

Hotel Code

REPUBLIC OF THE PHILIPPINES
Department of Tourism
Manila

RULES AND REGULATIONS TO GOVERN THE ACCREDITATION OF HOTELS, TOURIST INNS, APARTELS, RESORTS, PENSION HOUSES AND OTHER ACCOMMODATION ESTABLISHMENTS

PURSUANT TO THE PROVISIONS OF EXECUTIVE ORDER NO. 120 IN RELATION TO REPUBLIC ACT NO. 7160 OTHERWISE KNOWN AS THE LOCAL GOVERNMENT CODE OF 1991 ON THE DEVOLUTION OF DOT'S REGULATORY FUNCTION OVER TOURIST ESTABLISHMENTS, THE ACCREDITATION OF ACCOMMODATION ESTABLISHMENTS ARE HEREBY PROMULGATED.

CHAPTER 1

DEFINITION OF TERMS

Section 1. Definition. For purposes of these Rules, the following shall mean:

- a. **Hotel** - a building, edifice or premises or a completely independent part thereof, which is use for the regular reception, accommodation or lodging of travelers and tourists and the provision of services incidental thereto for a fee.
- b. **Resort** - Any place or places with **pleasant environment and atmosphere** conducive to comfort, healthful relaxation and rest, offering food, sleeping accommodation and recreational facilities to the public for a fee or remuneration.
- c. **Tourist Inn** - a **lodging establishment** catering to transients which does not meet the minimum requirements of an economy hotel.
- d. **Apartel** - any building or edifice containing several independent and furnished or semi-furnished apartments, regularly leased to tourists and travelers for dwelling on a more or less **long term basis** and offering basic services to its tenants, similar to hotels.
- e. **Pension House** - a private or **family-operated tourist boarding house**, tourist guest house or tourist lodging house employing non-professional domestic helpers regularly catering to tourists and travelers, containing several independent lettable rooms, providing **common facilities** such as toilets, bath rooms/showers, living and dining rooms and/or kitchen and where a combination of board and lodging may be provided.
- f. **Motorist Hotel Motel** - any structure with several separate units, primarily **located along the highway** with individual or common parking space at which motorists may obtain lodging and, in some instances, meals.
- g. **Department or DOT** - the Department of Tourism
- h. **Accreditation** - a certification issued by the Department that the holder is recognized by the Department as having **complied with its minimum standards** comfort and convenience of the tourists.

CHAPTER II

CLASSIFICATION OF AND STANDARD REQUIREMENTS FOR HOTELS

Section 2. Classification of Hotels. For purposes of accreditation, hotels are hereby classified

into the following categories, namely:

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

Section 3. Requirements for a De Luxe Class Hotel. The following are the minimum requirements for the establishment, operation and maintenance of a De Luxe Class Hotel:

a. Location

1. The locality and environs including approaches shall be suitable for a luxury hotel of international standard;
2. The facade, architectural features and general construction of the building shall have the distinctive qualities of a luxury hotel.

b. Bedroom Facilities and Furnishings

*Size

All single and double rooms shall have a floor area of not less than twenty five (25) square meters, inclusive of bathrooms.

*Suite

There shall be one suite per thirty guest rooms.

*Bathrooms

1. All rooms must have bathrooms which shall be equipped with fittings of the highest quality befitting a luxury hotel with 24-hour service of hot and cold running water;
2. Bathrooms shall be provided with bathtubs and showers;
3. Floors and walls shall be covered with impervious material of elegant design and high quality workmanship.

*Telephone

There shall be a telephone in each guest room and an extension line in the bathroom of each suite.

*Radio/Television

There shall be a radio a television and relayed or piped-in music in each guest room.

*Cold Drinking Water

There shall be a cold drinking water and glasses in each bedroom.

*Refrigerator/Mini-Bar

There shall be a small refrigerator and a well-stocked bar in each guest room.

*Room Service

There shall be a 24-hour room service (including provisions for snacks and light refreshments)

*Furnishings and Lighting

1. All guest room shall have adequate furniture of the highest standard and elegant design; floors shall have superior quality wall- to- wall carpeting; walls shall be well furnished with well tailored draperies of rich materials;
2. Lighting arrangements and fixtures in the rooms and bathrooms shall be so designed as to

ensure aesthetic as well as functional excellence.

***Information Materials**

Room tariffs shall be prominently displayed in each bedroom plus prominent notices for services offered by the hotel, including food and beverage outlets and hours of operation, fire exit guidelines and house rules for guests.

c. Front Office/Reception

There shall be reception, information counter and guest relations office providing 24-hour service and attended by highly qualified, trained and experienced staff.

***Lounge**

There shall be a well-appointed lounge with seating facilities, the size of which is commensurate with the size of hotel.

***Porter Service**

There shall be a 24-hour porter service.

***Foreign Exchange Counter**

There shall be a duly licensed and authorized foreign exchange counter.

***Mailing Facilities**

Mailing facilities including sale of stamps and envelopes shall be available in the premises.

***Long Distance/Overseas Calls**

Long distance and overseas telephone calls shall be made available in the establishment.

***Reception Amenities**

There shall be a left-luggage room and safety deposit boxes in the establishment.

***Telex and Facsimile**

There shall be telex-transceiver and facsimile facilities in the establishment.

d. Housekeeping

Housekeeping shall be of the highest possible standard.

***Linen**

There shall be plentiful supply of linens, blankets, towels, etc., which shall be of the highest quality and shall be spotlessly clean. The linens, blankets and towels shall be changed daily.

***Laundry/Dry Cleaning Service**

Laundry and dry cleaning services shall be available in the establishment.

***Carpeting**

All public and private rooms shall have superior quality carpeting which shall be well kept at all times.

e. Food and Beverage

***Dining Room**

There shall be a coffee shop and at least one specialty dining room which are well -equipped, well- furnished and well- maintained ,serving high quality cuisine and providing entertainment.

***Bar**

Wherever permissible by law, there shall be an elegant and well-stocked bar with an atmosphere of comfort and luxury.

*Kitchen

1. The kitchen, pantry and cold storage shall be professionally designed to ensure efficiency of operation and shall be well-equipped, well-maintained, clean and hygienic.
2. The kitchen shall have an adequate floor area with non-slip flooring and tiled walls and adequate light and ventilation.

*Crockery

1. The crockery shall be of elegant design and of superior quality,
2. There shall be ample supply of it;
3. No piece of crockery in use shall be chipped, cracked or grazed. The silverware shall be well-plated and polished at all times.

f. Recreational Facilities

*Swimming Pool

There shall be a well-designed and properly equipped swimming pool.

*Tennis/Golf/Squash/Gym Facilities

There shall be at least one recreational facility or a tie-up with one within the vicinity of the hotel.

g. Entertainment

Live entertainment shall be provided.

h. Engineering and Maintenance

*Maintenance

Maintenance of all sections of the hotel (i.e., building, furniture, fixtures, etc. shall be of superior standard.

*Airconditioning

There shall be centralized air-conditioning for the entire building (except in the areas which are at a minimum of 3,000 feet above sea level).

*Ventilation

There shall be a technologically advanced, efficient and adequate ventilation in all areas of the hotel.

*Lighting

There shall be adequate lighting in all public and private rooms.

*Emergency Power

There shall be a high-powered generator capable of providing sufficient lighting for all the guest rooms, hallways, public areas/rooms, and operating elevators, food refrigeration and water services.

*Fire Prevention Facilities

The fire prevention facilities shall conform with the requirements of the Fire Code of the Philippines.

i. General Facilities

*Outdoor Area

The hotel shall have a common outdoor area for guests (e.g.,: a roof garden or a spacious common terrace.

*Parking /Valet

There shall be an adequate parking space and valet service.

*Function/Conference Facilities

There shall be one or more of each of the following: conference room, banquet hall (with a capacity of not less than 200 people seated and private dining room.

*Shops

There shall be barber shop, DOT-accredited travel agency/tour counter, beauty parlor, sundries shop.

*Security

Adequate security on a 24-hour basis shall be provided in all entrances and exits of the hotel premises.

*Medical Service

A medical clinic to service guests and employees shall have a registered nurse on a 24-hour basis and a doctor on-call.

j. Service and Staff

1. Professionally qualified, highly trained, experienced, efficient and courteous staff shall be employed;
2. The staff shall be in smart and clean uniforms.

k. Special Facilities

Business Center, limousine service and airport transfers shall be provided.

Section 4. Requirements for a First Class Hotel The following are the minimum requirements for the establishment, operation and maintenance of a first class hotel:

Location

1. The Location and environs including approaches shall be suitable for a first class hotel of international standard;
2. The façade, architectural features and general construction of the building shall have the distinctive qualities of a first class hotel.

Bedroom Facilities and Furnishings

*Size

All single and double rooms shall have a floor area of not less than twenty-five (25 square meters, inclusive of bathrooms.

*Suite

There shall be one (1 suite per forty (40 guest rooms.

*Bathrooms

1. All rooms shall have bathrooms which shall be equipped with fittings of the highest quality befitting a first class hotel with a 24-hour service of hot and cold running water;
2. Bathrooms shall be provided with showers and or/bathtubs;
3. Floors and walls shall be covered with impervious material of aesthetic design and high quality workmanship.

*Telephone

There shall be a telephone in each guest room.

*Radio/Television

There shall be a radio, television and relayed piped-in music in each guest room.

*Cold Drinking Water

There shall be cold drinking water and glasses in each bedroom.

*Room Service

There shall be a 24-hour room service (including provisions for snacks and light refreshments).

*Furnishing and Lighting

1. All guest room shall have adequate furniture of very high standard and very good design; floors shall have wall-to-wall carpeting; or if the flooring is of high quality (marble, mosaic, etc.), carpets shall be provided and shall be of a size proportionate to the size of the room; walls shall be well-furnished with well tailored draperies of very high quality material;
2. Lighting arrangements and fixtures in the rooms and bathrooms shall be so designed as to ensure functional excellence.

*Information Materials

Room tariffs shall be prominently displayed in each bedroom plus prominent notices for services offered by the hotel, including food and beverage outlets and hour of operation, fire exit guidelines and house rules for guests.

Front Office/ Reception

There shall be a reception and information counter providing 24-hour service and staffed by trained and experienced personnel.

*Lounge

There shall be a lobby and well-appointed lounge with seating facilities, the size of which is commensurate with the size of the hotel.

*Porter Service

There shall be a 24-hour porter service.

*Foreign Exchange Counter

There shall be a duly licensed and authorized foreign exchange counter.

*Mailing Facilities

Mailing facilities including sale of stamps and envelopes shall be available in the premises.

*Long Distance/Overseas Calls

Long distance and overseas telephone calls shall be made available in the establishment.

*Reception Amenities

There shall be a left - luggage room and safety deposit boxes in the establishment.

*Telex and Facsimile

There shall be available telex-transceiver and facsimile facilities in the establishment.

d. Housekeeping shall be high of standard.

***Linen**

There shall be a good supply of linens, blankets, and towels shall be changed daily.

***Laundry/Dry Cleaning Services**

Laundry and dry cleaning shall be available in the establishment.

***Carpeting**

All public and private rooms shall have high quality carpeting which should be well kept at all times.

e. Food and Beverage

***Dining Room**

There shall be a **coffee shop** and at least one specialty dining room which are well-equipped, well furnished and well-maintained, serving good quality cuisine and providing entertainment.

***Bar**

Wherever permissible by law, there shall be an elegant and well "stocked bar with an atmosphere of comfort.

***Kitchen**

1. The Kitchen, pantry and cold storage shall be professionally designed to ensure efficiency of operation and shall be well-equipped, well-maintained, clean and tiled walls and adequate light and ventilation.
2. The kitchen shall have an adequate floor area with non-slip flooring and tiled walls and adequate light and ventilation.

***Crockery**

1. The Crockery shall be of best quality;
2. There shall be adequate supply of it;
3. No piece of crockery in use shall be chipped, chipped or grazed. The silverware shall be kept well-plated and polished at all times.

f. Recreational Facilities

***Swimming Pool**

There will be a well - designed and properly equipped swimming pool.

***Tennis/Golf/Squash/Gym/Facilities**

There shall be one recreational area facility or a tie-up with one within the vicinity of the hotel.

g. Entertainment

Live entertainment shall be provided.

h. Engineering and Maintenance

***Maintenance**

Maintenance of all sections of the hotel (i.e. building, furniture, fixtures, etc. shall be of high

quality.

***Airconditioning**

All private and public rooms shall be airconditioned (except in areas which are at a minimum of 3,000 feet above sea level).

***Ventilation**

There shall be technologically advanced, efficient and adequate ventilation in all areas of the hotel.

***Lighting**

There shall be adequate lighting in all public and private rooms.

***Emergency Power**

There shall be a high-powered generator capable of providing sufficient lighting for all guest rooms, hallways, public areas/rooms, and operating elevators, food refrigeration and water services.

***Fire Prevention Facilities**

The fire prevention facilities shall conform with the requirements of the Fire Code of the Philippines.

i. General Facilities

***Parking/Valet**

There shall be an adequate parking space and valet service.

***Function/Conference Facilities**

There shall be special rooms for conference/banquet purposes.

***Shops**

There shall be a DOT-accredited travel agency/tour counter, barber shop, beauty parlor sundries shop.

***Cold Drinking Water**

There shall be cold drinking water and glasses in each bedroom.

***Room Service**

Room service shall be provided at selected hours.

***Furnishing and Lighting**

1. All guest rooms shall have furniture of very good standard and design; floors shall have good quality carpets; walls shall well-finished and drapes shall be well-tailored and of good material;
2. Lighting arrangement and fixtures in the rooms and bathrooms shall be well designed ensuring complete satisfaction functionally.

***Information Materials**

Rooms tariffs shall be prominently displayed in each bedroom plus prominent notices for services offered by the hotel including food and beverage outlets and hours of operation, fire exit guidelines and house rules for guests.

c. Front Office/Reception

There shall be reception/information counter providing a 24-hour service and attended by

qualified and experienced staff.

***Lounge**

There shall be a well-appointed lounge the size of which shall be commensurate with the size of the hotel.

***Porter Service**

Porter service shall be provided upon request.

***Foreign Exchange Counter**

There shall be a duly licensed and authorized foreign exchange counter.

***Mailing Facilities**

Mailing facilities including sale of stamps and envelopes shall be available in the premises.

***Long Distance/Overseas Calls**

Long distance/overseas calls shall be made available upon request.

***Reception Amenities**

There shall be a left-luggage room and safety deposit boxes.

***Telex Facilities**

Telex facilities shall be optional.

d. Housekeeping

Housekeeping shall be of good standard.

***Linen**

There shall be adequate supply of linen, blanket, towels, etc. of good quality which shall be kept clean. Linen, blankets and towels shall be changed daily.

***Laundry/Dry Cleaning Service**

Laundry and dry cleaning services shall be available by arrangement.

***Carpeting**

There shall be carpets in all bedrooms and the floors of public rooms should be properly covered unless the flooring is of very high standard.

e. Food and Beverage

***Dining Room**

There shall be at least one dining room facility which is well-equipped and well-maintained and serving good quality cuisine and providing entertainment.

***Bar**

Whenever permissible by law, there shall be a bar.

***Kitchen**

1. the kitchen, pantry and cold storage shall be professionally designed to ensure efficiency of operation and shall be well-equipped, well-maintained, clean and hygienic;
2. The kitchen shall have an adequate area with flooring and tiled walls and adequate light ventilation.

***Crockery**

1. The crockery shall be of good quality;

2. No piece of crockery shall be chipped, cracked or grazed. The silverware shall be kept well-placed and polished at all times.

f. Engineering and Maintenance

*Maintenance

Maintenance of the hotel in all sections (i.e. building, furniture, fixtures, etc. shall be of good standard.

*Airconditioning

At least 75% of the rooms shall be airconditioned (except in areas which are at a minimum of 3,000 feet above sea level.

*Ventilation

There shall be efficient and adequate ventilation in all rooms.

*Emergency Power

There shall be a high-powered generator capable of providing sufficient lighting for all guest rooms, hallways, public areas/rooms, and operating elevators, food refrigeration and water services.

*Fire Prevention Facilities

The fire prevention facilities shall conform with the requirements of the Fire Code of the Philippines.

g. General Facilities

*Parking

There shall be adequate parking space.

*Shops

There shall be a sundries shop.

*Security

Adequate security on a 24-hour basis shall be provided in all entrances and exits of the hotel premises.

*Medical Service

There shall be a registered nurse on a 24-hour duty and a doctor on call.

h. Service and Staff

1. Only qualified and trained, experienced, efficient and courteous staff shall be employed;
2. The staff shall be in clean uniforms.

i. Special Facilities

Facilities for airport transfer shall be provided.

Section 6. Requirements for an Economy Class Hotel. The following are the minimum requirements for the establishment, operation and maintenance of an Economy class hotel.

a. Location

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

b. Bedroom Facilities and Furnishings

*Size

All single and double rooms shall have a floor area of not less than eighteen (18 square meters, inclusive of bathroom).

*Bathrooms

All rooms shall have bathrooms equipped with showers and basic fittings of good standard with cold running water on a 24-hour basis and hot running water at selected areas.

*Telephones

There shall be a call bell in each guest room.

*Cold Drinking Water

There shall be cold drinking water and glasses in each bedroom.

*Room Service

Room Service shall be provided at selected hours.

*Furnishing and Lighting

1. All guest rooms shall have basic furniture of good design; floors shall be well finished;
2. .Lighting arrangements and fixtures in all rooms and bathrooms shall be of good standard.

*Information Materials

Room tariffs shall be prominently displayed in each bedroom plus prominent notices for services offered by the hotel including food and beverage outlets and hours of operation, fire exit guidelines and house rules for guests.

c. Front Office/ Reception

*Reception and Information Counter

There shall be a reception and information counter providing a 24-hour service and equipped with telephone.

*Lounge

There shall be a reasonably furnished lounge commensurate with the size of the hotel.

*Porter Service

Porter service shall be made available upon request.

*Mailing Facilities

There shall be mailing facilities.

*Long Distance/Overseas Calls

Long distance/overseas calls shall be made available upon request.

*Reception Amenities

There shall be a left-luggage room and safe deposit boxes.

*Telex Facilities

Telex facilities shall be optional.

d. Housekeeping

Premises shall be kept clean and tidy.

*Linen

Clean ,good quality linen/blankets/ towels, etc. shall be supplied and changed daily.

*Laundry/Dry Cleaning Services

Laundry and dry cleaning services shall be available by arrangement.

e. Food and Beverage

*Dining Room

There shall be at least one equipped and well-maintained dining room/restaurant serving good, clean and wholesome food.

*Kitchen

1. There shall be a clean, hygienic and well-equipped and maintained kitchen and pantry;

2. The Kitchen shall have adequate floor area with non-slip flooring and tiled walls and adequate light and ventilation.

*Crockery

The crockery shall be of good quality.

f. Engineering and Maintenance

*Maintenance

Maintenance in all hotel in all sections (i.e., building, furniture, fixtures, etc. shall be of good standard.

*Airconditioning

At least 50% of the rooms shall be airconditioned (except in areas which are at a minimum of 3,000 feet above sea level).

*Ventilation

There shall be adequate ventilation in all rooms.

*Lighting

There shall be adequate lighting in all public and private rooms.

*Emergency Power

There shall be a spare generator to provide light and power in emergency cases.

*Fire Prevention

The fire prevention facilities shall conform with the requirements of the Fire Code of the Philippines.

g. General Facilities

*Shops

There shall be a sundries counter.

*Security

Adequate security on a 24-hour basis shall be provided in all entrances and exits of the hotel premises.

*Medical Service

The services of a doctor shall be available when needed.

h. Service and Staff

1. The staff shall be well-trained, experienced, courteous and efficient;
2. The staff shall be in clean uniforms.

i. Special Facilities

Airport Transfer shall be provided upon request.

CHAPTER III

CLASSIFICATION OF AND STANDARD

REQUIREMENTS FOR RESORTS

Section 7. **Kinds of Resorts.** Resorts may be categorized as **beach resort** (located along the seashore, **inland resort** (located within the town proper or city, **island resort** (located in natural or man-made island within the internal waters of the Philippine Archipelago, **lakeside or riverside resort** (located along or near the bank of a lake or river, **mountain resort** (located at or near a mountain of hill and theme parks.

Section 8. **Classification of Resorts.** For purposes of accreditation, resorts shall be classified as follows:

Class AAA

Class AA

Class A

Special Interest Resort

Section 9. **Requirements for a Class AAA Resort.** The following are the minimum requirements for the operation and maintenance of a Class AAA resort:

a. Location and Environment

The resort shall be situated in a **suitable location free of noise, atmospheric and marine pollution.**

b. Parking (If applicable)

An adequate parking space with **parking security shall be provided free** to guests.

c. Facilities And Room Accommodation

The resort shall have its rooms, facilities and amenities equivalent to those of a **First Class Hotel** required under section 4 hereof.

d. Public Washrooms

There shall be a clean and adequate public toilet and bathroom for male and female, provided with sufficient hot and cold running water, toilet paper, soap, hand towel and/or hand dryer.

e. Sports and Recreational Facilities

The resort shall offer **at least four (4 sports and recreational facilities).**

f. Conference/Convention Facilities

Conference/convention facilities with attached toilets shall be provided.

g. Employee Facilities

Adequate and well-maintained cafeteria, locker rooms and separate bathrooms for male and female employees shall be provided.

Section 10. **Minimum Requirements for Class AA Resort.** The following are the minimum requirements for the operation and maintenance of a class AA resort:

a. Location and Environment

The resort shall be located in a suitable area free of noise, atmospheric and marine pollution.

b. Parking (if applicable)

An adequate parking space with parking security shall be provided free to guests.

c. Facilities and Accommodations

The resort shall have its rooms, facilities and amenities equivalent to those of a Standard Class Hotel as required under section 5 hereof.

d. Public Washrooms

There shall be a clean and adequate public toilet and bathroom for male and female, provided with sufficient running water, toilet paper, soap, hand towel and /or hand dryer.

e. Sports and Recreational Facilities

The resort shall offer **at least three (3 sports and recreational facilities).**

f. Conference/Convention Facilities

Conference/convention facilities shall be provided.

g. Employee Facilities

Adequate well-maintained locker rooms and bathrooms for male and female employees shall be provided.

Section 11. **Minimum Requirements for a Class A Resort.** The following are the minimum requirements for the operation and maintenance of a class A resort:

a. Location and Environment

The resort shall be located in a suitable location free of noise, atmospheric and marine pollution.

b. Parking (If applicable)

An adequate parking space with parking security shall be provided free to guests.

c. Facilities and Accommodations

The resort shall have its rooms, facilities and amenities equivalent to those of a Standard Class Hotel as required under Section 5 hereof.

d. There shall be a clean and adequate public toilet and bathroom for male and female, provided with sufficient running water, toilet paper, soap, hand towel and /or hand dryer.

e. Sports and Recreational Facilities

The resort shall offer at **least three (3 sports and recreational facilities).**

f. Conference/Convention Facilities

Conference/convention facilities shall be provided.

g. Employee Facilities

Adequate and well-maintained locker rooms and bathrooms for male and female employees shall be provided.

Section 11. **Minimum Requirements for a Class A Resort.** The following are the minimum requirements for the operation and maintenance of a class A resort:

a. Location and Environment

The resort shall be located in a suitable location free of noise, atmospheric and marine pollution.

b. Parking (if applicable)

An adequate parking space with parking security shall be provided free to guests.

c. Room Accommodations

Class A resort shall have its rooms equivalent to those of an Economy Class hotel as required under Section 6 hereof.

d. Public Washrooms

There shall be a clean and adequate public toilet and bathroom for male and female, provided with sufficient running water, toilet paper and soap.

e. Sports and Recreational Facilities

The resort shall offer at least two (2) sports and recreational facilities

Section 12. **Minimum Requirements for a Special Interest Resort.** The following are the minimum requirements for the operation and maintenance of a Special Interest Resort:

a. Location

The camp and ground sites shall be well -drained and not subject to flooding. It shall be distant from any source of nuisance and shall not endanger sources of any water supply and other natural resources.

b. Lounge and Reception Counter

There shall be a reception counter and a reasonably furnished lounge commensurate with the size of the resort.

c. Room Accommodation

There shall be at least five (5) lettable bedrooms for permanent site operations. The bedroom shall be reasonably spacious and provided with comfortable bed(s), sufficient and fresh supply of linen, mirror and electric fan except in places where electricity is not available. For movable operation, a minimum of sixteen (16) guests plus the staff shall be accommodated in tents, lean-tos and the like. Where permanent tents are used. Flooring shall be at least four (4) inches above the ground. Tents shall be provided with adequate beddings suitable for tropical use. Theme parks may be exempted from this requirement.

d. Toilet and Bathroom

There shall be separate clean toilet and bathroom facilities for male and female guests which shall be provided with sufficient supply of running water and situated in appropriate areas. The same shall be supplied with soap and toilet paper. Adequate portable chemical toilets shall be provided at the camp site for mobile groups. In the absence of chemical toilets, temporary sanitary latrines shall be provided based on acceptable Philippine standards.

e. Lighting, Furnishing and Ventilation.

Lighting arrangement and furnishings in all rooms shall be of good standard. In areas where

there is no electrical power, each room shall be provided with non-hazardous portable lights. Adequate means of ventilation shall also be provided.

f. Staff and Service

Adequate number of trained, experienced, courteous and efficient shall be employed. They shall wear clean uniforms at all times. The frontline staff shall have a good speaking knowledge of English.

Section 13. General Rules on the Operation and Management of Resorts.

a. Maintenance and housekeeping - Maintenance of all sections of the resort shall be of acceptable standard, and shall be on a continuing basis, taking into consideration the quality of materials used as well as its upkeep. Housekeeping shall be of such a standard ensuring well-kept, clean and pollution-free premises. A vermin control program shall be regularly maintained in all areas of the resort. Regular and hygienic garbage disposal system shall be maintained. Sanitation measures shall be adopted in accordance with the standards prescribed under P.D. 856 Code on Sanitation of the Philippines.

b. Lifeguard and Security - All resorts shall provide the services of a sufficient number of well-trained lifeguards duly accredited by either the Philippine National Red Cross, the Water Life Saving Association of the Philippines or any recognized organization training or promoting safety objectives, and adequate security whenever there are guests.

c. Medical Services - All resorts shall provide the services of a physician, either on-call or on full-time basis, depending on their volume of operation and accessibility to hospital or medical centers. In addition, resorts shall employ adequate first-aid who have completed a course in first aid duly certified by the National Red Cross or any organization accredited by the same. Adequate first aid medicines and necessary life-saving equipment shall be provided within the premises.

d. Fire-fighting Facilities - Fire-fighting facilities shall be provided in accordance with the Fire Code of the Philippines.

e. Signboards - Appropriate signboards shall be conspicuously displayed outside the establishment showing clearly the name and classification of the resort as determined by the Department.

f. Beach and Lakeside resort - there shall be placed on a beach or lakeside resort an adequate number of buoys which shall be spread within the area to be determined by the resort owner or keeper as safe for swimming purposes, and in compliance with existing government regulations and/or local ordinances on the placing of such buoys.

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

h. Precautionary measures

(1) In no case shall the resort management allow swimming at the beach front beyond 10:00 pm and appropriate notice shall be posted to inform the resort guests of this regulation.

(2) Night swimming at the pool shall be allowed only if there are adequate lifeguards on duty

and when the pool premises are sufficiently lighted.

(3) Management shall post sufficient and visible signs in strategic areas in the resort or at the beach to warn guests/customers of the presence of artificial or natural hazards, danger or occurrences thereat.

i. Prohibited acts and practices.

(1) No pets or animals shall be allowed to bathe/swim along beaches. Likewise, pukot fishing and washing of fish nets shall be strictly prohibited in beach resorts.

(2) Resort owners shall prohibit ambulant vendors from peddling their wares within the resort premises in order to provide their guests a certain degree of privacy to enable them to relax and enjoy their stay thereat.

(3) Littering in resort shall be strictly prohibited. Resort owners shall keep their premises clean and shall adopt their own anti-littering measures.

(4) Without prejudice to existing ones no resort shall be established or constructed within a radius of five (5 kilometers from any pollution-causing factory or plant.â€←

CHAPTER IV

STANDARD REQUIREMENTS FOR APARTELS

Section 14. Requirements for Apartels. For purposes of accreditation, the following are the minimum requirements for the establishment, operation and maintenance of an apartel:

a. Size - The apartel shall have at least a minimum of TWENTY FIVE (25 lettable apartments.

b. Apartment - The apartel Each apartment of the apartel shall have provided with living and dining areas, kitchen, and bedroom with attached toilet and bath.

c. Living Area - The living area shall be provided with essential and reasonably comfortable furniture.

d. Kitchen - The kitchen shall be spacious , clean, hygienic and adequately equipped with cooking utensils. It shall also be provided with facilities for storage and refrigeration of foods, for disposal of garbage and for cleaning of dishes and cooking utensils.

e. Dining Area - The dining area shall be spacious and provided with dining table and chairs, including all essential dining facilities, such as, but not limited to plates, spoons and forks, drinking glasses, etc.

f. Toilet and Bathroom - The toilet and bathrooms shall always be clean and have adequate sanitation and running water.

g. Bedroom - The bedroom shall be spacious and provided with comfortable bed. There must also be provided a closet and a mirror.

h. Linen - The apartel shall have sufficient supply of clean linen shall be changed regularly.

i. Ventilation - The apartment shall be sufficiently ventilated and, if possible, each bedroom shall be air-conditioned or provided with an electric fan. This requirement shall not be applicable in high altitude areas.

- j. Lighting - Lighting arrangements and fixtures in all rooms shall be adequate.
- k. Telephone - There shall be a telephone or a "call bell" button in each room.
- l. Elevators - An elevator shall be provided for a building of more than three (3) storeys whenever possible.
- m. Staff and Services - The staff shall be trained, experienced, courteous and efficient. They shall be provided with smart and clean uniform.
- n. Medical Facilities - An emergency clinic, stocked with emergency medicines and drugs to service employees and guests shall be provided. Apartel with more than one hundred (100) apartments shall secure the regular services of a house physician.
- o. Fire-fighting Facilities - The apartel shall provide fire-fighting facilities in accordance with the Fire Code of the Philippines.
- p. Lounge and Reception Counter - There shall be a reasonably furnished lounge commensurate with the size of the apartel. The reception counter shall be attended by trained and experienced staff and shall also be provided with a telephone.
- q. Security - Adequate security on a 24-hour basis shall be provided in all entrances and exits of the apartel premises. The apartel shall see to it that the tenants shall have a good, peaceful and comfortable lodging during their stay in the apartel.

CHAPTER V

STANDARD REQUIREMENTS FOR TOURIST INNS

Section 15. Requirements for Tourist Inns. For purposes of accreditation, the following are the minimum requirements for the establishment, operation and maintenance of a tourist inn:

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

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

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

- c. Parking - There shall be adequate parking space for vehicles proportionate to the number of lettable rooms and other public facilities of the inn.
- d. Reception - There shall be a reception and information counter attended by qualified, trained and experienced staff. There shall be a lobby and a well-appointed lounge for seating

and/or reading purposes.

e. Telephone - There shall be adequate telephone facilities for the use of all guests in all public areas. Services for long distance telephone calls or overseas shall be made available to guests.

f. Radio/Television - There shall be provisions for radios and/or television sets for the use of guests upon request.

g. Dining Room - There shall be well-equipped, well-furnished and well-maintained dining room/restaurant for its guests as well as the public in general. A kitchen, pantry and cold storage shall be designed and organized to ensure efficiency of operation and shall be well-maintained, clean and hygienic.

h. Security - Adequate security shall be provided to all guests and their belongings.

i. Emergency Power - Inns with more than fifty (50) lettable rooms shall have emergency power facilities to light the common areas and emergency exits in case of power failure.

j. Fire Fighting Facilities - Adequate fire fighting facilities shall be available as required and specified by the local fire department in the locality and/or the Fire Code of the Philippines.

CHAPTER VI

STANDARD REQUIREMENTS FOR MOTELS

Section 16. Requirements for motels - for the purposes of accreditation, the following are the minimum requirements for the establishment, operation, and maintenance of motels:

a. Location - The motel, except those already existing, shall be located along or close to the highways or major transportation routes. It shall have at least ten (10) units.

b. Garage- The motel shall have an individual garage or a common parking space for the vehicle of its guests.

c. Bedroom - Each unit shall be provided with a fully air-conditioned bedroom, or at least, an electric fan, and shall be furnished with comfortable bed/s clean pillows, linen and bedsheets.

d. Toilet and Bathroom - The units shall be provided with attached toilet and bathroom with cold and hot water, clean towels, tissue paper and soap.

e. Telephone - There shall be a telephone or call-bell in each unit.

f. Staff and Service - The motel staff shall be trained, experienced, courteous and efficient. They shall wear clean uniform while on duty.

g. Medical Services - Medical services on an emergency basis shall be made available.

h. Fire fighting-Facilities - Adequate fire-fighting facilities shall be provided for each separate unit/building, in accordance with the Fire Code of the Philippines.

i. Lighting - Lighting arrangement and fixtures in all units shall be adequate.

j. Housekeeping - Efficient housekeeping shall be maintained.

k. Maintenance - efficient maintenance of the motel in all its sections (i. e. building ground, fixtures, furniture, public rooms, air-conditioning, etc. shall be provided on a continuing basis.

l. Other Facilities - The motel may, at its option, serve food and drinks exclusively to its guest, and install such other special facilities necessary for their business.

m. Signboard - All motel shall keep and display in a conspicuous place outside the establishment a signboard showing clearly the name of the motel.

Section 17. Registry - All motels shall keep a Motel Registry Book. All guest seeking accommodation in the establishment shall be required to register the particulars in the Registry Book:

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

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

Section 18. Entry in the Motel Registration Book - The date prescribed in the preceding section shall be entered forthwith by the guests, or if unable to write, by the keeper or motel clerk.

Section 19. Minors to be Accompanied by Parents or Guardian - No motel shall accept for lodging or accommodation any person below 18 years of age unless accompanied by a parent or guardian.

Section 20. Departure of Guests - On the departure of the guests, the motel clerk shall record in the Registry Book of the date and hour of their departure.

Section 21. Room Rates - In addition to daily rates, motels may likewise impose wash-up rates. No guest who desires to be accommodated on a daily rate basis shall be refused.

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

CHAPTER VII

STANDARD REQUIREMENTS FOR PENSIONS

Section 22. Requirements for Pensions - For purposes of accreditation, the following are the minimum requirements for the establishment, operation and maintenance of a pension.

a. Size - A pension shall have a five (5) lettable rooms).

b. Bedrooms - The bedrooms shall be provided with sufficient number of comfortable beds commensurate with the size of the room.

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

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

c. Common Toilet and Bathroom - The establishment shall provide a toilet and bathroom to be used in common by the guests. There shall be at least one (1 toilet and one (1 bathroom/shower for every five (5 guests).

d. Linen - There shall be adequate supply of clean linen and towels. Soap and tissue paper shall be provided at all times.

e. Living Room - There shall be a reasonably furnished lounge or living room area commensurate with the size of the pension where guests may receive visitors, watch television or read.

f. Dining Room - The pension shall have a dining room which shall be available for the common use of its guests.

CHAPTER VIII

APPLICATION FOR ACCREDITATION

Section 23. Filing of Application - Any person, partnership, corporation or other entity desiring to secure an accreditation from the Department shall accomplish in duplicate and file with the Department, the application prescribed for such purpose.

Section 24. Supporting Documents to be submitted with Application - Unless otherwise indicated in the form, the application shall be accompanied by two copies of the following documents:

a. In case of corporation or partnership, a certified true copy of the Articles of Incorporation, its by-laws, or Articles of Partnership and Amendments thereof, duly registered with the Securities and Exchange Commission, and Business Name Certificate; in case of single Proprietorship, Business Name Certificate and amendments thereof, if any.

b. Applicant's latest income tax return and audited financial statements for the preceding year of its operation (not applicable for new establishments).

c. List of the names of all officials and employees and their respective designations, nationalities, home addresses; for alien personnel- valid visa from the Bureau of Immigration and the appropriate permit from the Department of Labor and Employment.

d. Mayor's permit and/or municipal license.

e. Such other papers or documents as may be required from time to time by the Department.

Section 25. Creation of an Inspection Team - After the application form has been filed, the Department shall create an inspection team composed of at least two (2 members from the Department.

Section 26. Ocular Inspection of Establishment and Immediate Premises. - Upon receipt of its mission order, the inspection team shall conduct an ocular inspection of the establishment and its immediate premises for the purpose of determining whether it meets the standards set by the Department for the establishment's accreditation. The DOT team shall be accompanied by a representative of the establishment during the inspection.

Section 27. Checklist to be Accomplished During Ocular Inspection of Establishment. - The team shall provide itself with a set of checklist of the requirements for the establishment. All

deficiencies found, as well as the requirements complied with shall be noted in the checklist.

Section 28. All the Observations of the Applicant Shall be Entered in the Checklist. - Any observation of the applicant or his duly authorized representative present at the time of the inspection on any adverse finding of the team shall be entered in the checklist. The applicant shall then be furnished with a copy of the accomplished checklist.

Section 29. Report of the Team - Within five (5) days from the date of the inspection of the establishment and its immediate premises, the team shall render a report of its findings and/or recommendations.

Section 30. Issuance of Certificate of Accreditation - If the applicant has satisfactorily complied with the prescribed minimum requirements, the Department shall then issue the Certificate of Accreditation in favor of the applicant.

Section 31. Validity of Certificate of Accreditation - The Certificate of Accreditation shall be valid for a period of one (1) year from the date of issue, unless sooner revoked by the Department.

Section 32. Accreditation Fees - The following schedule of accreditation fees shall be collected from the applicants that have complied with the pertinent requirements for accreditation:

Hotel

Deluxe Class P2,200.00
First Class 1,980.00
Standard Class 1,650.00
Economy Class 1,100.00

Resort

Class AAA P2,200.00
Class AA 1,100.00
Class A 550.00
Special Interest Resort 550.00

Tourist Inn P 550.00

Apartel P 385.00
Pension House P 220.00
Motorist Hotel P 220.00

CHAPTER IX

GROUND FOR CANCELLATION OF ACCREDITATION

Section 33. Grounds for Cancellation of Accreditation - Any of the following acts, omissions or offenses shall constitute sufficient grounds for the cancellation of accreditation:

- a. Making any false declaration or statement or 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 the issuance of accreditation;
- b. Failure to comply with or contravene any of the conditions set forth in the certificate of accreditation;
- c. Failure to meet the standards and requirements for the operation of the establishment;

d. Allowing or permitting the establishment of its facilities to be used for illegal, immoral or illicit activities; and

e. Violation of or non-compliance with any of the provisions of these Rules, promulgated orders, decisions and circulars issued by the Department and other concerned agencies.

CHAPTER X

SUPERVISION OF ACCREDITED ESTABLISHMENTS

Section 34. Display of Certificate of Accreditation - The certificate of accreditation shall be displayed in a conspicuous place of the establishment.

Section 35. Non-Transferability of Certificate of Accreditation - The rights over the accreditation shall be non-transferable.

Section 36. Periodic Inspection - When necessary or when public good dictates, the Department may send an inspection team to the establishment for the purpose of finding out whether it is being kept and /or managed in a manner comfortable to the standards set by the Department. The inspection shall be conducted at a reasonable time of the day with due regard and respect accorded to the right to privacy of parties concerned.

Section 37. Defects and Deficiencies Found During the Inspection - Where certain defects and deficiencies have been found in the courses of the inspection, the Department shall give direction to the keeper, manager or operator to rectify the defects or deficiencies within a reasonable period of time.

Section 38. Penalty for Failure to Remedy the Defects, etc. If the management fails to remedy the defects or deficiencies, the Department may revoke the Certificate of Accreditation of the Establishment.

Section 39. Gambling and Disorderly Conduct - Hotel, resort, tourist inn, motel, apartel and pension house keepers, managers or operators shall exert all efforts not to allow gambling or any form, drunkenness, or disorderly conduct of any kind by anyone in the establishment and its immediate premises.

Section 40. Prostitution and Other Immoral/Illegal Activities - Managers or operators of hotels, resorts, tourist inns, motels, apartels and pension houses shall exert all possible efforts not to permit any person whom they know or have reason to believe to be either a prostitute, a pedophile or of questionable character to occupy a room or to enter the premises. To accomplish this end, they shall immediately report to the nearest police station the presence of any such person in the premises.

CHAPTER XI

MISCELLANEOUS PROVISIONS

Section 41. Confidential Character of Certain Data - Information and documents received or filed with the Department in pursuance of the requirements of these Rules shall be treated as confidential and shall not be divulged to any private party without the consent of the party concerned.

Section 42. Separability Clause - The provisions of these Rules are hereby declared separable, and in the event that anyone or more of such provisions are declared invalid, the validity of all

other provisions shall not be affected thereby.

Section 43. Repealing Clause - All existing Rules and Regulations Circulars issued by the Department of Tourism which are inconsistent with the provision of these Rules, are hereby repealed and /or modified accordingly.

Section 44. Effectivity - These Rules and Regulations shall take effect immediately.

APPROVED AND PROMULGATED THIS 26TH DAY OF AUGUST 1992, MANILA, PHILIPPINES,

(SGD.)
NARZALINA Z. LIM
Secretary

ATTESTED:

(SGD. EVELYN B. PANTIG
Undersecretary
Tourism Services and Regional Offices