wide selection of goods shall be in stock. A receipt shall be supplied to the tourists for each purchase. The full name and address of the establishment shall be printed on the receipt, together with the number of the authorized business license. Purchases shall be itemized together with the price, and any addition or tax paid or discount granted on the goods shall be indicated. Discounts shall be given on the price of the goods marked on the price tags. The business shall be responsible for the maintenance of its facilities and premises and its immediate surroundings (sidewalk, yard, etc.) In case of antique shops, a certificate confirming authenticity shall be attached to each article in accordance with the guidelines/instructions of the National Museums.

CHAPTER III: STANDARD REQUIREMENTS FOR SPORTS & RECREATIONAL CLUB

SECTION 183. MINIMUM REQUIREMENTS. For purposes of accreditation, the following are the minimum requirements for the operation and maintenance of a sports and recreational club.

- a. Location - The locality and environs including approaches shall be pleasant with proper ingress and egress. The face and architectural features shall be appropriately designed;
- b. Parking - There shall be provided adequate and secured parking space to customers;
- c. Security - Adequate security shall be provided at all times;
- d. Reception - A receptionist shall be available to usher in guests. A waiting lounge with telephone shall also be provided;
- e. Dining Room - There shall be a dining outlet adequate in size, with pleasant atmosphere and furnished with appropriate and well-maintained furniture;
- f. Sports and recreational equipment - There shall be adequate sports and recreational equipment available for rent;
- g. Public Washrooms - There shall be provided adequate and accessible toilet facilities separately for male and female. Tissue paper, soap, hand/paper towel shall also be provided;
- h. Locker area and facilities - There shall be adequate number of lockers for male and female. Dressing areas and shower cubicles shall also be provided.

CHAPTER IV: STANDARD REQUIREMENTS FOR MUSEUM

SECTION 184. MINIMUM REQUIREMENTS. For purposes of accreditation, the following are the minimum requirements for the operation and maintenance of a museum.

- a. Membership - The institution shall be a member of the National Committee on Museums;

- b. Location - The locality and environs including approaches shall be pleasant with proper ingress and egress. The facade and architectural features shall be appropriately designed;
- c. Parking area - An adequate and secured parking space for customers shall be made available;
- d. Security - Adequate security shall be provided at all times.
- e. Reception - A well-informed receptionist shall be available to usher in guests. A waiting lounge with telephone shall also be provided;
- f. Conference/Auditorium - There shall be a conference and/or auditorium provided with audio-visual equipment and made available to the public;
- g. Library - There shall be adequate equipped and made available to the public;
- h. Public Washrooms - There shall be adequate and accessible toilet facilities provided separately for male and female. Toiletries shall, likewise, be provided.

CHAPTER V: STANDARD REQUIREMENTS FOR TRAINING CENTER

SECTION 185. MINIMUM REQUIREMENTS. For purposes of accreditation, the following are the minimum requirements for the operation and maintenance of a training center.

a. Physical requirements:

- 1. Size of Classroom - The classroom shall be able to accommodate a minimum of twenty (20) trainees per class. For purposes of workshop, the floor areas shall be at a minimum of 1.5 square meters per trainee;
- 2. Lighting and Ventilation - Lighting and ventilation fixtures shall be so designed to ensure an atmosphere conducive to training. A standby generator shall be made available;
- 3. Restrooms - There shall be a separate male and female restrooms;
- 4. Refreshment/Dining Area - There shall be a refreshment/dining area accessible to the trainees;
- 5. Classroom Facilities, Equipment and Supplies - The center shall be provided with classroom complete with basic facilities, equipment and supplies needed in conducting a training program;
- 6. Workshop/On-the-Job Facilities and Equipment Depending on the training program/s being offered, there shall be adequate supply of the appropriate facilities and equipment.
- 7. Reading Room - There shall be a reading room adequately provided with relevant reference materials, books, journals, magazines and the like;
- 8. Other Support Facilities- There shall be tool/storage facilities provided.

b. Training Program

- 1. Relevance - The training program shall respond to the needs of the Tourism Industry;
- 2. Objectives - Its objectives shall be clearly defined, realistic and attainable;

3. Content/Curriculum - The content/curriculum of the training program shall be in consonance with its objectives. Topics shall be in proper and logical sequence with due consideration to effectiveness of presentation in terms of trainees comprehension;
 4. Methodology - There shall be an effective, simple, and comprehensive presentation of topics; clear description of examination scheme and test instruments related to course objectives. There shall likewise be a relevant and practical application of theories and concepts;
 5. Minimum Requirements/Qualifications of Participants - Minimum qualifications of participants shall be based on the standards acceptable to the tourism industry;
 6. Instructional Staff - The instructional staff shall have thorough experience and knowledge on the subject matter and effective communication skills and teaching style;
 7. Monitoring and Evaluation Procedures - The training program shall carry effective monitoring and evaluation tools.
- c. Trainor/Faculty - Must have successfully completed the Training-the-Trainers Program of the Department of Tourism and the Tourism Industry Board Foundation, Inc. In lieu thereof, the trainor must show proof that she/he has thorough experience and knowledge of the subject matter, she/he is handling, as well as, effective communication skills and teaching style.

SECTION 186. REQUIREMENTS FOR RENEWAL OF ACCREDITATION. The application for the renewal of accreditation shall be supported by the following:

- a. List of all training programs conducted during the previous year including the number of enrollees and graduates;
- b. List of successful graduates per training program including skills acquired and respective places of employment.

SECTION 187. ACCREDITATION OF TRAINING PROGRAM/TRAINOR. - A trainor on a training program developed by an organization not normally engaged in training may seek accreditation with the Department subject to compliance with the requirements provided for in Section 6 (b) and Section 6 (c) hereof.

CHAPTER VI: STANDARD REQUIREMENTS FOR REST AREAS IN GASOLINE STATION

SECTION 188. MINIMUM REQUIREMENTS. - For purposes of accreditation, the following are the minimum requirements for the operation and maintenance of rest areas in gasoline station.

- a. Location - The locality and environs including approaches shall be pleasant with proper ingress and egress and shall be located along a major highway or road;
- b. Parking - There shall be adequate parking area for customers;
- c. Rest Room - There shall be a rest room with adequate, clean and well-maintained toilet and washing facilities. Tissue paper, soap, hand paper/towel shall also be provided;
- d. Signage - There shall be a rest room signage visible from major approaches and which shall be well-illuminated at night;

- e. Service and Staff - Adequate number of well-trained, properly-groomed, efficient and courteous staff shall be employed. They shall wear clean uniforms at all times;
- f. Gasoline Station - The gasoline station shall be clean and well-maintained. It shall also be well-illuminated at night;
- g. Sundries Shop - There shall be an adequately stocked sundries shop which shall be clean and well-maintained.

**CHAPTER VII: GENERAL RULES ON THE OPERATION AND MAINTENANCE OF
TOURISM-RELATED ESTABLISHMENTS**

SECTION 189. FIRE-FIGHTING FACILITIES. Fire-fighting facilities shall be provided in accordance with the Fire Code of the Philippines.

SECTION 190. MAINTENANCE. - All facilities of the establishment concerned shall be properly maintained at all times. A periodic vermin control program shall be conducted.

SECTION 191. AIR CONDITIONING/VENTILATION. All enclosed areas of the establishments concerned shall be fully-air conditioned or well-ventilated.

SECTION 192. PROHIBITED ACTS AND PRACTICES.

- a. No pets or animals shall be allowed within the premises.
- b. Ambulant vendors shall be prohibited from peddling their wares within the premises.
- c. All forms of gambling drunkenness or disorderly conduct of any kind shall be prohibited in the establishments and within its immediate premises.
- d. Keepers, managers or operators shall exert all possible efforts not to permit any person whom they know or have reason to believe to be either a prostitute, pedophile or of questionable character to use the establishment for purposes of immoral/illegal activities. They shall immediately report to the nearest police station the presence in the premises of any such person.

CHAPTER VIII: CATEGORIES OF SPA

SECTION 193. CATEGORIES OF SPA - For purposes of accreditation, spas are categorized as follows, namely:

- a. Day Spa
- b. Destination Spa
- c. Resort Spa

SECTION 194. MINIMUM STANDARD REQUIREMENTS - For purposes of accreditation, the following are the minimum standard requirements for the operation and maintenance of spa:

- a. Location and Environment - The spa shall be situated in a safe and reputable location with clean, calm and relaxing environment;
- b. Lounge & Reception Counter - There shall be a reception counter attended by qualified staff and a reasonably furnished lounge with seating facilities commensurate with the size of the spa;
- c. Food Bar - There shall be a well-maintained and well-stocked food bar for clients;
- d. Washrooms There shall be separate clean and adequate washrooms for male and female provided with running water, hand dryer and toiletries;

- e. Locker Rooms - There shall be separate male and female locker rooms for guests;
- f. Shower Rooms - There shall be separate male and female shower and changing rooms;
- g. Treatment Rooms There shall be separate unlocked treatment rooms for male and female;
- h. Services - The spa shall provide all of the following services in addition to other spa-related amenities which it may offer;
 - 1. Massages - Swedish, Lymph Drainage & Reflexology, etc.;
 - 2. Steam, Sauna and/or Water Baths and
 - 3. Body Treatments - One or more of the following: body packs and wraps, exfoliation, body toning/ contouring, waxing, hand & foot care.
- i. Staff
 - 1. There shall be adequate number of well-trained, well-groomed, experienced, courteous and efficient staff;
 - 2. There shall be at least one DOH- registered massage therapist supervising a maximum of 20 massage attendants; and
 - 3. The staff shall wear clean, proper and non-transparent uniform at all times.
- j. Steam, Sauna and Water Baths - The steam, sauna and water baths shall be maintained in a level of temperature which will not cause adverse reactions to user. Safety signages shall be provided to include information on allowable maximum temperature, duration of stay and guide in operating temperature regulator;
- k. Linen - There shall be adequate supply of linen, towels and appropriate garments such as sarongs of good quality which shall be kept clean;
- l. Employees Facilities - There shall be adequate and well-maintained locker rooms and bathrooms for male and female employees;
- m. Parking - There shall be adequate secured parking space provided for free to customer/guests;
- n. Emergency Generator - There shall be a high-powered generator capable of providing full power in all areas of the establishment except those spas located in a commercial building with its own emergency generator capable of supplying the power requirements of its tenants;
- o. First Aid Cabinet - There shall be a well-stocked first aid cabinet available at all times; and
- p. Facilities for Disabled - There shall be facilities and provisions for the disabled in accordance with Batas Pambansa Blg. 344 promulgated on May 1985, otherwise known as an Act Enhancing the Mobility of Disabled Persons.

CHAPTER IX: GENERAL RULES ON THE OPERATION AND MAINTENANCE OF SPA

SECTION 195. MAINTENANCE. Maintenance of all sections of the spa shall be on a continuing basis taking into consideration the quality of equipment and supplies.

SECTION 196. SANITATION. Sanitation measures like cleaning and sterilizing of equipment, robes, sheets, blankets, pillow case, towels or other materials which may come in direct contact with the clients' body shall be adopted in accordance with the standards prescribed under Presidential Decree No. 856 otherwise known as the "Sanitation Code of 1976".

SECTION 197. FIRE-FIGHTING FACILITIES. Fire-fighting facilities shall be provided in accordance with the Fire Code of the Philippines.

SECTION 198. SIGNBOARDS. Appropriate sign boards shall be conspicuously displayed outside the establishment showing clearly the name of the spa while safety signages shall be prominently posted in strategic locations inside the spa.

CHAPTER IX: AGRI-TOURISM/ FARM SITES

SECTION 199. CATEGORIES OF AGRI-TOURISM/FARM SITES. For purposes of accreditation, agri-tourism/farm sites are categorized as follows, namely:

- a. Day Farm
- b. Farm Resort

SECTION 200. MINIMUM STANDARD REQUIREMENTS. For purposes of accreditation, the following are the minimum standard requirements for the operation and maintenance of agri-tourism/farm sites:

- a. Location. The farm shall be situated in a generally safe and peaceful location.
- b. Facilities/Amenities (for day farms and farm resorts). The farm shall have the following facilities/amenities, or can also be available in the nearest service area at least not more than two hour drive from the farm, in addition to the existing facilities necessary for its regular operation:
 1. Reception/Information Counter - An information counter or a reception area shall be designated where guests can inquire about the farm's tour offering services or amenities. It can also serve as briefing area for the tour;
 2. Parking - Parking area with designated drop-off/loading area shall be provided for buses and other public, as well as, private vehicles;
 3. Dining/Multi-Purpose Area - There shall be a dining, recreational and activity area for guests;
 4. Picnic grounds shall use outdoor fixtures made of indigenous materials in keeping with the farm setting;
 5. Farm Guide - Farm guides shall accompany the tour group during the entire conduct of the farm tour. They shall provide information on farm operations, processes, products and other unique features of the farm;
 6. Souvenir Shop/Mini-Trading Area - There shall be a souvenir shop or mini-trading post to provide guests with a place to purchase the farm's produce (fresh or processed) and/or negotiate for possible business partnerships or transactions;
 7. Accommodation (for farm resorts only) - There shall be accommodation facilities which shall comply with the minimum standard requirements of an accommodations facility of the DOT;
 8. Restaurants (for farm resort only) - There shall be a restaurant or catering service within the farm resort's premises to cater to the dining needs of visitors/guests;
- c. Infrastructure - Support infrastructure facilities shall be in place such as road, electricity, water and communication.

CHAPTER XI: GENERAL RULES ON THE OPERATION AND MAINTENANCE OF AGRI-TOURISM/FARM SITES

SECTION 201. OPERATION. The farm shall be in operation for at least three (3) months in a year.

SECTION 202. SAFETY AND SECURITY. To ensure safety and security, the following shall be available:

- a. Security Personnel - Security personnel shall be on duty on a 24-hour basis to ensure the safety of guests;
- b. Safety Signages - Appropriate safety signages shall be conspicuously displayed within agri-tourism/farm site;
- c. Off Limit - Off Limit areas shall be clearly demarcated. Access to these areas shall be roped-off or blocked. Public areas shall be specifically designated;
- d. Fire Fighting Facilities - There shall be firefighting facilities within the farm;
- e. First Aid Kit - A well-stocked first aid kit shall be made available at all times;
- f. Farm Equipment - Farm equipment shall have proper parking or storage areas. Farm equipment, purposely put on display, shall be roped-off from visitors.

SECTION 203. SANITATION. The following sanitary facilities shall be provided:

- a. Wash Areas - There shall be designated wash areas within the farm with ample amenities such as continuous flow of clean water, soap, hand towel, or tissues paper;
- b. Restrooms - There shall be separate, clean and well-maintained rest rooms for male and female. Bathrooms shall also be provided, if applicable;
- c. Garbage Cans - There shall be garbage cans in all activity areas; and
- d. Garbage Disposal/Waste Management - Garbage/waste disposal shall adhere to sustainable methods and techniques geared towards environmental protection.

CHAPTER XII: DOCUMENTATION

SECTION 204. FILING OF APPLICATION. Any person, partnership, corporation or other entity desiring to secure an accreditation to operate an agri-tourism/farm site from the Office shall accomplish the application form prescribed for such purpose in duplicate and file with Office.

SECTION 205. DOCUMENTS REQUIRED TO SUPPORT APPLICATION FOR ACCREDITATION OF AGRI-TOURISM/FARM SITE. Unless otherwise indicated in the form, the application shall be accompanied by two copies of the following documents:

- a. Appropriate permits and licenses from the local government unit;
- b. List of officers/owner and firm guides indicating therein their nationality, home address and position, certified correct under oath by the owner/general manager;
- c. In the case of single proprietorship, a Business Name Certificate and all amendments thereto, duly registered with the Bureau of Trade Regulation and Consumer Protection, Department of Trade and Industry. In the case of a corporation/partnership, a certified copy of the Articles of Incorporation/

Partnership and its By-Laws and amendments thereto, if applicable, duly registered with the Securities and Exchange Commission (for farm resorts only);

- d. Such other documents that the Department may require from time to time.

CHAPTER XIII: INSPECTION

SECTION 206. CREATION OF AN INSPECTION TEAM. The Office shall create an inspection team composed of two (2) members to conduct inspection of the facilities of the applicant farm to determine whether it meets the standards set by the Office.

SECTION 207. INSPECTION CHECKLIST TO BE ACCOMPANIED DURING OCULAR INSPECTION OF AGRITOURISM/FARM SITE. The team shall provide itself with a set of inspection checklist or requirements for the Agri-Tourism/Farm Site.

SECTION 208. ALL OBSERVATION OF THE APPLICANT TO BE ENTERED IN THE INSPECTION CHECKLIST. Any observation of the applicant or its duly authorized representatives present at the time of the inspection on any adverse findings of the team shall be entered in the inspection checklist. The applicant shall then be furnished with a copy of the accomplished inspection checklist.

SECTION 209. CALL REPORT- Within five (5) days from the date of the inspection of the agri-tourism/farm site, the team shall render a call report of its findings and recommendations.

SECTION 210. DEFECTS AND DEFICIENCIES FOUND DURING THE INSPECTION. Where certain defects and deficiencies have been found in the course of the inspection, the Department shall serve notice and give direction to the proprietor, the manager or operator to rectify the defects or deficiencies within a reasonable period of time.

SECTION 211. PERIODIC INSPECTION. When necessary or when the public interest and safety dictates, the Department may send an inspection team for the purpose of finding out whether the accredited agri-tourism/farm site is being kept and/or managed in a manner conforming to the standards set by the Department. The inspection shall be conducted at a reasonable time of the day with due regard and respect accorded to the right of privacy of parties concerned.

SECTION 212. FAILURE TO REMEDY THE DEFECTS AND DEFICIENCIES. Failure of the management to remedy the defects or deficiencies shall be a ground for the revocation of the agri-tourism/farm site's Certificate of Accreditation.

TITLE IX - SPECIAL PROVISIONS

CHAPTER I - REQUIREMENTS FOR ASSOCIATIONS

SECTION 213. MINIMUM BASIC REQUIREMENTS - For the purpose of accreditation, the following are the basic requirements that must be complied with by an Association :

- a. All its members shall be duly accredited by the DOT and licensed as provided for in this Ordinance;
- b. The association shall be duly registered with the Securities and Exchange Commission (SEC) or the Cooperative Development Authority (CDA);
- c. There shall be a Code of Ethics already formulated by the applicant governing the conduct of its members in their dealing with one another and the conduct to be observed by the staff or employees towards each other and/ or guests and clients;

- d. Provided, that in case of conflict between any provision of these Rules and said Code of Ethics, the former shall prevail.

CHAPTER II. CREATION OF THE PUERTO PRINCESA CITY TOURISM PROMOTIONS BOARD.

SECTION 214. The Puerto Princesa City Tourism Promotions Board (PPCTPB) shall be responsible in the promotion and marketing of the services and known destinations of the City of Puerto Princesa both in domestic and international tourism, highlighting the unique character of the people, products and services and ensuring the development and improvement of important destinations. Community activities , with the end view of increasing tourist arrivals and tourism investment, marketing of the City; attracting, promoting, facilitating and servicing large scale events, environmental fairs and conventions, congress, sport competitions, expositions and the like; ensuring the promotion and advertising of major tourism destinations and products and providing opportunities and privileges to travel agencies, tour operators, wholesalers and investors, drawing sizeable number of tourist and tourism investment in the City.

SECTION 215. The PPCTPB shall have the general powers as patterned with the Tourism Act of 2009 otherwise known as R.A 9593

- a. Organize the PPCTPB in a manner most efficient and economical for the conduct of its business and the implementation of its mandate;
- b. Develop and implement a plan to market Puerto Princesa City as a premier tourist destination;
- c. Direct and coordinate the resources and efforts of the government and the private sector in the tourism and allied fields for the full realization of the tourism marketing plans and programs;
- d. Develop and Promote the Puerto Princesa as a center for international meetings, incentive programs, conventions, travel marts, exhibitions, sports and wellness, medical tourism and other special events;
- e. Engage in the business of tourism and perform acts in consonance therewith, such as, but not limited to creating subsidiaries in support of the country, encouraging sales promotions and advertising, and implementing programs and projects with the objective of promoting the city/country and enticing tourist to visit its tourism destinations and to enjoy its tourism products;
- f. Perform such other powers and functions as maybe deemed necessary by a majority vote of the members of the Board.

SECTION 216. The PPCTPB shall be governed and its powers exercised by the Board otherwise known as the "Tourism Board" composed of the following"

- a. City Mayor as the Chairperson
- b. The City Tourism Head/Officer as Vice Chairman
- c. Members as follows:
 - 1. Chairman of the Committee on Tourism of the Sangguniang Panlungsod
 - 2. The City Planning and Development Officer
 - 3. The City Legal Officer
 - 4. The City Agriculturist
 - 5. The City ENRO
 - 6. The City Budget Officer
 - 7. The City Health Officer
 - 8. The City Engineer

9. One (1)Representative each from the different accredited tourism organizations representing the primary enterprises as defined under this Ordinance; Namely: The hotel and accommodation, travel agency, tour guide and transport as endorsed by the CTC, Inc. and appointed by the City Mayor
10. Secretariat – City Tourism Office

SECTION 217. REPRESENTATIVE DIRECTORS

1. The nominees must be:
 - a. Filipino Citizen
 - b. With recognized competence in business management, marketing, finance tourism and other related fields
 - c. Must represent a DOT accredited Tourism enterprise
 - d. For Government Agencies, the Head of Office and for accredited association/organization he/she must be a high ranking official with a position of at least President, Vice President or Secretary.
 - e. The term of office of the Representative Directors of the Tourism Board shall be three (3) years to commence upon the appointment by the Chairman. Each director may be reappointed at most for one additional term upon expiration date of his/her original term upon the expiration of their term further may be terminated for just cause, and the directors' offices shall be deemed vacated.
 - f. If a Representative Director ceases to be connected with the sector of which he/she represents, a new representative director shall be appointed to serve the unexpired portion of his/her predecessor's term. The new representative shall be chosen by the organization he/she represents in a board resolution and certified by the Secretary of the association.

SECTION 218. POWERS AND DUTIES OF THE TOURISM BOARD

1. The Tourism Board shall have the following powers and duties:
 - a. Promulgate policies, approve programs and prescribe rules and regulations necessary to implement the intents and purpose of the Tourism Promotions Board;
 - b. Recommend for the utilization of the Special Contingency Fund to meet the adverse effects of emergencies;
 - c. Create committees and sub-committees as may be necessary;
 - d. Recommend contracts or agreements as may be necessary for the proper, efficient and stable administration of the PPCTPB and for the attainment of the purposes and objectives of the Code;
 - e. Render through its Chairperson annual reports to the Chief Executive and such other special reports that may be required from time to time;
 - f. Exercise all powers necessary or incidental to the attainment of the intent or purpose of the Code.

SECTION 219. MEETINGS OF THE BOARD

The Tourism Board shall meet at least once a month. The Chairperson may *motu proprio* call for a special meeting or at the instance of a majority of the members of the Board.

Immediately after its organization, the Tourism Board shall adopt the rules and procedures for the conducts of its meeting.

The presence of the majority of the Members of the Tourism Board, including the Chairperson or Vice-Chairperson, shall constitute a quorum for the transaction of the business of the Board.

The Chairperson of the Tourism Board shall have voting rights in case of a tie.

The Secretary shall prepare the agenda for Tourism Board meetings in consultation with the Chairperson.

SECTION 220. COMPENSATION OF THE BOARD MEMBERS

Subject to existing constitutional and legal prohibitions on double compensation, members of the Tourism Board in an *ex officio* capacity or his/her permanent representative, shall not be entitled to receive compensation, in any form for their services, but may receive reasonable per diems, to be determined by the Tourism Board, for attendance at regular and special board meetings; and further, whose funds shall be allocated yearly, as approved in the regular annual budget of the City Government;

The private sector members of the Tourism Board shall not be entitled to compensation but are entitled to receive reasonable per diems for attendance at regular and special meetings. They shall not be allowed other benefits whether in cash or in kind on top of the per diem, except when specifically provided by law. Attendance in meetings of any Committee created by and composed of members of the Tourism Board shall be considered as attendance in board meetings, provided, that in regular meetings of the Board, no proxies shall be allowed.

SECTION 221. EFFECTIVITY. The Puerto Princesa City Tourism Promotions Board shall be effective upon the issuance of an Executive Order signed by the City Mayor.

CHAPTER III - ESTABLISHMENT OF TOURIST POLICE

SECTION 222. - CITY TOURIST POLICE – A special city tourist police force shall be established under the supervision and control of the Philippine National Police in Puerto Princesa in coordination with the City Tourism Office to immediately address the concerns of visitors/ tourists visiting the City in the following areas, to wit:

- a. Airport
- b. Honda Bay
- c. Mendoza Park
- d. Seaport
- e. Roving Team

CHAPTER IV - THE COMMUNITY BASED SUSTAINABLE TOURISM PROJECTS

SECTION 223. The Community Based Sustainable Tourism Programs which are directly assisted by the City Government and/or in partnership with other non-government organizations, foundations or entity organized in order to uplift the livelihood and way of life of people in the barangays, empowerment of the community, provide alternative sources of income and support the well being of the people, shall deserve the support of all tourism stakeholders.

SECTION 224. PARTNERSHIPS. In order to protect the interest of the communities, which the City Government desires to make sustainable, help in the conservation and protection of the environment and make them responsible and productive members of the society, it shall be provided in this Ordinance that Travel Agencies, Hotels and Accommodations and Tour Guides, Tour Operators must incorporate in their travel itinerary/tour packages at least two (2) identified community destinations.

This provision shall inculcate the social and moral responsibility of all tourism private enterprise and help its local government to ensure the sustainability of all community based tourism projects in Puerto Princesa.

CHAPTER V: VIOLATIONS AND PENALTIES

SECTION 225. - GROUNDS FOR THE IMPOSITION OF FINES/ SUSPENSION/ CANCELLATION OF REGISTRATION AND/ OR NON-RENEWAL OF MAYOR'S PERMIT - Any of the following acts, omission or offense shall be sufficient ground for the imposition of fine/suspension/cancellation of the Certificate of Registration, grant or renewal of Mayor's Permit and/or forfeiture of bond:

- a. Non-settlement of account and/or non-remittance of collection to the carrier of their co-agencies, or any agency of the government of any individual within the period prescribed by law or by the rules and regulations and circulars of the Office;
- b. Making any false declaration or statement, or making use of any such declaration or statement or any document containing fraud or any act of misrepresentation for the purpose of obtaining the issuance, grant, or renewal of any certificate of registration or Mayor's Permit;
- c. Failure to comply with or to contravene any of the conditions set forth in the Mayor's Permit;
- d. Failure to meet the standards and the requirements for the operation of the Tourism related businesses, as prescribed in this Code;
- e. Serious physical injury or loss of life of any guest due to the fault or negligence of any official or employee of the property;
- f. Allowing or permitting the business, including any of its facilities, to be used for illegal, immoral or illicit activities;
- g. Violation or non-compliance with any of the provisions of this Code and circulars issued by the Office;
- h. Failure to renew the permit within the period required under this ordinance or non-compliance with the requirements provided under this Ordinance;
- i. Fraudulent representation, written or oral, by the chief executive officer/manager of the agency for the purpose of securing issuance of any license under these rules;
- j. Gross and evident bad faith in dealing with clients/fraudulent solicitation of business;
- k. Employment or hiring of tour guides who are not holders of a license issued by the City Mayor including working visa and work permit in the case of a non-Filipino employee, whether contractual or permanent;
- l. Opening of any branch without prior approval of the Office;

- m. Non-compliance with or non-submission of any of the requirements for the renewal of license required under Section 151 of this Ordinance;
- n. Violation of any of the provisions of this Ordinance, circulars and orders of the Office, and violation of any of the conditions of the LTFRB franchise;
- o. Fraudulent representation, written or oral by the owner/ general manager of the company, for the purpose of securing issuance or renewal of license;
- p. Tolerance of gross misconduct, discourtesy, dishonesty or misrepresentation committed by any of the operator's officers or employees against its passengers to the detriment of the tourism industry;
- q. Willful violation of the agreement or contract entered into by tourist transport operators and its clients or passengers;
- r. Failure to replace or renew the surety bond mentioned in Section 146 not embodied in Sec. 146 of this Ordinance within fifteen (15) days from the date when said bond is ordered forfeited or confiscated in accordance with these Rules, or cancelled or revoked for whatever cause;
- s. Failure to pay fines, as well as fees, dues and contributions imposed under existing laws;
- t. Failure to submit a notice of any change in its personnel within fifteen (15) working days of such change;
- u. Failure to obey or comply with the duly promulgated orders or decisions of the Office, as well as circulars of the DOT;
- v. Any other act or omission that works against the interest of the tourism industry.

SECTION 226. - PENALTY - In case of violation of the preceding section except for letters (e) and (f), the following penalties shall be imposed:

- a. First Offense – Suspension of operation for one (1) month and a fine of Three Thousand (Php3,000.00) Pesos;
- b. Second Offense – Suspension of operation for six (6) months and a fine of Four Thousand (Php4,000.00) Pesos; and
- c. Third and Subsequent Offenses – Cancellation of Mayor's Permit and a fine of Five Thousand (Php5,000.00) Pesos plus perpetual disqualification to engage in any tourism-related businesses.

For grounds under letters (e) and (f), aside from cancellation of Mayor's Permit and perpetual disqualification to engage in any tourism-related businesses, the business owner/proprietor, operator or manager, as the case may be, shall likewise be penalized to pay a fine in the amount of five thousand pesos (Php 5,000.00).

The penalties provided herein are without prejudice to other penalties imposable for violations of other laws.

SECTION 227. - VIOLATIONS OF LOCAL TOUR GUIDING REGULATIONS - The following acts/omission shall be considered violations of the Local Tour Guiding Regulations:

- a. Any overt act of dishonesty, misrepresentation, or misconduct committed against a member of his/her tour group or against an employer or co-employee;

- b. Failure to comply with the requirements of the compulsory wearing of uniform and ID's;
- c. Violation of any of the provisions of this code, circulars and orders of the City;
- d. Gross and evident bad faith in dealing with guests/fraudulent solicitation of business;
- e. Tampering of IDs;
- f. Serious physical injury or loss of life of any guest due to the fault or negligence of the tour guides;
- g. Encouraging, allowing, or failure to report guests who are engaged in any illegal, immoral or illicit activities;
- h. Encouraging, allowing, or failure to report any violation of environmental laws and ordinances by guests;
- i. Conviction of a crime involving moral turpitude, and violations as provided for under the CBST Tour Guiding rules and regulations.

SECTION 228. - PENALTY - In case of violation of the preceding section except for letters (f) to (i), the following penalties shall be imposed:

- a. For Local Tour Guide:
 - 1. First offense - Fine of Two Thousand Five Hundred Pesos (P 2,500.00) and suspension for one (1) month;
 - 2. Second offense - Fine of Three Thousand Five Hundred Pesos (P 3,500.00) and suspension for three (3) months; and
 - 3. Third offense - Fine of Five Thousand Pesos (P 5,000.00) and cancellation of license.
- d. For Community Eco-Tourism Guide- Fines/penalty on CETG for violations and/or misconduct shall be imposed under the direct supervision of the CBST and the city government and/or partner NGO, Foundation, private entity as provided for in the CBST rules and regulations.
- b. For violations provided under letters (f) and (i), aside from cancellation of license and perpetual disqualification to be employed and accredited as tour guide, the tour guide shall likewise be penalized to pay a fine in the amount of five thousand pesos (Php 5,000.00).
- c. The penalties provided herein are without prejudice to other penalties imposable for violations of other laws.

SECTION 229. - PENALTY FOR ENGAGING IN THE TOURISM RELATED BUSINESS WITHOUT LICENSE - Any entity not licensed by the City except Travel and Tour Business and Tour guides who engages in a tourism related business shall be given three (3) notices with ten (10) days interval on each notice for the entity to secure license with the following administrative fines and penalties, to wit:

- a. First notice - a fine of Two Thousand Five Hundred (Php2,500.00) Pesos;
- b. Second Notice - a fine of Three Thousand Five Hundred (Php3,500.00) Pesos;
- c. Third Notice - a fine of Five Thousand (Php5,000.00) Pesos or imprisonment of not more than one year, or both, plus

perpetual disqualification to engage in any tourism-related businesses.

Travel and Tour Business and Tour guides shall be given notice to stop its operation and to stop from engaging in tour guide profession, respectively, from receipt of the notice and shall be mitted with administrative fines and penalties to be imposed by the City in the amount of not more than Five Thousand (Php5,000.00) Pesos or imprisonment of not more than one year, or both, without prejudice to prosecute under other applicable laws, rules, and regulations.

TITLE X - MISCELLANEOUS PROVISIONS

SECTION 230. RESTROOM FEES. All city government restrooms, in order to provide for a sustainable maintenance and cleanliness shall impose a restroom fee of a minimum of P 10.00 but not exceeding P20.00 for every use.

SECTION 231. CERTIFICATION FEE. For every certificate to be issued by the Office there will be a corresponding fee in the amount of One Hundred (Php100.00) Pesos. Sixty Percent (60%) of the fee will go to the Trust Fund of the Office and Forty Percent (40%) will go to the General fund of the City.

For the implementation of this provision a Trust Fund Account in the name of the Office shall be created and opened in any banking institution.

SECTION 232. INCENTIVES AND PRIVILEGES

- a. Tourism Establishments who have complied with all regulatory requirements, participative of government initiated programs and activities and has no record of major offenses, complaints and liabilities, and paid their taxes due the government, duly certified by the Association where he/she is a member shall be entitled to the following privileges:
1. Express Lane during the renewal of their business permits and licenses;
 2. Prioritization in all CTO initiated seminars and training programs for the enhancement of customer service, participation to trade fairs, travel marts and other DOT related activities; and
 3. Priority in networking and linkage development of the City Government of Puerto Princesa.

SECTION 233. RATES

1. TRANSPORT - Local Conveyance- Airport Tricycles and Pumpboats
 - a. Tricycles - Airtoda
 - b. Pumpboats – Honda Bay; Sabang; Dolphin Watching

SECTION 234. SEPARABILITY CLAUSE - The provisions of this Ordinance are hereby declared separable, and in the event that any one or more of such provisions are declared invalid, the validity of all other provisions shall not be affected thereby.

SECTION 235. REPEALING CLAUSE - Any Ordinance, rules or regulations, or any parts thereof inconsistent with this Ordinance are hereby repealed, amended or deemed modified.

SECTION 236. EFFECTIVITY - This Ordinance shall take effect 15 days after its publication in a local newspaper of general circulation.

SO ORDAINED.

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I HEREBY CERTIFY to the correctness of Ordinance No. 495 adopted by the 13th Sangguniang Panlungsod of the City of Puerto Princesa during its 63rd Regular Session held on September 19, 2011 at the Session Hall of the Sangguniang Panlungsod.

SAMSON A. NEGOSA
City Secretary

**ATTESTED AND CERTIFIED
TO BE DULY ADOPTED:**

LUCILO R. BAYRON

City Vice Mayor
Presiding Officer

SAN/JDA/AJBO/JAA/jjf

APPROVED: Ordinance No. 495 on _____

EDWARD S. HAGEDORN

City Mayor

ATTESTED:

ATTY. AGUSTIN M. ROCAMORA
City Administrator