

[OTS, October 28, 1987]

HOTEL CODE OF 1987

Pursuant to the authority vested in the Department of Tourism by Executive Order No. 120 under Section 5 (g) "To promulgate rules and regulations governing the operation and activities of all persons, firms, entities and establishments that cater to tourists. To provide standards for accreditation of hotels, resorts and tourist-oriented facilities for classification purposes, and to prescribe rules and regulations governing the issuance of licenses 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 business and operation of all hotel in the Philippines.

CHAPTER I

Concept, Definition and Classification of Hotels

SECTION 1. Concept of a Hotel Code — This code shall be known as the "PHILIPPINE HOTEL CODE OF 1987." It embodies all implementing rules and regulations governing the business and operation of all hotels as defined herein. Failure to comply with such requirements shall subject the establishment to certain sanction and penalties.

SECTION 2. Definition of a Hotel — As used in this code, "HOTEL" means the building, edifice or premises or a completely independent part thereof, which is used for the regular reception. Accommodation or lodging of travellers and tourists and the provision of services incidental thereto for a fee.

SECTION 3. Classification of Hotel — For purposes of registration and licensing, hotels are hereby classified into the following categories namely:

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

CHAPTER II

Standards for Each Class of Hotel

SECTION 4. 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:

1. Location

- a. The locality and environs including approaches should be suitable for a luxury hotel of international standard.
- b. The facade, architectural features and general construction of the building should have the distinctive qualities of a luxury hotel.

2. **Bedroom facilities and furnishings**

Size: All single and double rooms should have a floor area of not less than 25 square meters, inclusive of bathrooms.

Suite — There should be one suite per 30 guest rooms.

Bathrooms — All rooms must have bathrooms which should be equipped with fittings of the highest quality befitting a luxury hotel with 24-hour service of hot and cold running water.

b. Bathroom must be provided with bathtubs and showers.

c. Floors and walls should be covered with impervious material of elegant design and high quality workmanship.

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

Radio/Television — There should be a radio, a television and relayed or piped-in music in each guest rooms.

Cold Drinking Water — There should be a cold drinking water and glasses in each bedroom.

Refrigerator/Mini-Bar — There should be a small refrigerator and a well-stocked bar in each guest room.

Room Service — There should be a 24-hour room service (including provisions for snacks and light refreshments).

Furnishing and Lighting:

a. All guest rooms should have adequate furniture of the highest standard and elegant design; floors should have superior quality wall-to-wall carpeting; walls should be well-furnished with well-tailored draperies of rich materials.

b. Lighting arrangements and fixtures in the rooms and bathrooms should 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, fire exit guidelines, house rules for guests, including food and beverage outlets and hours of operation.

3. **Front Office/Reception**

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

Lounge— There should be a well-appointed lounge with seating facilities the size of which is commensurate with the size of the hotel.

Porter Service —There should be a 24-hour porter service.

Foreign Exchange Counter — There should be a duly licensed and authorized foreign exchange counter.

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

Long Distance/Overseas Calls — Long distance and overseas telephone should be available in the establishment.

Reception Amenities — There should be left-luggage room and safe deposit boxes in the establishment.

Telex Facilities — There should be telex-transceiver facilities in the establishment.

4. Housekeeping

Housekeeping should be of the highest possible standard.

Linen — There should be plentiful supply of all linen/blankets/towels, etc. which should be of the highest quality available and should be spotlessly clean. The linen and towels should be changed everyday.

Laundry/Dry Cleaning Service — Laundry and dry cleaning services should be available in the establishment.

Carpeting — All public and private rooms should have superior quality which should be well kept at all times.

5. Food and Beverage

Dining Room — There should 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 should be an elegant and well-stocked bar with an atmosphere of comfort and luxury.

Kitchen

a. The kitchen, pantry and cold storage should be professionally designed to ensure efficiency of operation and should be well-equipped, well-maintained, clean and hygienic.

b. The kitchen should have an adequate floor area with non-slip flooring and tiled walls and adequate light and ventilation.

Crockery

a. The crockery should be of elegant design and of superior quality.

b. There should be ample supply of it.

c. No piece of crockery in use should be chipped, cracked or grazed. The silverware should be kept well plated and polished at all times.

6. **Recreational facilities**

Swimming Pool: — There must be a well-designed and properly equipped swimming pool.

Tennis/Golf/Squash/Gym Facilities — There should be at least one recreational facility or tie-up with one within the vicinity of the hotel.

7. Entertainment

Live entertainment should be provided.

8. **Engineering and maintenance**

Maintenance — Maintenance of all sections of the hotel (i.e., Building, Furniture, Fixtures, etc.) should be of superior standard.

Airconditioning — There should be centralized air-conditioning for entire building (except in areas which are at a minimum of 3000 ft. above sea level).

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

Lighting — There should be adequate lighting in all public and private rooms.

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

Fire Prevention Facilities — The fire prevention facilities must conform with the requirements of the Fire Code of the Philippines.

9. **General facilities**

Outdoor area — The hotel premises must have a common outdoor area for guests (examples; a roof garden or a spacious common terraces).

Parking/Valet — There should be an adequate parking space and valet service.

Function/Conference facilities — There should be one or more of each of the following: conference rooms, banquet halls (with a capacity of not less than 200 people seated) and private dining rooms.

Shops — There should be a barber shop, recognized travel agency/tour counter, beauty parlour, and sundries shop.

Security — Adequate security on a 24-hour basis must be provided on all entrances and exits of the hotel premises.

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

10. **Service and Staff**

a. Professionally qualified, highly trained, experienced, efficient and courteous staff should be employed.

b. The staff should be in a smart and clean uniforms.

11. **Special facilities**

Business center, limousine service and airport transfers should be provided.

12. **Insurance coverage**

There should be an adequate insurance against accident for all guests.

SECTION 5. Requirements for a First Class Hotel — The following are the minimum requirements for the establishment, operation and maintenance of a first class hotel.

1. **Location**

a. The location and environs including approaches should be such as can be considered suitable for a first class hotel of international standard.

b. The facade, architectural features and general construction of the building should have the distinctive qualities of first class hotel.

2. **Bedroom facilities and furnishings**

Size — All single and double rooms should have a floor area of not less than 25 square meters, inclusive of bathrooms.

Suite: — There should be one suite per 40 guest rooms.

Bathrooms —

a. All rooms must have bathrooms which should be equipped with fittings of highest quality befitting a first class hotel with a 24-hour service of hot and cold running water.

b. Bathrooms must be provided with showers and/or bathtubs.

c. Floors and walls should be covered with impervious material of aesthetic design and high quality workmanship.

Telephones — There should be a telephone in each guest room.

Radio/Television — There should be a radio, television and relayed or piped-in music in each guest room.

Cold drinking water — There should be cold drinking water and glasses in each bed-room.

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

Furnishing and Lighting

a. All guests rooms should have adequate furniture of very high standard and very good design; floors should have wall-to-wall carpeting; or if the flooring is of high quality (marble, mosaic, etc.) carpets should be provided and must be