

[OTC, March 01, 1989]

**RULES AND REGULATIONS TO GOVERN THE ACCREDITATION OF
TOURIST-RELATED**

Pursuant to the authority vested in the Department of Tourism by Executive Order No. 120 "To Promulgate Rules and Regulations Governing the Operations and Activities of all Persons, Firms, Entities and Establishments that Cater to Tourists, to Provide Standard for Accreditation of Hotels, Resorts and to Prescribe Rules and Regulations Governing the Issuance of License to Travel Agencies, "and the provisions of Presidential Decree Nos. 259 and 1463 not inconsistent with said Executive Order, the following rules and regulations are hereby promulgated to govern the accreditation of motels, pensions, restaurants, shops, department stores and associations.

**Chapter I
Concepts and Definition of Terms**

SECTION 1. Definition of Terms - When used in these Rules, the following terms shall, unless the context otherwise indicates, have the following meaning:

- a. **Tourism-Related Establishment** - Any establishment or enterprise which is not licensed, nor directly supervised and regulated by the Department of Tourism but which caters incidentally to both foreign and local travelers and tourists.
- b. **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.
- c. **Pension** - 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/or travelers, containing several independent lettable rooms, providing common facilities such as toilets, bathrooms/showers, living and dining rooms and/or kitchen and where a combination of board and lodging may be provided.
- d. **Restaurant** - Any establishment offering to the public refreshments and/or meals.
- e. **Department Store** - A store that sells or carries several lines of merchandise and that is organized into separate sections for the purpose of promotion, service, accounting, and control.
- f. **Shop** - A small retail establishment offering a specified line of goods or services.
- g. **Association** - An organization of persons/entities having the subject and promotion of tourism as a common interest.
- h. **Hotel** - Any lodging establishment as defined and classified in the Hotel Code of 1987.
- i. **Department** - The Department of Tourism.

- j. **Accreditation** - A certification issued by the Department that the holder is recognized by the Department as having complied with its minimum standards in the operation of the establishment concerned.

Chapter II

Basic Standard Requirements For Motels

SECTION 2. Minimum Basic Requirements - For the purpose of accreditation, the following are the minimum basic requirements that must be complied with by motels:

- a. **Location** - The motel, except those already existing, shall be located along or close to the highways or major transportation routes. It shall have at least ten (10) units.
- b. **Garage** - The motel shall have an individual garage or a common parking space for the vehicle of its guests.
- c. **Bedroom** - Each unit shall be provided with a fully air-conditioned bedroom, or at least, an electric fan and shall be furnished with comfortable bed/s, clean pillows, linen and bed sheets.
- d. **Toilet and Bathroom** - The unit 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 Service** - 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, furniture, fixtures, 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 guests, and install such other special facilities necessary for their business.
- m. **Signboard**: All motels shall keep and display in a conspicuous place outside the establishment a signboard showing clearly the name or style of the motel.

SECTION 3. Registry - All motels shall keep a Motel Registry Book. All guests seeking accommodation in the establishment shall be required to register the following 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 by its customers or guests in coming to or leaving the motels.

SECTION 4. 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 motel keeper or motel clerk.

SECTION 5. Minors to be Accompanied by Parent 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 6. Departure of Guests - On the departure of the guests, the motel clerk shall record in the Registry Book the date and hour of their departure.

SECTION 7. 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 rates shall be posted primarily at the reception counter and/or at the door of each room.

Chapter III **Basic Standard Requirements for Pensions**

SECTION 8. Minimum Basic Requirements - For purposes of accreditation, the following are the basic requirements for the establishment, operation and maintenance of a pension.

- a. **Size:** A pension shall have at least 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) occupants in all lettable rooms.
- 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 to the size of the pension where guests may receive visitors or watch TV or read.
- f. **Dining Room:** The pension, shall have a dining room which shall be available for the common use of its guests.

Chapter IV **Basic Standard Requirements For Restaurants**

SECTION 9. Minimum Basic Requirements - For the purpose of accreditation, the following are the minimum basic requirements that must be complied with by restaurants:

a. **Location:**

a.1. The locality and environs including approaches shall be pleasant and provided with proper ingress and egress.

a.2. The facade and architectural features of the building shall be appropriately designed.

b. **Parking:** There shall be an adequate, secured parking space provided free to customers.

c. **Reception :** A receptionist shall be available to usher in guests. Awaiting lounge with a telephone shall also be provided.

d. **Dining Room:**

d.1. Furnishing - The dining room shall be adequate in size, with sufficient and well-maintained furniture. Flooring materials shall be kept clean at all times.

d.2. Atmosphere -The restaurant shall have a pleasant atmosphere.

d.3. Cuisine - There shall be cuisine of good quality and presentation which may be of special interest to tourists available during normal meal hours and served with distinction. Raw food used shall meet minimum government and international standards of grading and quality.

d.4. Menu Book/Card - There shall be a menu book or card which shall be presentable, clean and easy to read with the menu items listed in logical sequence. All items shall be made available at all times on a best-effort basis.

d.5. Linen -All tables shall have clean table cloth and cloth napkins of good quality. They should not be faded, nor with frayed edges and stains and should be changed after every service.

d.6. Crockery-No piece of crockery, cullery and tableware in use shall be chipped, cracked or grazed. The silverware shall be kept polished and clean at all times.

e. **Service and Staff:** Adequate number of well-trained, well-groomed, experienced, efficient and courteous staff shall be employed.

f. **Bar:** The bar shall be well-stocked at all times.

g. **Comfort Rooms:** All comfort rooms shall be of good quality fixtures and fittings and provided with running water. The floor and walls shall be covered with impervious materials of good quality workmanship and shall be kept clean and sanitary at all times. Tissue paper, soap, paper towels and/or hand drier shall be provided.

h. **Kitchen**