DEPARTMENT OF TOURISM
GSD, RECORDS AND COMMUNICATION SECTION
RECEIVED
02 JUN 2023
BY TIME: 4:18 PM
DOC NO. III-2023-4144

MEMORANDUM CIRCULAR NO. 2023 - 0003

UPDATED GUIDELINES
ON THE PROGRESSIVE ACCREDITATION SYSTEM (PAS)

WHEREAS, Republic Act No. 9593 or the *Tourism Act of 2009* provides that the Department of Tourism (DOT) shall have the mandate to develop and enforce a comprehensive system of mandatory accreditation for Primary Tourism Enterprises, and voluntary accreditation for Secondary Tourism Enterprises, in accordance with prescribed guidelines and standards;

WHEREAS, on 19 March 2018, the DOT issued Memorandum Circular No. 2018-03 entitled *Establishment of the Progressive Accreditation System and Its Implementing Guidelines* (the "2018 PAS") to mandate a more inclusive accreditation scheme and develop a database of primary tourism enterprises in the country;

WHEREAS, the 2018 PAS provides, among others, for the issuance of a Certificate of Registration to tourism enterprises that complied with minimum physical requirements and have been issued only a Mayor's permit or a business license;

WHEREAS, under the *Tourism Act of 2009*, Primary Tourism Enterprises shall be periodically required to obtain accreditation from the DOT as to the quality of their facilities and standard of services, and in case a tourism enterprise fails to obtain or loses accreditation, the appropriate action shall be taken against their licenses and permits to operate;

WHEREAS, there is a need to amend the 2018 PAS to phase out the issuance of Certificates of Registration and replace the same with Accreditation, to be consistent with the requirement of accreditation under the *Tourism Act of 2009*;

WHEREAS, there is likewise a need to update the requirements for accreditation and imposition of penalties under the Progressive Accreditation System to adjust to current conditions and to make the same more equitable;

NOW, THEREFORE, in view of the foregoing, these Guidelines on the Implementation of the Updated Progressive Accreditation System are hereby issued:

I. GENERAL PROVISIONS

Section 1. Short Title. This Circular shall be known as the *"Updated PAS Guidelines."*

Section 2. Definition of Terms. For purposes of this Circular, the term:

a. "**Accommodation Establishments**" shall refer to establishments operating primarily for tourist accommodation purposes, including, but not limited to, the following:

   1. "**Apartment Hotel**" shall refer to a serviced apartment or condotel offering self-contained units with in-room kitchen and access to laundry facilities. A number of bedrooms may share one bathroom in the unit.

   2. "**Homestay**" shall refer to an alternative form of accommodation where tourists will stay with the host family in the same house to experience the everyday way of life of the family and the local community.

   3. "**Hotel**" shall refer to full-service accommodation with reception and guest rooms generally offering private facilities with dining facility and services.

4. "**Mabuhay Accommodation**" shall refer to tourist inns, pension houses, motels, bed and breakfasts, vacation homes, hostels, guest houses, and other similar accommodation establishments.

5. "**Resort**" shall refer to a full-service accommodation located in a more natural, relaxed environment, with reception and guest rooms generally offering private facilities with dining and recreation facilities and services.

b. "**Accreditation**" or "**DOT Accreditation**" shall refer to a certification issued by the DOT to a tourism enterprise that officially recognizes it as having complied with the minimum standards for the operation of tourism facilities and services.

c. **"Ancillary MICE Venue"** shall refer to meeting rooms or function halls within DOT-accredited accommodation establishments used for MICE (Meetings, Incentives, Conventions, Exhibitions) activities and business / business-related social events/networking functions.

d. "**Cancellation**" shall refer to the penalty of removal of the rights and benefits of accreditation with no right to reapply.

e. "**Department or DOT**" refers to the Department of Tourism.

f. "**Letter of Non-Compliance**" shall refer to the document issued by the DOT to the Tourism Enterprise that has applied for accreditation but failed to comply with the minimum standards requirement. Such document shall indicate the corrective action(s) to be done by the establishment should it wish to reapply for accreditation.

g. "**Letter of Non-Coverage**" shall refer to the document issued by the DOT to the Tourism Enterprise that has applied for accreditation stating that the Tourism Enterprise does not fall under any of the tourism categories accredited by DOT.

h. **"Major Deficiencies"** shall refer to significant defects that may be corrected within a period not exceeding ten (10) months, such as but not limited to construction and renovation of facilities and structural installations.

i. "**MICE**" otherwise known as Meetings, Incentives, Conventions, and Exhibitions, shall refer to a type of tourism activity aimed to bring together groups who share common interests usually planned well in advance, in an enhanced, tailor-made hospitality setting.

j. "**MICE Organizer**" shall refer to an entity engaged in the business of managing or organizing congresses, conventions, meetings/conferences, exhibitions or similar events in a professional manner for a fee or any form of remuneration.

k. "**MICE Venue**" shall refer to a physical space designed and provided for MICE (Meetings, Incentives, Conventions, Exhibitions) activities and business/business-related social events/networking functions (e.g., team buildings, dinner or lunch functions, B2B/B2C functions, etc.), categorized as Meeting Room, Exhibition Venue and Event Venue.

1. **"Meeting Room"** shall refer to a dedicated space within a MICE Venue. It shall be within one of the following settings: Hotels/Resorts, Convention/Exhibition Centers or a venue owned by a Public/Private Sector.

2. **"Exhibition Venue"** shall refer to a place covering the following two areas:

   i. **"Exhibition Hall"** shall refer to an indoor exhibition area structured with permanent walls on every side of the room and proper flooring.

   ii. **"Pre-Functional Area"** shall mean an area adjacent to the exhibition hall for multipurpose activities.

3. **"Event Venue"** shall refer to unconventional venues (venues outside of hotels, convention centres and exhibition centres) or venues proposed to hold the Special Events (so-called Special Events Venue) that can be used for organizing event. This venue, however, does not apply to venues for mega events, such as sporting events or public concerts, unless the venue is used for MICE/Business Events. It can be categorized into two settings:

   i. **Indoor venue:** for events that take place inside the building

   ii. **Outdoor venue:** for events that take place outside the building

l. **"Minor Deficiencies"** shall refer to minimal defects that may be corrected within a short period not exceeding three (3) months, such as but not limited to issues on cleanliness, maintenance and repairs, among others.

m. **"National Accommodation Standards"** shall refer to the star-rating system of classification ranging from one (1) to five (5) stars, applicable to Hotels, Resorts, and Apartment Hotels, as provided under DOT Memorandum Circular No. 2012-02 or its subsequent amendments.

n. "**Primary Tourism Enterprise**" shall refer to facilities and services that are directly related to tourism such as, but not limited to, travel and tour services: inbound travel agencies and tour operators, local tour operators, ecotour operators and tour guides; tourist transport services whether for land, sea and air transport exclusively or majority of its seats are for tourist use, including airport taxis and tourist drivers; accommodation establishments such as, but not limited to, hotels, resorts, apartment hotels, tourist inns, motels, pension houses, private homes used for homestay, ecolodges, condotels, serviced apartments, and bed and breakfast facilities; hotel and tourism estate management services; meetings, incentives, conventions and exhibition organizers and facilities; sports and recreational facilities such as, but not limited to, dive shops, amusement parks, adventure and ecotourism facilities; foreign exchange dealers and such enterprises as may be identified by the Secretary, after due consultation with concerned sectors.

o. **"Progressive Accreditation System (PAS)"** refers to a three-tier recognition scheme of the DOT for Primary Tourism Enterprises entailing progressive minimum standards and reflecting customers' expectations.

p. "**Revocation**" refers to the removal of the rights and benefits of accreditation with a right to reapply once the period of revocation is lifted.

q. "**Secondary Tourism Enterprise**" shall refer to facilities and services that may be related to tourism such as, but not limited to, restaurants; specialty shops and department stores; sports facilities and recreational centers such as, museums and galleries, theme parks, zoos; health and wellness facilities such as, but not limited to, spas, tertiary hospitals, ambulatory clinics and medical concierge; rest areas in gas stations; farm tourism; tourism training centers or institutes, including tourism trainers; outbound travel agencies; campgrounds; and such other enterprises as may be identified by the Secretary, after due consultation with concerned sectors.

r. "**Self-Assessment Form**" refers to a document or checklist where the applicant Tourism Enterprise pre-determines its qualification for Basic Accreditation, Regular Accreditation and Premium Accreditation by evaluating the degree of its compliance with the minimum requirements or standards set by the Department.

s. **"Sexual Exploitation"** shall refer to an actual or attempted abuse of someone's position of vulnerability (such as a person depending on you for survival, food rations, school, books, transport or other services), differential power or trust, to obtain sexual favors, including but not only, by offering money or other social, economic or political advantages. It includes trafficking and prostitution.[1]

[1] United Nations High Commissioner for Refugees (UNHR) Asia Pacific, 2021

t. "**Suspension**" refers to temporary withholding of accreditation for a prescribed period, as a result of non-conformance with any of the provisions of this Circular or commission of the prohibited acts enumerated under Section 30. Full accreditation is restored upon completion of the suspension period.

u. "**Tourism Enterprises**" shall refer to facilities, services, and attractions primarily engaged in whole or in part in tourism and for the purpose of attracting visitors to and within the Philippines.

v. **"Tourism Quality Advisers"** shall refer to qualified tourism officers from the Standards Monitoring and Enforcement Division (SMED) and Regional Accreditation Officers who implement and monitor compliance of tourism enterprises with the Department's accreditation standards.

w. **"Tourist Air Transport Operator"** shall refer to a person or entity which may be a single proprietorship, partnership, cooperative, or corporation, regularly engaged in providing, for a fee or lawful remuneration, air transport services for tourists, either on charter or regular run.

x. "**Tourist Land Transport Operator**" shall refer to a person or entity which may be a single proprietorship, partnership, cooperative, or corporation, regularly engaged in providing, for a fee or lawful remuneration, transport services for tourists, as hereinafter defined, either on charter or regular run.

y. "**Tourist Water Transport Operator**" shall refer to a person or entity which may be a single proprietorship, partnership, cooperative, or corporation, regularly engaged in providing, for a fee or lawful remuneration, water transport services for tourists, either on charter or regular run including the following:

    1. **"Recreational Boat"** shall refer to a vessel with a capacity of up to 10 tons of cargo, with passenger capacity as stated in MARINA's Recreational Boat Safety Certificate (RBSC), used commercially for recreational or tourism development purposes.

    2. **"Passenger Vessel"** shall refer to any watercraft, with passenger capacity as stated in MARINA's Passenger Ship Safety Certificate (PSSC), and compliant with the said Administration's mandatory minimum service standards.

z. "**Travel and Tour Services**" shall refer to entities or persons operating primarily for travel and tour purposes including, but not limited to, the following:

    1. "**Tour Operator**" shall refer to any person or entity engaged in the business of inbound and/or local tour operation such as organizing and/or conducting tours as well as making online reservations, arranging and booking for transportation and accommodation for a fee, commission, or any form of remuneration.

    2. "**Travel Agency**" shall refer to any person or entity engaged in the business of providing travel-related services, such as transportation or accommodation reservations/bookings, documentation of travel papers, sale and/or issuance of tickets, and selling of outbound tours for a fee, commission, or any form of remuneration, operating either on an online platform or brick-and-mortar/physical office.

    3. **"Travel and Tour Agency"** shall refer to an entity engaged in the business of providing both Tour Operator and Travel Agency services, operating either on an online platform or brick-and-mortar/physical office.

II. CLASSIFICATION OF DOT ACCREDITATION

Section 4. Mandatory Accreditation. All Primary Tourism Enterprises in the Philippines shall be required to obtain an Accreditation as to the quality of their facilities and standard of services. In case a Primary Tourism Enterprise fails to obtain or loses its Accreditation, the DOT shall notify the Local Government Unit (LGU) concerned, for appropriate action in relation to the enterprise's licenses and permits to operate.

Section 5. Classification of Accreditation. The Updated PAS involves a three-level recognition scheme for Primary Tourism Enterprises, classified into Basic, Regular, and Premium Accreditation, thus:

<table>
<tr><th colspan="3">Classification of Accreditation</th></tr>
<tr><th>(1) Basic Accreditation</th><th>(2) Regular Accreditation</th><th>(3) Premium Accreditation</th></tr>
<tr><td colspan="3">Description</td></tr>
<tr><td>Issued to a Tourism Enterprise found to be compliant with the minimum requirements for accreditation.</td><td>Issued to a Tourism Enterprise found to be compliant with the standards for both Basic and Regular accreditation for the operation of tourism facilities and services.</td><td>Issued to a Tourism Enterprise found to be compliant with the minimum standards prescribed under Basic, Regular, and Premium Accreditation[2].</td></tr>
<tr><td colspan="3">Covered Primary Tourism Enterprises</td></tr>
<tr><td rowspan="2">1. Mabuhay Accommodations
2. MICE Organizers
3. MICE Venues (Meeting Room)
4. Travel and Tour Services (Tour Operators, Travel Agencies, Travel and Tour Agencies)</td><td>1. Hotels
2. Resorts
3. Apartment Hotels</td><td rowspan="2">1. Mabuhay Accommodations
2. Homestays
3. MICE Organizers
4. MICE Venues (Meeting Room)
5. Travel and Tour Services (Tour Operators, Travel Agencies, Travel and Tour Agencies)
6. Tourist Land Transport Operators
7. Tourist Water Transport Operators (Recreational Boat)</td></tr>
<tr><td>1. Mabuhay Accommodations
2. Homestays
3. MICE Organizers
4. MICE Venues (Meeting Room, Exhibition Venue and Event Venue)
5. Travel and Tour Services (Tour Operators, Travel Agencies, Travel and Tour Agencies)
6. Tourist Land Transport Operators
7. Tourist Air Transport Operators
8. Tourist Water Transport Operators (Recreational Boat and Passenger Vessel)</td></tr>
</table>

III. REQUIREMENTS AND PROCESS OF APPLICATION FOR ACCREDITATION

Section 6. Documentary Requirements. All Tourism Enterprises applying for DOT Accreditation shall submit the documentary requirements corresponding to the nature of their business, and the level of accreditation applied for. The list of documentary requirements for Primary Tourism Enterprises is attached as **Annex A**.

Section 7. Continuing Requirements for Accreditation. Mayor's/Business Permits are considered continuing requirements in view of their limited validity. Thus, accredited primary tourism enterprises covered under the PAS shall submit a valid Mayor's/Business Permit annually to the office that granted their accreditation.

---

[2] In the case of Mabuhay Accommodations, the Tourism Enterprise shall comply with at least fifty percent (50%) of the total points in the inspection checklist for physical requirements allotted for Premium Accreditation in addition to the minimum standards for Basic and Regular Accreditation.

Tourism Enterprise	Classification (if applicable)	Basic Accreditation	Regular Accreditation	Premium Accreditation
Travel and Tour Services	Main Office	₱ 2,500.00	₱ 5,000.00	₱ 7,500.00
	Branch Office	₱ 1,500.00	₱ 3,000.00	₱ 4,500.00
Tourist Land Transport Operator	N/A	N/A	₱ 2,000.00	₱ 3,000.00
Tourist Air Transport Operator	N/A	N/A	₱ 2,000.00	N/A
Tourist Water Transport Operator	Recreational Boat	N/A	₱ 1,000.00	₱ 3,000.00
	Passenger Vessel	N/A	₱ 2,000.00	N/A
MICE Organizer	N/A	₱ 1,000.00	₱ 1,400.00	₱ 2,100.00
MICE Venue	Meeting Room	₱ 1,500.00	₱ 2,800.00	₱ 4,200.00
	Exhibition Venue	N/A	₱ 3,000.00	N/A
	Event Venue	N/A	₱ 1,500.00	N/A
	Ancillary MICE Venues within DOT-accredited Accommodation Establishments	NA		

b. **Sticker Fee.** DOT stickers shall be issued to accredited Tourism Enterprises under Regular Accreditation upon payment of ₱300.00. In case of lost or damaged DOT sticker, the Tourism Enterprise may request for replacement upon submission of a Letter Request, Affidavit of Loss, and payment of ₱300.00.

For tourist land, and water transport operators, the following sticker fees per unit/vehicle/boat/vessel shall apply:

Tourism Enterprise	Classification (if applicable)	Basic Accreditation	Regular Accreditation	Premium Accreditation
Tourist Land Transport Operator	Bus	N/A	₱ 700.00/unit	₱ 1,200.00/unit
	Coaster/ Mini Bus		₱ 400.00/unit	₱ 800.00/unit
	Van		₱ 300.00/unit	₱ 600.00/unit
	Car		₱ 200.00/unit	₱ 300.00/unit
Tourist Air Transport Operator	N/A			
Tourist Water Transport Operator	Recreational Boat	N/A	₱ 300.00/boat	₱ 500.00/boat
	Passenger Vessel		₱ 700.00/vessel	N/A

c. **Plaque Fee.** DOT Plaques shall be issued to accredited Tourism Enterprises under Premium Accreditation for free. Requests for duplicate of DOT Plaques shall be processed upon payment of ₱3,000.00.

d. **Reassessment Fee.** A fee of ₱5,000.00 shall be charged to an accredited Tourism Enterprise requesting for reconsideration of the conferred accreditation level or classification.

e. **Lost or Damaged Certificate.** An amount of ₱500.00 shall be collected for an authenticated copy of Accreditation Certificate upon submission of Letter Request and Affidavit of Loss.

f. **Change of Registration Details Fee**. An amount of ₱500.00 shall be charged to an accredited Tourism Enterprise who requests to change / modify its Registered Accreditation Details, upon submission of Letter of Request and any legal document that supports the change (e.g., Updated Business Permit, DTI / SEC Registration, etc.) in the accreditation record.

Section 14. Penalties for Late Renewal. A surcharge equivalent to twenty-five percent (25%) of the Accreditation Fee shall be collected for applications for renewal made after the prescribed renewal period in accordance with Section 14 and a penalty of fifty percent (50%) of the Accreditation Fee shall be collected for every succeeding year thereafter.

V. APPLICATION PERIODS; ISSUANCE AND VALIDITY OF ACCREDITATION

Section 15. Application and Renewal Period. Tourism Enterprises shall observe the following schedules in the filing of application or renewal of Accreditation:

Entity Type	Application Period	Renewal Period	Expiration of Accreditation
Accommodation Establishments	Any working day within the year	August 1 to October 31	October 31
Travel and Tour Services		April 1 to June 30	June 30
Tourist Land Transport Operators		February 1 to April 30	April 30
Tourist Air Transport Operators		February 1 to April 30	April 30
Tourist Water Transport Operators		February 1 to April 30	April 30
MICE Organizers and MICE Venues		April 1 to June 30	June 30
Ancillary MICE Venues within DOT-accredited Accommodation Establishments		August 1 to October 31	October 31

Tourism enterprises that wish to be upgraded to a higher level or category may apply anytime.

Section 16. Issuance of Certificate of Accreditation. When a Tourism Enterprise has successfully complied with the requirements of Basic, Regular, or Premium Accreditation, the DOT shall issue the appropriate Certificate of Accreditation upon approval of the application and payment of corresponding accreditation fees.

In addition to the Certificate of Accreditation, the DOT shall grant the DOT Accreditation Sticker for Regular Accreditation or DOT Plaque for Premium Accreditation.

Section 17. Failure to qualify under Basic Accreditation. In case the Tourism Enterprise fails to meet the requirements under Basic Accreditation, the Tourism Enterprise shall be issued a Letter of Non-Compliance, copy furnished the LGU concerned. This however, does not restrict the Tourism Enterprise to reapply.

Section 18. Failure to qualify under Regular Accreditation. In case the Tourism Enterprise fails to meet the requirements under Regular Accreditation, the Tourism Enterprise may be granted Basic Accreditation, provided that all the requirements for such level are complied with.

For Hotels, Resorts and Apartment Hotels, they may be re-categorized into Mabuhay Accommodation based on the results of the conducted inspection.

Section 19. Failure to qualify under Premium Accreditation. In case the Tourism Enterprise fails to meet the requirements under Premium Accreditation, the Tourism Enterprise may be granted Basic or Regular Accreditation, provided that all the corresponding requirements are complied with.

Section 20. Validity of Accreditation. Unless sooner cancelled or revoked by the DOT, the Certificate of Accreditation shall be valid for the following periods:

Accreditation Level	Period of Validity
Basic Accreditation	One (1) year
Regular Accreditation	Two (2) years
Premium Accreditation	Three (3) years

Section 21. Dormant Applications. Dormant applications shall automatically be withdrawn after forty-five (45) days of inactivity for online applications. Appropriate warnings or notifications shall be sent to the applicant on the 30th and 45th day reckoned from the date of submission.

VI. BENEFITS AND PRIVILEGES OF DOT ACCREDITATION

Section 22. Benefits and Privileges. A DOT-accredited enterprise shall be entitled to benefits and privileges that are identified by the Department, in consultation with the concerned sectors and shall be provided in a separate issuance.

VII. SUPERVISION OF TOURISM ENTERPRISES

Section 23. DOT Access to the Tourism Enterprise's Office and Records. The Department shall have access to a Tourism Enterprise's office and records (e.g. applicable government permits, visitors' logbook, cleaning and maintenance schedules, list of employees, etc.) at a reasonable time of the day with due regard and respect accorded to the right to privacy of parties concerned and compliance with the Data Privacy Act.

Section 24. Display of DOT Tourism Quality Seal and Accreditation Number. The DOT Accreditation Certificate, Sticker, or Plaque shall at all times be displayed in a conspicuous place of the establishment. DOT-Accredited Tourism Enterprises that advertise their business or services through print or online media must display the DOT Tourism Quality Seal and Accreditation Number with validity in all its advertisements, brochures, and marketing and promotional materials.

Section 25. Non-Transferability of Accreditation. The rights and privileges granted under the DOT Accreditation shall be non-transferable.

Section 26. Issuance of Tourism Advisory. The Department shall issue advisories against Tourism Enterprises found to have violated the terms of their DOT Accreditation. The Tourism Advisory shall contain the following:

a. Complete identification of the pertinent Tourism Enterprise;

b. Location of the Tourism Enterprise;

c. Its registered owner or proprietor and the business address thereof;

d. The specific term or terms of accreditation violated; and

e. A statement that the advisory shall only be lifted upon continued compliance of the enterprise with the terms of accreditation.

Section 27. Monitoring. As deemed necessary, the Department shall conduct periodic monitoring of Tourism Enterprises to determine continued compliance with the standards set by the Department.

VIII. GROUNDS FOR DENIAL, DOWNGRADE, SUSPENSION, CANCELLATION, OR REVOCATION OF ACCREDITATION; SCHEDULE OF FINES AND PENALTIES

Section 28. Violation or Non-compliance of Accreditation Rules. Violation of, or non-compliance with, any of the provisions of this Circular, or commission of the acts enumerated under Sections 28, 29, and 30, shall be a ground for the Denial, Downgrade, Suspension, Cancellation, or Revocation of Accreditation of Tourism Enterprises.

Section 29. Grounds for Denial of Application for Accreditation. The Department may deny the application for accreditation on any of the following grounds:

a. Making any false declaration or statement, making use of any such declaration or statement or any document containing the same or committing fraud or any act of misrepresentation for the purpose of obtaining accreditation;

b. Failure to comply with the standards and requirements for accreditation;

c. Failure to pay outstanding surcharges, fines, and penalties;

d. A determinative finding of liability for complaint/s filed against the tourism enterprise with the DOT; and

e. Commission of any other act or omission deemed to be detrimental to the tourism industry.

Section 30. Ground for Downgrading of Accreditation. If during the monitoring visit or inspection for renewal, the Tourism Enterprise is found to be non-compliant with the requirements under this Circular or the National Accommodation Standards, the Tourism Quality Advisers shall direct the keeper, manager, or operator to rectify such defects or deficiencies. A corresponding letter from the Department shall also be sent to the Tourism Enterprise concerned indicating therein the corrective action/s and a compliance period within which to make the corrective and/or preventive action depending on the type of deficiency, as provided below:

Type of Deficiency	Compliance Period
Minor Deficiencies (e.g. cleanliness, maintenance and repair issues)	Up to three (3) months
Major Deficiencies (e.g. structural installations, PWD rooms)	Up to ten (10) months

On or before the last day of the compliance period, the Tourism Enterprise shall submit to the DOT Regional Office a Status Report on the corrective and/or preventive actions taken. Should the management fail to submit the Status Report or implement the corrective and/or preventive action within the compliance period, the DOT shall downgrade the level of accreditation or revoke the Certificate of Accreditation issued to the Tourism Enterprise. In case of Revocation of the Certificate of Accreditation, the Department shall inform the LGU concerned regarding the accreditation status of the Tourism Enterprise.

Section 31. Grounds for Suspension, Revocation, or Cancellation of Accreditation and Schedule of Fines and Penalties. The Department, after due notice and hearing, may impose the following fines and penalties based on the following grounds:

GROUNDS/ OFFENSES	FINES AND PENALTIES		
	1st offense	2nd offense	3rd offense
a. Unauthorized use and/or transfer of DOT Accreditation Certificates, Stickers, or any document issued by the DOT.	Stern warning and a fine of ₱5,000.00	Suspension of accreditation of three (3) months as minimum up to six (6) months as maximum depending on the gravity of offense and a fine of ₱ 10,000.00	Fine of ₱20,000.00 and Revocation / Cancellation of accreditation depending on the gravity of the offense
b. Unauthorized reproduction of DOT Accreditation Certificates, Stickers, Plaques, or any document issued by the DOT.	Stern warning and a fine of ₱5,000.00	Suspension of accreditation of three (3) months as minimum up to six (6) months as maximum depending on the gravity of offense and a fine of ₱ 10,000.00	Fine of ₱20,000.00 or Revocation / Cancellation of accreditation depending on the gravity of the offense
c. Making any false, deceptive, or misleading claims for the purpose of soliciting business from guests or clients	*For Mabuhay Accommodation, Travel and Tours, Tourist Transports, MICE Organizers and MICE Venues*, stern warning and/or a fine of ₱5,000.00 to ₱20,000.00 depending on the gravity of the offense *For Hotels, Resorts, and Apartment Hotels,* stern warning and/or a fine of ₱10,000.00 to ₱40,000.00 depending on the gravity of the offense	*For Mabuhay Accommodation, Travel and Tours, Tourist Transports, MICE Organizers and MICE Venues*, Suspension of accreditation of three (3) months as minimum up to six (6) months as maximum and/or a fine of ₱21,000.00 to ₱40,000.00 depending on the gravity of the offense	*For Mabuhay Accommodation, Travel and Tours, Tourist Transports, MICE Organizers and MICE Venues*, Revocation/ Cancellation and/or a fine of ₱50,000.00 depending on the gravity of the offense *For Hotels, Resorts, and Apartment Hotels*, Revocation/ Cancellation of accreditation and/or a fine of ₱81,000.00 ₱100,000.00 depending on the gravity of the offense

GROUNDS/ OFFENSES	FINES AND PENALTIES		
	1st offense	2nd offense	3rd offense
		For Hotels, Resorts, and Apartment Hotels, Suspension of accreditation of three (3) months as minimum up to six (6) months as maximum and/or a fine of ₱41,000.00 to ₱80,000.00 depending on the gravity of the offense	
d. Engaging the services of non-DOT accredited tour guides, tourism trainers, tourism enterprises or vehicles except in areas where there are no DOT accredited frontliners, tourism trainers,tourism enterprises or vehicles available.	Stern warning and a fine of ₱10,000.00	Suspension of accreditation of three (3) months as minimum up to six (6) months as maximum and/or a fine of ₱20,000.00 to ₱25,000.00 depending on the gravity of the offense	Fine of ₱30,000.00 or Revocation / Cancellation of accreditation depending on the gravity of the offense
e. Failure to display the DOT Accreditation Certificate/ Sticker/Plaque in a conspicuous place of the establishment.	Stern warning or a fine of ₱5,000.00	Suspension of accreditation of three (3) months as minimum up to six (6) months as maximum and/or a fine of ₱10,000.00 depending on the gravity of offense	Fine of ₱20,000.00 or Revocation / Cancellation of accreditation depending on the gravity of the offense
f. Failure to display/specify the DOT Tourism Quality Seal and Accreditation Number with validity in all of its advertisements through print or online media.	Stern warning or a fine of ₱5,000.00	Suspension of accreditation of three (3) months as minimum up to six (6) months as maximum and/or a fine of ₱10,000.00 depending on the gravity of offense	Fine of ₱20,000.00 or Revocation / Cancellation of accreditation depending on the gravity of the offense
g. Promotion, facilitation or conduct of activities involving drug-related transactions or any form of Sexual Exploitation upon investigation of DOT.	Cancellation of accreditation and a fine of ₱100,000.00	N/A	N/A

GROUNDS/ OFFENSES	FINES AND PENALTIES		
	1st offense	2nd offense	3rd offense
h. Violation of, or non-compliance with any of the provision of these Rules and other issuances issued by the Department.	*For Mabuhay Accommodation, Travel and Tours, Tourist Transports, MICE Organizers and MICE Venues*, stern warning and/or a fine of ₱10,000.00 to ₱20,000.00 depending on the gravity of the offense *For Hotels, Resorts, and Apartment Hotels,* stern warning and/or a fine of ₱20,000.00 to ₱40,000.00 depending on the gravity of the offense	*For Mabuhay Accommodation, Travel and Tours, Tourist Transports, MICE Organizers and MICE Venues*, a fine of ₱21,000.00 to ₱40,000.00 depending on the gravity of the offense *For Hotels, Resorts, and Apartment Hotels,* suspension of accreditation for three (3) months as minimum up to six (6) months as maximum and/or a fine of ₱41,000.00 to ₱80,000.00 depending on the gravity of the offense	*For Mabuhay Accommodation, Travel and Tours, Tourist Transports, MICE Organizers and MICE Venues*, Revocation, Cancellation and/or a fine of ₱50,000.00 *For Hotels, Resorts, and Apartment Hotels,* Revocation/ Cancellation of accreditation and/or a fine of ₱81,000.00 ₱100,000.00 depending on the gravity of the offense
i. Failure to comply with laws requiring tourism establishments to grant privileges and benefits to senior citizens and persons with disability, among others.	Stern Warning and/or a fine of ₱1,000.00 to ₱5,000.00 depending on the gravity of the offense	Suspension of accreditation of three (3) months as minimum up to six (6) months as maximum and/or a fine of ₱5,000.00 to ₱10,000.00 depending on the gravity of the offense	Fine of ₱20,000.00 to ₱30,000.00.00 or Revocation / Cancellation of accreditation depending on the gravity of the offense
j. Any other act or omission deemed to be detrimental to the tourism industry.	*For Mabuhay Accommodation, Travel and Tours, Tourist Transports, MICE Organizers and MICE Venues*, stern warning and/or a fine of ₱10,000.00 to ₱20,000.00 depending on the gravity of the offense *For Hotels, Resorts, and Apartment Hotels,* stern warning and/or a fine of ₱20,000.00 to ₱40,000.00 depending on the gravity of the offense	*For Mabuhay Accommodation, Travel and Tours, Tourist Transports, MICE Organizers and MICE Venues*, Suspension of accreditation for three (3) months as minimum up to six (6) months as maximum and/or a fine of ₱21,000.00 to ₱40,000.00 depending on the gravity of the offense	*For Mabuhay Accommodation, Travel and Tours, Tourist Transports, MICE Organizers and MICE Venues*, Revocation / Cancellation and/or a fine of ₱50,000.00 *For Hotels, Resorts, and Apartment Hotels,* Revocation/ Cancellation of accreditation and/or a fine of ₱81,000.00 ₱100,000.00 depending on the gravity of the offense

GROUNDS/ OFFENSES	FINES AND PENALTIES		
	1st offense	2nd offense	3rd offense
		For Hotels, Resorts, and Apartment Hotels, Suspension of accreditation for three (3) months as minimum up to six (6) months as maximum and/or a fine of ₱41,000.00 to ₱80,000.00 depending on the gravity of the offense	

The accreditation of Hotels, Resorts, and Apartment Hotels with DOT-accredited MICE Venues shall not be affected when the latter is found to have violated any of the terms of their accreditation and vice versa.

Section 32. Execution of Penalties. The payment of fines, Suspension, Revocation, or Cancellation of DOT Accreditation shall be immediately executory on the date of receipt by the Tourism Enterprise of the Notice of Decision. Any appeal shall be subject to the prevailing issuances of the Department.

Section 33. Notice of Decision to LGU. Upon the service of the Notice of Decision to the Tourism Enterprise, the Department shall likewise transmit the said Notice of Decision to the LGU concerned for appropriate action in relation to the Tourism Enterprise's permits and/or licenses to operate.

IX. MISCELLANEOUS AND TRANSITORY PROVISIONS

Section 34. Transitory Provision. All Tourism Enterprises that have been accredited under Regular and Premium Accreditation under the 2018 PAS shall comply with the requirements of this Circular, upon renewal of their accreditation or six (6) months from the publication of this Circular, whichever is later.

Section 35. Protection of Personal Information. Personal Information received or filed with the DOT pursuant to the requirements of these rules shall be protected in accordance with *Republic Act No. 10173 or the Data Privacy Act of 2012.*

Section 36. Separability Clause. If any portion or provision of this Circular is declared null and void or unconstitutional, the other provisions not affected thereby shall continue to be in force and effect.

Section 37. Repealing Clause. This Circular repeals DOT Memorandum Circular No. 2018-03[3], 2022-001[4], DOT's 1995 Rules and Regulations to Govern the Accreditation of Travel and Tour Services, DOT's 2004 Rules and Regulations to Govern the Accreditation of Motorized Boat/Banca Engaged in Tourism Activities and Services and all other DOT issuances inconsistent herewith. All relevant provisions not inconsistent with this Circular shall remain effective and enforceable.

[3] Establishment of the Progressive Accreditation System and Its Implementing Guidelines.
[4] Revised Interim Guidelines for Applications for Accreditation.

Section 38. Effectivity. This Circular shall take effect immediately upon publication in a newspaper of general circulation or the Official Gazette and upon filing with the University of the Philippines – Office of the National Administrative Register (UP-ONAR). This Circular shall remain effective until otherwise superseded, amended, or repealed accordingly.

31 May 2023.

MA. ESPERANZA CHRISTINA GARCIA FRASCO
Secretary

DEPARTMENT OF TOURISM PHILIPPINES

ABQ344

ANNEX A: DOCUMENTARY REQUIREMENTS

Note: Documentary requirements submitted for initial accreditation application that are still valid do not need to be resubmitted upon renewal. All other expired documentary requirements shall be renewed and submitted upon filing of application for renewal.

Mayor's/Business Permits are considered continuing requirements in view of their limited validity. Thus, accredited primary tourism enterprises covered under the PAS shall submit a valid Mayor's/Business Permit annually to the office that granted their accreditation.

<table>
<tr><th colspan="4">ACCOMMODATION ESTABLISHMENTS</th></tr>
<tr><td rowspan="3">Hotels, Resorts, Apartment Hotels</td><td rowspan="3">Not Applicable</td><td>Valid Mayor's / Business Permit</td><td rowspan="3">Not Applicable</td></tr>
<tr><td>Valid Comprehensive General Liability Insurance Policy with a minimum coverage of ₱ 500,000.00</td></tr>
<tr><td></td></tr>
<tr><td rowspan="7">Mabuhay Accommodations</td><td>Basic Accreditation</td><td>Regular Accreditation</td><td>Premium Accreditation</td></tr>
<tr><td colspan="3">Valid Mayor's / Business Permit</td></tr>
<tr><td>Valid Comprehensive General Liability Insurance Policy with a minimum coverage of ₱ 100,000.00</td><td>Valid Comprehensive General Liability Insurance Policy with a minimum coverage of ₱ 200,000.00</td><td>Valid Comprehensive General Liability Insurance Policy with a minimum coverage of ₱ 300,000.00</td></tr>
<tr><td>Contract between the unit owner and property management allowing such unit to be utilized for commercial purposes
(for individual condominium units only)</td><td></td><td></td></tr>
<tr><td rowspan="2"></td><td rowspan="2"></td><td>Proof of attendance to training programs conducted by a third-party organization (e.g. government, private, academe) within the last three (3) years of at least 50% of the employees on any of the following:
1. Customer Services;
2. Housekeeping;
3. Front Office Services; or
4. Food and Beverage Services
5. Food Production
(For renewal applicants only)</td></tr>
<tr><td>Recognitions / Awards from any reputable government or private institutions</td></tr>
<tr><td rowspan="6">Homestays</td><td>Basic Accreditation</td><td>Regular Accreditation</td><td>Premium Accreditation</td></tr>
<tr><td rowspan="5">Not Applicable</td><td colspan="2">Valid Mayor's Permit</td></tr>
<tr><td colspan="2">Proof of attendance to a Homestay Training conducted by DOT or DOT-accredited training institutions within the last two (2) years prior to application for accreditation</td></tr>
<tr><td>Contract between the unit owner and property management allowing such unit to be utilized for commercial purposes
(for individual condominium units only)</td><td></td></tr>
<tr><td></td><td>Recognitions / Awards from local, national, or international award giving bodies (government or private institutions)</td></tr>
<tr><td></td><td>Membership to LGU-registered Homestay Association</td></tr>
</table>

ANNEX A: DOCUMENTARY REQUIREMENTS

TRAVEL AND TOUR SERVICES			
	Basic Accreditation	**Regular Accreditation**	**Premium Accreditation**
Tour Operators, Travel Agencies, and Travel and Tour Agencies	Valid Mayor's / Business Permit		
	For Corporations: Proof of working capital of ₱ 300,000.00 (e.g., paid up capital, General Information Sheet) **For Partnerships:** Paid-up / partners' capital of ₱ 300,000.00 **For single proprietorships:** Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 300,000.00 *Note: For renewal, Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 300,000.00*	**For Corporations:** Proof of working capital of ₱ 500,000.00 (e.g., paid up capital, General Information Sheet) **For Partnerships:** Paid-up / partners' capital of ₱ 500,000.00 **For single proprietorships:** Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 500,000.00 *Note: For renewal, Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 500,000.00*	**For Corporations:** Proof of working capital of ₱ 1,500,000.00 (e.g., paid up capital, General Information Sheet) **For Partnerships:** Paid-up / partners' capital of ₱ 1,500,000.00 **For single proprietorships:** Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 1,500,000.00 *Note: For renewal, Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 1,500,000.00*
	For general manager, proof of one (1) year managerial experience in the operations of travel and tours, MICE, airlines, tourist transports, or accommodation establishments as certified by previous employer or Proof of passing a travel and tour operator management course conducted by a DOT-accredited training center, except in areas where there are no DOT-accredited training centers	For general manager, proof of three (3) years managerial experience in the operations of travel and tours, MICE, airlines, tourist transports, or accommodation establishments as certified by previous employer	
			Citations or Proof of successful handling of tours / accommodation bookings in each of the clusters (Luzon, Visayas, and Mindanao) such as contracts, booking voucher for the past five (5) years at the time of application
			Proof of outstanding membership from any duly recognized national or international associations

ANNEX A: DOCUMENTARY REQUIREMENTS

<table>
<tr><th colspan="4">TOURIST LAND TRANSPORT OPERATORS</th></tr>
<tr><td rowspan="6">Tourist Land Transport Operators</td><td>Basic Accreditation</td><td>Regular Accreditation</td><td>Premium Accreditation</td></tr>
<tr><td rowspan="5">Not Applicable</td><td colspan="2">Valid Mayor's / Business Permit</td></tr>
<tr><td colspan="2">Valid LTFRB Tourist Transport Service Franchise of the Vehicles</td></tr>
<tr><td colspan="2">LTO Certificate of Registration of Vehicles</td></tr>
<tr><td colspan="2">Proof of attendance to DOT conducted Seminar for Tourist Drivers
Note: In the absence of completed training, the letter of request for training received by the DOT, shall be accepted</td></tr>
<tr><td></td><td>Proof of inter-regional (Luzon-Visayas-Mindanao) fleets</td></tr>
<tr><th colspan="4">TOURIST AIR TRANSPORT OPERATORS</th></tr>
<tr><td rowspan="4">Tourist Air Transport Operators</td><td>Basic Accreditation</td><td>Regular Accreditation</td><td>Premium Accreditation</td></tr>
<tr><td rowspan="3">Not Applicable</td><td>Valid Mayor's / Business Permit</td><td rowspan="3">Not Applicable</td></tr>
<tr><td>Valid Certificate of Airworthiness issued by Civil Aviation Authorization of the Philippines (CAAP)</td></tr>
<tr><td>Valid Franchise to operate the aircraft issued by Civil Aeronautics Board (CAB)</td></tr>
<tr><th colspan="4">TOURIST WATER TRANSPORT OPERATORS</th></tr>
<tr><td rowspan="4">Recreational Boats</td><td>Basic Accreditation</td><td>Regular Accreditation</td><td>Premium Accreditation</td></tr>
<tr><td rowspan="3">Not Applicable</td><td colspan="2">Valid Mayor's / Business Permit</td></tr>
<tr><td colspan="2">Valid Recreational Boat Certificate (RBC)</td></tr>
<tr><td colspan="2">Valid Recreational Boat Safety Certificate (RBSC)</td></tr>
<tr><td rowspan="4">Passenger Vessels</td><td>Basic Accreditation</td><td>Regular Accreditation</td><td>Premium Accreditation</td></tr>
<tr><td rowspan="3">Not Applicable</td><td>Valid Mayor's / Business Permit</td><td rowspan="3">Not Applicable</td></tr>
<tr><td>Valid Certificate of Compliance with MC 65/65A of MARINA or its subsequent amendments, if any</td></tr>
<tr><td>Valid Passenger Ship Safety Certificate (PSSC)</td></tr>
</table>

ANNEX A: DOCUMENTARY REQUIREMENTS

MICE ORGANIZERS			
	Basic Accreditation	**Regular Accreditation**	**Premium Accreditation**
MICE Organizers	Valid Mayor's / Business Permit		
	For Corporations: Proof of working capital of ₱ 300,000.00 (e.g., paid up capital, General Information Sheet) **For Partnerships:** Paid-up / partners' capital of ₱ 300,000.00 **For single proprietorships:** Original copy of bank certification / bonds reflecting a cumulative amount of ₱ 300,000.00 *Note: For renewal, Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 300,000.00*	**For Corporations:** Proof of working capital of ₱ 500,000.00 (e.g., paid up capital, General Information Sheet) **For Partnerships:** Paid-up / partners' capital of ₱ 500,000.00 **For single proprietorships:** Original copy of bank certification / bonds reflecting a cumulative amount of ₱ 500,000.00 *Note: For renewal, Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 500,000.00*	**For Corporations:** Proof of working capital of ₱ 1,500,000.00 (e.g., paid up capital, General Information Sheet) **For Partnerships:** Paid-up / partners' capital of ₱ 1,500,000.00 **For single proprietorships:** Original copy of bank certification / bonds reflecting a cumulative amount of ₱ 1,500,000.00 *Note: For renewal, Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 1,500,000.00*
	Company Profile/Portfolio	Proof of successful handling of at least five (5) MICE events for the past two (2) years at the time of application	Proof of successful handling of at least ten (10) domestic and international MICE events for the past three (3) years at the time of application
	For the General Manager, proof of a minimum of one (1) year relevant experience in event organizing certified by the previous employer or proof of attendance to a PCO/Event Organizer's Training or its equivalent	For the General Manager, proof of a minimum of three (3) years relevant experience in event organizing certified by the previous employer or proof of attendance to a PCO/Event Organizer's Training or its equivalent	
			Recognitions / Awards from any reputable award-giving bodies (private or government) in the MICE Tourism Industry

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of at least 50% of the total points allotted in addition to the requirements under basic and regular accreditation	PREMIUM POINTS
Mabuhay Accommodations	**Public Area**			
	Information / Reception counter or receiving area manned for at least 8 hours	Information / Reception counter or receiving area manned for at least 12 hours	Reception service for 24 hours	2
	Clean building exterior and surroundings			
	The entrance to the property is identifiable			
	Visible and conspicuously displayed business name signage			
		Signages are made from indigenous/local materials or incorporate Philippine design elements		
	Designated waiting area for guest	Seating area proportionate to the size of the property	Seating facility coordinated with the theme / design of the property	2
		Decorations, furniture, wall coverings or other installations incorporate materials that are indigenous, locally sourced or represent Filipino culture or craftsmanship		
		Locally produced welcome drink/s are offered	Showcases cultural presentation	2
			Plays / uses local songs / sound for ambient music	2
		Complimentary Wi-fi access with at least 25mbps	Complimentary high-speed internet or Wi-fi access with at least 50mbps	2
	Left Luggage Area		Left Luggage Room	2
	Porter service / Luggage assistance available			
			Sub-Total	**12**

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of at least 50% of the total points allotted in addition to the requirements under basic and regular accreditation	PREMIUM POINTS
Mabuhay Accommodations	**Public Area**			
		Safety Deposit Box at the Reception or in the Back Office		
	Public areas shall maintain a maximum temperature of 25 degrees Celsius year-round			
		Campaign materials encouraging guests to conserve water and electricity and reduce wastes are installed in strategic locations		
	Properly labelled waste bins for different types of wastes			
	Landline / Mobile Phone or any communication device at the reception area			
		Digital or printed brochures, maps or any similar guide in going around the area available at the reception area		
	Adequate lighting in all areas			
	Reception personnel can converse in Filipino and English			
	Appropriate and presentable clothing for staff	Staff wear name plates or IDs and uniform with local touch/ pattern/ accent/ accessories		
		Staff are trained in the Filipino Brand of Service Excellence (FBSE)		

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of at least 50% of the total points allotted in addition to the requirements under basic and regular accreditation	PREMIUM POINTS
Mabuhay Accommodations	**Public Restroom**			
	Clean public restroom provided with hooks/rack for personal belongings, and adequate supply of clean water, soap and toilet paper	Hand dryer / paper towel		
	Separate Public Restrooms for Male and Female. For properties that have been built prior to the implementation of the Updated PAS, common restrooms are acceptable, provided that no renovations were done after.			
	Mirror			
	Bedroom			
	Minimum room size of at least 10 sq.m. inclusive of toilet & bath	Minimum room size of at least 12 sq.m. inclusive of toilet & bath	Minimum room size of at least 14 sq.m. inclusive of toilet & bath	4
	Guest rooms with locking doors	Door with peephole	Keycard locking system	2
	Comfortable beds with clean mattresses and fresh linens		Quality linens with a minimum of 250 thread count	1
			Bed mattress of at least 6 inches	2
	At least one (1) pillow with cover per person	Two (2) pillows with cover per person		
	All rooms are air-conditioned or shall maintain a maximum room temperature of 25 degrees Celsius			
		Decorations, furniture, wall coverings or other installations incorporate materials that are indigenous, locally sourced or represent Filipino culture or craftsmanship		
			Sub-Total	**9**

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of at least 50% of the total points allotted in addition to the requirements under basic and regular accreditation	PREMIUM POINTS
Mabuhay Accommodations	**Bedroom**			
	Drinking water in sealed refillable container with glass in-room			
	Waste bin			
	Mirror	Mirror of at least 31 inches by 16 inches	Full-length mirror	1
		Clothes hanging space (e.g. shelves, closets, cloth-rack)	Closet / Cabinet	2
			Refrigerator inside the room	1
			Amenities / utility storage units (e.g. fruit trays, laundry baskets, storage cubbies, etc.) are made of local materials	2
			Minibar offers local snacks / delicacies	2
			Complimentary welcome amenities with local fruits or food products are provided	2
		Any in-room communication device		
			In-room Safety Deposit Box	2
		Minimum of two (2) power outlets conveniently located for use		
	Chair/s and Writing Desk or Table			
			Sub-Total	**12**

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of at least 50% of the total points allotted in addition to the requirements under basic and regular accreditation	PREMIUM POINTS
Mabuhay Accommodations	**Bedroom**			
	Clean and non-skid flooring		Contemporary tiles, quality timber floors or any equivalent floor coverings	3
	If windows are available, window coverings (e.g. Curtains, blinds) shall be installed. Additional mesh screen frame shall be fitted for non-air-conditioned rooms.		Blackout curtains	3
	Emergency evacuation / Fire Exit Plans posted in all rooms			
	Basic lighting	Reading lights / Bedside lamps	Mood lighting	2
	Functional flashlight or emergency light in room			
	At least 3 hangers per guest			
			In-room compendium or electronic access (thru a QR code or a digital device) with information on additional services offered and emergency contacts	2
		Television	LED / LCD / Smart TV	2
			Door buzzer	1
			Slippers	1
			Complimentary tea / coffee set	1
			Sub-Total	**15**

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of at least 50% of the total points allotted in addition to the requirements under basic and regular accreditation	PREMIUM POINTS
Mabuhay Accommodations	**Bathroom**			
	Attached or shared bathroom	For shared bathroom, ratio is 1 bathroom for every 4 guests	Attached toilet and bathroom	3
	Clean toilet and bath with adequate supply of clean water			
	Clean bath towel per guest		Range of Towels (minimum of bath towel, bathmat + 1 (face or hand towel)	3
	Basic toiletries (e.g. shampoo, soap, toilet paper)		Range of toiletries (e.g. lotion, dental kit, bath gel, etc.)	2
			Toiletries holder is made of local materials	2
		Tissue holder		
	Clothes hook	Area to place clothes and space for personal toiletries	Clothes line	1
		Good space, ability to move freely		
			Dual flush system / sensor flush	3
	Pail & water dipper or shower	Hot & cold shower		
		Bidet in all bathrooms		
	Waste Bin			
			Sub-Total	**14**

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of at least 50% of the total points allotted in addition to the requirements under basic and regular accreditation	PREMIUM POINTS
Mabuhay Accommodations	**Food and Beverage**			
	Common dining area (except for accommodation establishments with dining outlet within the vicinity)	Availability of dining area serving at least short orders or room service	Dining outlet within the establishment offers breakfast, lunch or dinner	4
		Room service for a minimum of 8 hours	Room service for a minimum of 16 hours	2
		Offers at least one (1) local or Filipino menu item	Offers a variety of Filipino / local dishes in the menu including drinks	2
		Kitchen equipped with clean and functional kitchen equipment and utensils		
		Clean and unchipped cutlery, glassware, and crockery stored in a dry place		
		Clean and well-maintained kitchen with no intrusive / foul smell, vermin and insects		
			Sub-Total	**8**
	Services and Amenities			
		24-hour functional CCTV in strategic areas (e.g. entrance, lobby, etc.)	CCTV with a minimum of 15-day recording storage	3
	In-house / proprietary guard		Professional security in place	3
	Well-stocked First-aid kit		Medical Services available either in-house or on call 24 hours a day	4
		At least one (1) personnel trained on basic life support		
			Hair dryer	1
			Sub-Total	**11**

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of at least 50% of the total points allotted in addition to the requirements under basic and regular accreditation	PREMIUM POINTS
Mabuhay Accommodations	**Services and Amenities**			
			Accepts mobile and/or online payments (e.g. QR Codes, debit / credit cards, online banking)	3
			Printing / photocopying and other documentation services	2
			Gym / Fitness Center	2
			Massage Service available in-house or outsourced	2
			Other recreational facilities (e.g. Videoke room, Game room, Kids' Play Area, Barbecue area, etc.)	2
			Function / Meeting Rooms with a capacity of at least 30 pax	2
			Swimming pool with trained lifeguard on duty	2
			Ironing services, in-house / outsourced	1
			One (1) iron and ironing board for every fifty (50) rooms	2
			Laundry Services available in-house or outsourced	1
	Rechargeable emergency light	Back-up generator or emergency power, capable of providing full power		
	Backup water supply in case of water interruption			
			Sub-Total	**19**
			GRAND TOTAL	**100**

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of at least 50% of the total points allotted in addition to the requirements under basic and regular accreditation
Mabuhay Accommodations	**Statutory Requirements**		
	Designated Drop-off and loading area for guests, within 5-10 minutes' walk from the establishment		
	Provision of accessible facilities in accordance with BP 344 (e.g. PWD Rooms, ramps, handrails, etc.)		
	Emergency and Fire Evacuation Procedure		
	Health, Sanitation and Workplace Safety Procedures in Place (includes food safety)		
	At least in-house Pest Control Program		
	Designated Smoking Area		
	Refund and Cancellation Policies		
	Official Receipts		

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation
Homestays	**Type of Dwelling**		
	Not Applicable		Condominium units are excluded
	Accessibility		
	Not Applicable	Accessible to any mode of transportation (e.g. habal-habal, jeepneys, tricycle)	
		Visible and conspicuously displayed business name signage	
	Host		
	Not Applicable	Accommodating and courteous	
		Conversant in Filipino and English	
		Wears clothing with local touch/ pattern/ accent/ accessories	
	Bedroom		
	Not Applicable	Minimum of one (1) and a maximum of four (4) lettable guestrooms distinct from the owner's / host's room	
		Comfortable beds with clean mattresses and fresh linens	
		At least one (1) pillow with pillow case per person	At least two (2) pillows with pillow case per person
		Basic amenities such as fan, desk, mirror, electric socket, etc.	

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation
Homestays	**Bedroom**		
	Not Applicable	Waste bins	
		Area to place clothes and space for personal toiletries	Cabinet, closet provided
		Room well lit	
		All rooms shall maintain a maximum room temperature of 25 degrees Celsius	
		Window mesh frame to keep insects out (for non-air-conditioned rooms only)	Insect-repellent (e.g. electric, lotion, spray or oil)
		Windows with appropriate window coverings (e.g. Curtains, blinds), when applicable	
	Toilet / Bathroom		
	Not Applicable	Functional, clean toilet / bathroom with locking doors	
		Adequate supply of clean water	Adequate supply of running water
			Availability of hot and cold shower
		Soap and toilet paper	Shampoo
		Clean bath towel per guest, no stain and no frayed edges	
		Waste Bin	

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation
Homestays	**Kitchen and Dining Area**		
	Not Applicable	Availability of dining area	
		Clean and well-maintained kitchen with no intrusive / foul smell, vermin and insects	
		Functional kitchen equipment and utensils	
		Clean and unchipped cutlery, glassware, and crockery stored in a dry place	
		Safe drinking water	
	Services, Amenities & Activities		
	Not Applicable	First-aid / Emergency kit	A family member is trained on Basic Life Support
		Emergency Light / Flashlight	
		Directory of emergency contacts	
			Laundry service
		Fire Extinguisher	
		Showcases Filipino culture and heritage (decoration, food, products & activities)	Traditional massage service on-site or outsourced
			Traditional Recreational Activities offered (i.e Sungka, Dama, local tours etc.)

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation
Homestays	**Common Area**		
	Not Applicable	Local decor/ design and building materials reflect local identity	
		Adequate lighting in all areas	
		Seating Area	
		Adequate ventilation in all areas	
		Sufficient power supply	
		Designated Smoking Area	

ANNEX B: PHYSICAL REQUIREMENTS

<table>
<tr><th>ENTITY TYPE</th><th>BASIC ACCREDITATION

Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation</th><th>REGULAR ACCREDITATION

Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation</th><th>PREMIUM ACCREDITATION

Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation</th></tr>
<tr><td rowspan="6">Tour Operators, Travel Agencies, and Travel and Tour Agencies</td><td>Physical office exclusive for Travel and Tour operations with dedicated entrance / exit for transacting clients.

Shared office spaces may be acceptable, provided that the office space for travel and tour operations is enclosed or with partitions.</td><td>Physical Office not less than 12sq.m. located in a Commercial Area

For branch offices, the same size requirement with the main office shall apply, except those located in hotels and shopping malls</td><td>Physical Office not less than 18 sq.m. located in a Commercial Area</td></tr>
<tr><td colspan="3">Visible and conspicuously displayed business name signage</td></tr>
<tr><td>Computer Reservation System</td><td colspan="2">Global Distribution System</td></tr>
<tr><td colspan="2"></td><td>With 24/7 Customer Service (e.g. thru email, mobile/ landline phone, online page)</td></tr>
<tr><td>Any online page</td><td>Dedicated website</td><td>Official Website with registered domain with the following details:

• Company Profile (about the Company)
• Services Offered
• Contact Us Page (landline/mobile number, email and office address)
• Refund and cancellation Policies</td></tr>
<tr><td></td><td>At least two (2) payment options</td><td>Use of online banking/Payment Card Industry Data Security Standard (PCI-DSS) compliant and encrypted with valid Security Socket Layer (SSL) Certificate</td></tr>
</table>

ANNEX B: PHYSICAL REQUIREMENTS

<table>
<tr><th>ENTITY TYPE</th><th>BASIC ACCREDITATION
Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation</th><th>REGULAR ACCREDITATION
Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation</th><th>PREMIUM ACCREDITATION
Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation</th></tr>
<tr><td rowspan="8">Tour Operators, Travel Agencies, and Travel and Tour Agencies</td><td colspan="2">Seating area for clients</td><td>Reception / Lounge Area</td></tr>
<tr><td>IEC and other promotional materials featuring visits to local artisans, restaurants, etc.</td><td colspan="2">Digitalized or other forms of promotional and IEC materials featuring visits to local artisans, restaurants, etc.</td></tr>
<tr><td colspan="2"></td><td>Offers cultural, heritage or faith-based tourism tours (except travel agencies)</td></tr>
<tr><td>Basic Office Equipment (e.g. Tables & Chairs, Computers, Printer/s, File box, Fan and communication equipment)</td><td colspan="2">Full Office Equipment & Furniture (e.g. Counter, Brochure Rack/E-brochures, Filing Cabinets, and Air-conditioning Units)</td></tr>
<tr><td colspan="3">Maximum room temperature of 25 degrees Celsius</td></tr>
<tr><td colspan="3">Fire Extinguishers</td></tr>
<tr><td></td><td colspan="2">Equipped with CCTV</td></tr>
<tr><td colspan="3">Note: Communal amenities and facilities (e.g. printers, photocopy machines, seating areas, etc.) for shared offices shall be considered.</td></tr>
</table>

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation
Tourist Land Transport Operators	**Not Applicable**	Minimum of three (3) units with valid LTFRB Franchise for Tourist Land Transport Operations	
			At least 50% of the total number of units are not more than three (3) years old
			Must have any of the following (1 for every 10 units or for less than 10, at least 1):
			a. Luxury Car
			b. Premium / Luxury Bus (Comfortable legroom and clean CR)
			c. PWD-Friendly Vehicles
			d. Electronic vehicle
		All units are equipped with:	All units are equipped with:
		a. Spare tire	a. Communication system
		b. Clean seats free of holes and tatters	b. GNSS receiver (DOTr DO 2017-011)
		c. First-aid kits	c. Free Wi-Fi (DOTr DO 2017-011)
		d. Fire Extinguishers	d. CCTV with continuous recording of past 72 hours of operations (DOTr DO 2017-011)
		e. Waste bins / bag	e. Speed limiter (DOTr DO 2017-011)
		f. Seatbelts for all seats for all types of vehicles (cars, vans, coasters, and buses)	f. Dashboard camera (at least 24 hours of recording) (DOTr DO 2017-011)
		g. Public Address System (for Buses)	g. Multimedia Entertainment System featuring Philippine Destinations

ANNEX B: PHYSICAL REQUIREMENTS

<table>
<tr><th>ENTITY TYPE</th><th>BASIC ACCREDITATION
Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation</th><th colspan="2">REGULAR ACCREDITATION
Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation</th><th>PREMIUM ACCREDITATION
Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation</th></tr>
<tr><td rowspan="11">Tourist Land Transport Operators</td><td rowspan="11"></td><td colspan="3">Driver Requirement</td></tr>
<tr><td colspan="3">80% of the Drivers are from within the region</td></tr>
<tr><td colspan="3">Drivers shall be neat, wear uniforms and IDs
For renewal applications, the driver shall be trained in the Filipino Brand of Service Excellence (FBSE)</td></tr>
<tr><td colspan="3">Drivers shall be conversant in English</td></tr>
<tr><td colspan="3">Garage Requirement</td></tr>
<tr><td colspan="3">Garage with Motorpool</td></tr>
<tr><td colspan="3">Fire extinguisher</td></tr>
<tr><td colspan="3">Office Requirement</td></tr>
<tr><td colspan="2">Presentable booking office manned by knowledgeable staff</td><td>Online Booking System</td></tr>
<tr><td colspan="2">Well-ventilated seating area for clients</td><td>Drivers' / Employees' Lounge</td></tr>
<tr><td colspan="3">Visible and conspicuously displayed business name signage
Note: If the office is located within the garage premises, the signage may be displayed outside the garage</td></tr>
<tr><td rowspan="2">Tourist Air Transport Operators</td><td rowspan="2">Not Applicable</td><td colspan="2">Life-saving device in accordance with the standards set by the Air Transportation Office</td><td rowspan="2">Not Applicable</td></tr>
<tr><td colspan="2">Communication Equipment</td></tr>
</table>

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation
Recreational Boats	**Not Applicable**	**Markings / Signage / Boat Rules**	
		MARINA-approved and issued company's name, certificate of number and seating capacity clearly imprinted on both sides of the boat	
		Short briefing on safe travel, proper waste disposal, etc. to passengers before boarding; or display of notices / safety reminders in conspicuous areas of the boat	
		Condition and Amenities	
		Clean and well-maintained boat	
		Unobstructed passageways	
		Waste bins in conspicuous location	
		Service and Staff	
		Well-groomed, and courteous staff in clean uniform and name tag at all times	
		Trained in the Filipino Brand of Service Excellence (FBSE)	
		80% of the Boatmen/Crew are from within the region	
		Staff are conversant in English	

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation
Recreational Boats	**Not Applicable**	**Safety/Emergency Equipment/Facilities/Accessories**	
		One (1) personal flotation device/life jacket per passenger on board	
		Life ring must be readily available to be thrown to a person in the water	
		Non-skid gangplank of good quality materials	
		Communication device on board	
		Adequate and functional emergency light	
		Readily accessible fire extinguishers must be within the operating dates indicated	
		First Aid kit with adequate supply of emergency medicines	
		Public Area	
			Lounge Area
			Game room / entertainment area
			Al fresco deck area
			Wi-Fi on board
		Food and Beverage	
			Wine cellar / minibar
			Kitchen / galley and dining area
			Ample food storage
			Sink and stove
		Accommodation Area	
			Sleeping area with clean and comfortable mattresses, pillows and blanket
			Toilet and Bath with toiletries

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation
Passenger Vessels	**Not Applicable**	**Markings / Signage / Vessel Rules**	**Not Applicable**
		Short briefing on safe travel, proper waste disposal, etc. to passengers before boarding; or display of notices / safety reminders in conspicuous areas of the vessel	
		Clearly imprinted name of the vessel and homeport	
		Adequate and functional lighting in all levels of the vessel	
		Well-ventilated	
		Working and audible Public Address (PA) System	
		Baggage space	
		Promenade Area or Airing Space at the upper deck for the exclusive use of passengers	
		Condition and Amenities	
		Clean and well-maintained vessel	
		Unobstructed passageways	
		Waste bins in conspicuous location	
		Service and Staff	
		Well-groomed, and courteous staff in clean uniform and name tag at all times	
		Trained in the Filipino Brand of Service Excellence (FBSE)	
		Staff are conversant in English	

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation
Passenger Vessels	**Not Applicable**	**Safety Equipment/Facilities** One (1) personal flotation device/life jacket per passenger on board Life ring must be readily available to be thrown to a person in the water Non-skid gangplank of good quality materials Communication device on board Adequate and functional emergency light Readily accessible fire extinguishers must be within the operating dates indicated **Public Area** Centralized Entertainment Area Air-conditioned **Restroom** Well-maintained restroom separate for male and female with the following amenities: • Door and locking mechanism • Washing facilities • Supply of clean water, soap, and toilet paper Common toilet and bath at the cabin area for long-haul trip with tissue paper, soap and hand/paper towel.	**Not Applicable**

ANNEX B: PHYSICAL REQUIREMENTS

ENTITY TYPE	BASIC ACCREDITATION Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation	REGULAR ACCREDITATION Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation	PREMIUM ACCREDITATION Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation
Passenger Vessels	**Not Applicable**	**Food and Beverage**	**Not Applicable**
		Kiosk / Snack Bar offers a selection of local food and drinks	
		Dining Area for Long Haul Trip Only	
		Offers at least one local or Filipino menu item or a unique fusion that incorporates local ingredients	
		Seating Capacity capable of at least one-fourth (1/4) of the total passengers	
		Air-conditioned and lighted	
		Medical Service	
		On-board medical personnel	
		First Aid kit with adequate supply of emergency medicines	
		Tourist Accommodation Area	
		Comfortable and well-maintained seating area with reclinable seats and/or sleeping area free from odor, vermin and insects	
		Provided with amenities and accessories	
		Well-lighted	
		Non-skid flooring	

ANNEX B: PHYSICAL REQUIREMENTS

<table>
<tr><th>ENTITY TYPE</th><th>BASIC ACCREDITATION
Note: Basic Accreditation may only be issued upon compliance of all the requirements under basic accreditation</th><th>REGULAR ACCREDITATION
Note: Regular Accreditation may only be issued upon compliance of all the requirements under basic and regular accreditation</th><th>PREMIUM ACCREDITATION
Note: Premium Accreditation may only be issued upon compliance of all the requirements under basic, regular, and premium accreditation</th></tr>
<tr><td rowspan="11">MICE Organizers</td><td>Physical office exclusive for MICE operations with dedicated entrance / exit for transacting clients.
Shared office spaces may be acceptable, provided that the office space for MICE operations is enclosed or with partitions.</td><td colspan="2">Physical Office located in a Commercial Area</td></tr>
<tr><td colspan="3">Visible and conspicuously displayed business name signage</td></tr>
<tr><td></td><td>Seating Area for Clients</td><td>Reception / Lounge Area</td></tr>
<tr><td>Basic Office Equipment (e.g. Tables & Chairs, Computers, Printer/s, File box, Fan and communication equipment)</td><td colspan="2">Full Office Equipment & Furniture
(e.g. Counter, Brochure Rack / E-brochures, Filing Cabinets, and Air-conditioning Units)</td></tr>
<tr><td></td><td>Use of Digital Presentation Tools for events
(e.g. presentation apps, audio and video editing apps and others)</td><td>Regular subscription of Mobile Apps / Digital Presentation Tools for events
• Online check-in apps
• Online meeting apps</td></tr>
<tr><td colspan="3">Well-ventilated office</td></tr>
<tr><td></td><td colspan="2">Storage Area for event supplies</td></tr>
<tr><td></td><td>Established network of event suppliers</td><td>Availability of own lights and sound equipment</td></tr>
<tr><td>Dedicated website or any online page containing Professional Portfolio</td><td colspan="2">Official Website (with registered domain) containing Professional Portfolio</td></tr>
<tr><td colspan="3">Fire Extinguisher</td></tr>
<tr><td colspan="3">Note: Communal amenities and facilities (e.g. printers, photocopy machines, seating areas, etc.) for shared offices shall be considered.</td></tr>
</table>

ANNEX B: PHYSICAL REQUIREMENTS

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
PHYSICAL SETTING						
I. Exhibition Hall Type						
a. Exhibition Hall (At least 5 meters in height) *Height is measured from the floor to the lowest part of the roof structure in the exhibition hall.*				✓ **At least 1,000 sqm**		
II. Public Area						
a. Accessibility The venue is accessible through public or private transportation	✓			✓	✓	✓
b. Signs and Signages of Function Room / Hall / Event Area Well-kept, visible and permanently installed signage with Philippine design elements	✓			✓	✓	
c. Signs and signages are temporarily installed						✓
d. Event Name per Function Room / Hall / Event Area Event Name / Details of the event are displayed in clearly visible locations thru wall mounted frames, boards or standees	✓					
Event Name / Details of the event are displayed in clearly visible locations thru screens or monitors (e.g. LED, LCD, Plasma TV, etc.)			✓			

ANNEX B: PHYSICAL REQUIREMENTS

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
PHYSICAL SETTING						
II. Public Area						
Event Name / Details of the event are displayed in clearly visible locations thru wall mounted frames, boards, standees, screens or monitors				✓	✓	
Event Name / Details are displayed at the main entrance						✓
e. Event Announcements Event announcements / schedules are displayed in the lobby thru boards or standees		✓				
Event announcements / schedules are displayed in the lobby thru screens or monitors (e.g. LED, LCD, Plasma TV, etc.)			✓			
Event announcements/schedules are displayed in the lobby thru boards, standees, screens or monitors				✓	✓	✓
III. Venue Condition and Cleanliness						
a. Clean, well-organized and functional including its amenities and equipment	✓			✓	✓	✓
b. Floors, walls and ceilings are well-kept, free of dust, vermin, insects, unpleasant smell, and stain	✓			✓	✓	

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
PHYSICAL SETTING						
III. Venue Condition and Cleanliness						
c. No obstacle/s (exposed or dangling wires and others) on the floors, walls, ceiling and other areas of the venue	✓			✓	✓	
d. Clean, well-organized, functional reception, registration & waiting areas	✓			✓	✓	✓
e. Waste bins are provided	✓			✓	✓	✓
IV. Venue Set-up						
a. Pre-functional Area Well-kept and organized pre-functional area with adequate ventilation and power outlets	✓			✓		
Located is not more than 20 meters away from the venue	✓					
b. Walls and/or Partitions of the venue Walls and/or Partitions of the venue can be set-up or mounted	✓			✓		
Walls are soundproofed	✓			✓	✓	
c. Hoisting and Rigging				✓		

ANNEX B: PHYSICAL REQUIREMENTS

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
PHYSICAL SETTING						
IV. Venue Set-up						
d. Tables and Chairs Clean, sufficient, and functional Tables and Chairs	✓					
Variety of Tables and Chairs adaptable to multiple event settings (e.g. sofa for speakers/meeting chairperson, tiffany chair, cocktail table, round table etc.)	✓					
e. Stationery & Materials Pads/Writing Paper, Pencil / Pen for event attendees	✓					
Flip chart paper with stand/whiteboard or glass writing board, Pointer and Clicker	✓					
Use of latest contactless technology/devices such as scanning, QR Codes, Ipads, etc.			✓			
f. Facilities & furniture of the meeting room Podium, Area for backdrop and Registration table	✓					
Stage and Podium with mountable logo		✓				
Adjustable & firm stage			✓			

ANNEX B: PHYSICAL REQUIREMENTS

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
PHYSICAL SETTING						
V. Function Room Set-up						
a. Main Function Room Main function room	✓					
Main function room can accommodate a minimum of 100 pax on a banquet setup		✓				
Main function room can accommodate a minimum of 250 pax on a banquet setup			✓			
b. Breakout Room At least two (2) breakout rooms adjacent or in close proximity to the main function room, capable of accommodating 50% of the total capacity of the main function room. *Restaurants utilized as breakout rooms may be allowed depending on the proximity to the venue.* *Ballroom may be utilized as both main function room and breakout room, provided that it is divisible, soundproof and complies with the capacity requirement.*	✓					
At least three (3) clean, breakout rooms adjacent or in close proximity to the main function room, capable of accommodating 60% of the total capacity of the main function room.		✓				
At least three (3) breakout rooms adjacent or in close proximity to the main function room, capable of accommodating 70% of the total capacity of the main function room. *Restaurants utilized as breakout rooms shall not be considered*			✓			

ANNEX B: PHYSICAL REQUIREMENTS

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
PHYSICAL SETTING						
VI. Meeting Room's Compound						
a. Space for MICE organizers / secretariat room with electrical source, tables and chairs			✓			
Located not more than 300 meters from the meeting venue			✓			
b. Freight Lift / Service Elevator if more than 3 floors	✓					
c. Dressing / Cloak Room VIP room and dressing rooms / cloakrooms may be set up	✓			✓		
Well-kept, organized and air-conditioned permanent VIP Reception Room equipped with chairs, tables / sofa, power outlet and entertainment appliances			✓	✓		
Provided with facilities for the setting up of refreshments or meals, private restroom and high-speed Wi-Fi			✓	✓		
d. Media Center/s / Press Room Space can be set-up, shared or permanent for the event.		✓		✓		
Clean and well-organized permanent room with sufficient chairs and tables or workstations with Wi-Fi services.			✓	✓		

ANNEX B: PHYSICAL REQUIREMENTS

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
PHYSICAL SETTING						
VI. Meeting Room's Compound						
e. Prayer Room Prayer Rooms may be set-up, separate for males and females with appropriate amenities		✓		✓		
Permanent Prayer Rooms, separate for males and females with appropriate amenities			✓			
f. Support facilities for PWDs and Elderly • Restroom • Handrails, Grab bars, Ramps, Wheelchair • Parking Space • Priority Lane	✓			✓	✓	✓
Staff are trained to handle PWDs and Elderly	✓			✓	✓	✓
g. Venue Restroom Separate restroom for male and female with provision of clean water, toilet paper and soap	✓			✓	✓	
Adequate units / cubicles for male and female with provision of clean water, toilet paper and soap		✓		✓	✓	
Separate restroom for male and female, within or nearby, with provision of clean water, toilet paper and soap						✓

ANNEX B: PHYSICAL REQUIREMENTS

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
PHYSICAL SETTING						
VII. Food and Beverage Services						
a. Sufficient, well-organized and functional dining area	✓					
b. Clean, well-organized and well-kept Food Service/Preparation Area may be set-up with basic amenities				✓	✓	✓
c. List of food service providers is available			✓	✓	✓	
VIII. Venue Safety/ Security/ Emergency Facilities						
a. Security arrangement for VIPs			✓	✓		
b. Emergency / Fire Exit Signs Visible and permanently installed Emergency / Fire exit signs	✓			✓	✓	
Visible Emergency / Fire exit signs, either permanent or set-up						✓
c. Emergency Escape Plan is posted/available in conspicuous locations with designated evacuation area	✓			✓	✓	
d. Availability of professional security guards within the venue premises	✓			✓	✓	✓

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
PHYSICAL SETTING						
VIII. Venue Safety/ Security/ Emergency Facilities						
e. CCTV security cameras installed at strategic locations and monitored accordingly with a policy on CCTV playback		✓		✓	✓	✓
f. Additional security devices (e.g Walk-in X-ray Machine, Metal detectors)			✓	✓	✓	
g. First-aid Kit Well-stocked First-aid kit with medical supplies such as but not limited to gauze, plaster/bandage, wound spray/cleanser, alcohol, scissors, medicines for allergies, fever, diarrhea, cuts, and wounds etc.	✓			✓	✓	✓
Temporary or full-time qualified staff available to provide basic first aid during the event	✓			✓	✓	✓
First-aid room/area with defibrillators, oxygen tank etc.			✓			
IX. Parking / Drop-Off and Loading Area						
a. Parking Area				✓		
b. Designated drop-off & loading area for guests	✓			✓	✓	✓
c. Shaded / covered drop-off and loading area			✓			
d. CCTV camera or designated security officers at the drop-off & loading area		✓		✓	✓	✓

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
PHYSICAL SETTING						
IX. Parking / Drop-Off and Loading Area						
e. Space for loading/unloading venue supplies / materials / equipment / cargo Designated space for loading / unloading, with usable trolleys or other equipment/tools to transport venue supplies/ materials/equipment/cargo		✓		✓	✓	
f. Availability of cargo vehicle parking				✓		
TECHNOLOGY						
I. Lighting						
a. Basic lighting system	✓			✓	✓	
b. Energy-saving light bulbs	✓ 20%	✓ 50%	✓ 75%			
c. Lighting for stages and seating areas can be operated separately		✓				
d. Availability of in-house or outsourced spotlights, mood lights or other special effects			✓			
e. Lighting system is appropriate and can be fully controlled				✓		

ANNEX B: PHYSICAL REQUIREMENTS

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
TECHNOLOGY						
II. Sounds						
a. Basic sound system	✓			✓	✓	
b. At least two (2) microphones	✓				✓	✓
c. Variety of types of microphones			✓			
d. Availability of Dashboard to control the audio system			✓			
e. Public Address System with clear and good quality sound coverage in the entire exhibition hall				✓		
III. Visual						
a. Basic visual system	✓			✓	✓	
b. Projector with projector screen	✓				✓	
c. Hanging projector with dropdown screen / LED Wall / Split projector screen			✓			
d. Availability of Dashboard to control the visual system			✓			
e. With the necessary amenity or facility to conduct hybrid /virtual events (e.g., webinars)			✓	✓		

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
TECHNOLOGY						
IV. Power and Air-conditioning System						
a. Power System Availability of Electrical outlets and extension cords for the event attendees	✓			✓	✓	
Availability of Universal plugs			✓	✓	✓	
b. Back-up Generator Back-up generator capable of functioning immediately after power outage (within 20 seconds)	✓			✓		
Power generator can be arranged, in case needed with space for installation					✓	✓
c. Air-conditioning / Ventilation System Functional air-conditioning / ventilation system sufficient to the room size and capacity of the venue	✓			✓	✓	
V. Secretarial Services						
a. Documentation Service (Photocopy, scan and print services) on-site or available upon request		✓		✓	✓	✓
b. High speed internet connections and Wi-Fi access throughout the room/hall/event area	✓			✓	✓	

ANNEX B: PHYSICAL REQUIREMENTS

CRITERIA	MICE VENUE					
	MEETING ROOM			EXHIBITION VENUE	EVENT VENUE	
	BASIC ACCREDITATION	REGULAR ACCREDITATION	PREMIUM ACCREDITATION	REGULAR ACCREDITATION	REGULAR ACCREDITATION	
					INDOOR	OUTDOOR
SERVICE						
I. Business Practices						
a. Brochure or any other printed material providing information on the venue set-up, capacity, floor plan of the meeting room / event venue	✓			✓	✓	✓
b. Online page / official website providing comprehensive information on the venue set-up, capacity, floor plan, facilities and services offered		✓		✓		
c. Dedicated team / staff to handle venue-related concerns	✓			✓	✓	✓
d. Customer feedback system/service evaluation	✓			✓	✓	✓

B.2 SERVICE, HOSPITALITY, EFFICIENCY & FRIENDLINESS (SHEF) REQUIREMENTS

BASIC, REGULAR, AND PREMIUM ACCREDITATION
Service, Hospitality, Efficiency & Friendliness (SHEF)
• Inquiries / Bookings are handled hassle-free
• Staff are warm and friendly
• Staff are sensitive to the guest needs
• Staff initiate and engage in natural and friendly conversation
• Operation is dependable i.e. services delivered when and as promised
• Staff are knowledgeable about facilities, services and current activities around the establishment / area
• Staff are courteous and respectful
• Guests requests are received pleasantly and accommodated promptly
• Guest feedback mechanism in place