



**ADMINISTRATIVE ORDER NO. 2020-002-C**

**REVISED GUIDELINES ON THE OPERATIONS OF HOTELS AND OTHER ACCOMMODATION ESTABLISHMENTS UNDER A COMMUNITY QUARANTINE**

WHEREAS, on 22 May 2020, the Department of Tourism (DOT) issued Administrative Order (AO) No. 2020-002 or the *Guidelines on the Operation of Hotels and Other Accommodation Establishments Under a Community Quarantine*;

WHEREAS, on 09 June 2020, the DOT issued AO No. 2020-002-A amending AO No. 2020-002 to provide guidelines on the grant of Provisional Certificates of Authority to Operate to Accommodation Establishments while other requirements are pending submission;

WHEREAS, on 11 August 2020, the DOT issued AO No. 2020-002-B amending AO 2020-002-A to include in its scope of coverage Returning Overseas Filipinos and Locally Stranded Individuals, and add provisions to ensure that Accommodation Establishments comply with Minimum Public Health Standards, and that their operations are in accordance with updated guidelines by the Inter-Agency Task Force on Emerging Infectious Diseases (IATF-EID) and other sector-relevant regulations;

WHEREAS, IATF-EID Resolution No. 79, issued on 15 October 2020, amended Section 4(10) of the IATF-EID *Omnibus Guidelines on the Implementation of Community Quarantine in the Philippines* ("Omnibus Guidelines") to remove the condition that hotels and Accommodation Establishments in areas declared to be under General Community Quarantine (GCQ) may only operate under a skeleton workforce, and provide that the operations of hotels and ancillary establishments within their premises shall be governed by the Omnibus Guidelines and other issuances of the relevant national agencies;

WHEREAS, IATF-EID Resolution No. 79 likewise amended Section 5(11) of the Omnibus Guidelines to state that DOT shall determine the allowable operational capacity for hotels and other Accommodation Establishments in areas under a Modified Community Quarantine (MGCQ);

WHEREAS, an increase in the operational capacity of Accommodation Establishments in areas under GCQ and MGCQ may facilitate the gradual restoration of economic activity and promotion of the recovery of the tourism industry;

NOW, THEREFORE, in view of the foregoing, AO No. 2020-002-B is hereby further amended as follows:

**I. GENERAL PROVISIONS**

**Section 1. Short Title.** – This Order shall be known as the "*Revised Community Quarantine Guidelines for Hotel Operations*."

**Section 2. Definition of Terms.** – For purposes of these Guidelines, the term:

- (a) "Accommodation Establishments" shall refer to establishments operating primarily for accommodation purposes including, but not limited to, hotels, resorts, apartment hotels, tourist inns, motels, pension houses, private homes used for homestay, ecolodges, serviced apartments, condotels, and bed and breakfast facilities.

- (b) "Certificate of Authority to Operate" refers to a certification issued by the DOT that an Accommodation Establishment in an area placed under a Community Quarantine has fulfilled all requirements for accreditation may commence operations subject to these Guidelines.
- (c) "Community Quarantine" refers to the restriction of movement within, into, or out of the area of quarantine of individuals, large groups of people, or communities designed to reduce the likelihood of transmission of COVID-19 among persons in and to persons outside the affected area.
- (d) "Distressed OFW" shall refer to an OFW eligible to avail of accommodation assistance from the Overseas Workers Welfare Administration (OWWA) pursuant to relevant OWWA guidelines and issuances.
- (e) "DOT Accreditation" shall refer to a certification issued by the DOT to an Accommodation Establishment that officially recognizes it as having complied with the minimum standards for the operation of tourism facilities and services.
- (f) "Enhanced Community Quarantine" or ECQ refers to the implementation of temporary measures imposing stringent limitations on movement and transportation of people, strict regulation of operating industries, provision of food and essential services, and heightened presence of uniformed personnel to enforce community quarantine protocols.
- (g) "Foreign Guests" and "Foreigners" shall refer to persons holding passports issued in a foreign country.
- (h) "General Community Quarantine" or GCQ refers to the implementation of temporary measures limiting movement and transportation, regulation of operating industries, and presence of uniformed personnel to enforce community quarantine protocols.
- (i) "Health Workers" shall refer to all persons who are engaged in health and health-related work, and all persons employed in hospitals, sanitariums, health infirmaries, health centers, clinics, other health-related establishments (Republic Act No. 7305), and quarantine facilities.
- (j) "In House Staff" shall refer to personnel of Accommodation Establishments who are provided house use or free room stays within the premises for the purpose of rendering services to guests.
- (k) "Locally Stranded Individuals" or LSIs refer to foreign nationals or Filipino citizens (e.g. construction workers, domestic workers, tourists, students, among others) in a specific locality within the Philippines who have expressed intention to return to their place of residence/home origin. (*DILG Memorandum Circular No. 2020-087*)
- (l) "Long Staying Guests" shall refer to guests who have existing long-term leases.
- (m) "Minimum Public Health Standards" refers to guidelines set by the Department of Health (DOH), as well as sector-relevant guidelines to aid all sectors in all settings to implement non-pharmaceutical interventions (NPI), which refer to public health measures that do not involve vaccines, medications, or other pharmaceutical interventions, which individuals and communities can carry out in order to reduce transmission rates, contact rates, and the duration of infectiousness of individuals in the population to mitigate COVID-19.
- (n) "Modified Enhanced Community Quarantine" or MECQ refers to the transition phase between ECQ and GCQ, when these temporary measures are relaxed: stringent limiting movement and transportation of people, strict regulation of operating industries, provision

of food and essential services, and heightened presence of uniformed personnel to enforce community quarantine protocols become less necessary.

- (o) “Modified General Community Quarantine” or MGCQ refers to the transition phase between GCQ and New Normal, when these temporary measures are relaxed: limiting movement and transportation, the regulation of operating industries, and the presence of uniformed personnel to enforce community quarantine become less necessary.
- (p) “New Normal” refers to the emerging behaviors, situations, and minimum public health standards that will be institutionalized in common or routine practices and remain even after the pandemic while the disease is not totally eradicated through means such as widespread immunization. These include actions that will become second nature to the general public as well as policies such as bans on large gatherings that will continue to remain in force.
- (q) “Non-Accredited Establishments” shall refer to Accommodation Establishments that have not applied for, or have failed to secure DOT accreditation as required under RA No. 9593 or the *Tourism Act of 2009*.
- (r) “Operational Capacity” refers to such a maximum number of employees or workers who can be permitted or required to physically report to work on-site in a particular office or establishment (*IATF-EID Omnibus Guidelines*).
- (s) “Overseas Filipino Worker” or “OFW” shall refer to a person who is to be engaged, is engaged, or has been engaged in a remunerated activity in a State or country of which the worker is not a citizen (RA No. 10801).
- (t) “Physical distancing” or “Social Distancing” refers to the strict maintenance of a distance of at least one (1) meter radius between persons.
- (u) “Physical Inspection” refers to the ocular inspection of the premises of a Tourism Enterprise conducted by the DOT Regional Office who are physically present on site.
- (v) “Provisional Accreditation” refers to a certification issued by the DOT that a Tourism Enterprise has satisfactorily applied for and has not yet fulfilled all requirements for accreditation, but may be deemed accredited by the DOT subject to the execution of a Statement of Undertaking.
- (w) “Provisional Certificate of Authority to Operate” refers to a certification issued by the DOT that an Accommodation Establishment in an area placed under a Community Quarantine has satisfactorily applied for and has not yet fulfilled all requirements for a Certificate of Authority to Operate, but may commence operations subject to the execution of a Statement of Undertaking.
- (x) “Returning Overseas Filipinos” or ROFs refer to Filipino citizens who are returning to the Philippines from abroad. They may be categorized into:
  - 1. OFWs, whether documented or undocumented; or
  - 2. Non-OFWs:
    - i. Returning students;
    - ii. J1 visa holders/exchange visitor’s program;
    - iii. Returning Filipino diplomats;
    - iv. Returning Filipino tourists;
    - v. Participants of Philippine government-sponsored programs (trainings, scholarships, etc.); and
    - vi. Dependents and accompanying foreign spouses of the foregoing. (*DILG Memorandum Circular No. 2020-087*)

- (y) “Skeleton Workforce” refers to the operational capacity which utilizes the smallest number of people needed for a business or organization to maintain its basic function.
- (z) “Stranded Passengers” shall refer to passengers whose domestic or foreign flights or rides have been cancelled and are prevented from leaving a city or place where they do not permanently reside, or have difficulty availing of transportation to their home city or province, due to the implementation of a community quarantine.
- (aa) “Sworn Statement of Undertaking” refers to sworn statement executed by the authorized representative of an Accommodation Establishment or Tourism Enterprise stating that it undertakes to complete the requirements for a DOT Accreditation or Certificate of Authority to Operate, and comply with relevant DOT standards, rules, and regulations.
- (bb) “Virtual Inspection” refers to the ocular inspection of the premises of a Tourism Enterprise conducted remotely by the DOT Regional Office remotely with the aid of a video conferencing online platform.

**Section 3. Coverage.** – This Order shall apply to all Accommodation Establishments in the Philippines in areas covered by a Community Quarantine. This shall not be applicable to Accommodation Establishments accommodating markets of specialized programs of the DOT, such as those accommodating guests for staycation purposes, which shall be covered by DOT Administrative Order No. 2020-006-B and other relevant DOT issuances.

## II. PREREQUISITES FOR OPERATION

**Section 4. Certificate of Authority to Operate.** –All Accommodation Establishments that intend to commence commercial operations in Community Quarantine Zones, whether for the accommodation of guests or operation of in-house food facilities for take-out or delivery services, shall secure a DOT Certificate of Authority to Operate or Provisional Certificate of Authority to Operate prior to any operations.

**Section 5. Requirements for a Certificate of Authority to Operate.** – Applicants for a Certificate of Authority to Operate shall submit documentary requirements and allow the inspection of their premises.

- (a) **Documentary Requirements.** The Accommodation Establishment shall submit to the DOT Regional Office with jurisdiction over their area the following:
  1. Letter of Intent to Operate (**ANNEX A**), indicating whether operations shall be for accommodation, food services, or both;
  2. Sworn Statement of Undertaking (**ANNEX B**); and
  3. If the Accommodation Establishment is Non-DOT Accredited or has not yet renewed its DOT Accreditation:
    - i. a duly accomplished Application for DOT Accreditation or renewal of accreditation with complete supporting documents;
    - ii. a duly accomplished Self-Assessment Form; and
    - iii. a Valid Mayor’s or Business Permit.
- (b) **Physical and Virtual Inspection of Premises.** The Accommodation Establishment shall likewise allow the physical inspection of its premises to ensure that it complies with Minimum Public Health Standards. If physical inspection is impracticable, Virtual Inspection of premises shall be conducted, in which case, the Accommodation Establishment shall be issued a Provisional Certificate of Authority to Operate.

The above forms may be requested from, and all applications and supporting documents shall be submitted to, the e-mail addresses of the Regional Offices listed in **ANNEX C**.

**Section 6. Provisional Certificate of Authority to Operate.** – An Accommodation Establishment that has submitted the requirements under Section 5(a) and has not undergone physical, but only Virtual Inspection of its premises may be issued a Provisional Certificate of Authority to Operate.

The Provisional Certificate of Authority to Operate shall be valid for six (6) months, and may be extended for another six (6) months.

An Accommodation Establishment that has been granted a Certificate of Provisional Accreditation pursuant to DOT Memorandum Circular No. 2020-005 or the *Interim Guidelines for Applications for Accreditation* shall automatically be granted a Provisional Certificate of Authority to Operate.

**Section 7. Operations without DOT Certificate of Authority to Operate or Provisional Certificate of Authority to Operate.** - Commencement of operations without a DOT Certificate of Authority to Operate or Provisional Certificate of Authority to Operate may subject the Accommodation Establishment to the relevant penalties under applicable laws, rules, and regulations.

### **III. COMMON HEALTH AND SAFETY GUIDELINES FOR ALL ACCOMMODATION ESTABLISHMENTS**

**Section 8. Supplementary Application of the Amended Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal.** The health and safety guidelines under DOT Memorandum Circular No. 2020-002-B or the *Further Amended Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal*, or any of its subsequent amendments, shall apply by analogy or in supplementary character to operations of Accommodation Establishments under a Community Quarantine, and insofar as its provisions are not inconsistent with any provision herein.

**Section 9. Flexible Check-In Procedures.** Accommodation Establishments shall adopt flexible check-in procedures, especially for OFWs, Returning Overseas Filipinos, and COVID-19 positive individuals who are required to quarantine under the *Oplan Kalinga* program. For this purpose, the standard check-in and check-out time shall be adjusted to ensure minimal waiting time and minimize exposure among guests in common areas.

**Section 10. Room Allocation and Prohibition on Overbooking.** To minimize waiting time by guests in common areas, Accommodation Establishments shall not book rooms at full occupancy and shall maintain sufficient room allocation to accommodate all guests in case of early check-in or delayed check-out. Overbooking shall be strictly prohibited.

**Section 11. Isolation Areas.** Accommodation Establishments shall ensure that guest rooms are ready for occupation upon arrival of guests, especially OFWs, Returning Overseas Filipinos, and COVID-19 positive individuals who are required to quarantine under the *Oplan Kalinga* program.

However, in the event that guests are not able to immediately proceed to their rooms, they shall be ushered in designated isolation areas to ensure minimal contact with other guests. As far as practicable, isolation areas shall be open air venues or facilities with adequate ventilation. 70% solution alcohol or alcohol-based hand sanitizer shall be made accessible to guests in isolation areas and Physical Distancing shall be strictly observed.

**Section 12. “No Mask, No Entry” Policy.** A “No Mask, No Entry” Policy shall strictly be implemented for all guests. Staff shall ensure that face masks are worn by guests in common areas at all times. Guests that do not comply may be refused admission.

**Section 13. Contactless Transactions and Contact Tracing.** Reservation, payment, gathering of information for health declaration and contact tracing purposes, and other transactions shall be done through contactless means. For this purpose, Accommodation Establishments shall make use of online payment applications and mobile contact-tracing applications that will minimize physical contact with guests.

#### **IV. SPECIFIC GUIDELINES FOR ACCOMMODATION ESTABLISHMENTS IN AREAS UNDER ENHANCED COMMUNITY QUARANTINE (ECQ)**

**Section 14. Permitted guests under ECQ.** Accommodation Establishments in areas declared to be under ECQ are allowed to accommodate only the following:

- (a) Guests who had existing bookings or reservations under any Accommodation Establishment within Luzon as of 17 March 2020, and outside Luzon as of 01 May 2020;
- (b) Foreign Guests who are transiting through, or are otherwise temporarily staying in the Philippines for a short period and will leave the country;
- (c) Long Staying Guests;
- (d) Distressed OFWs;
- (e) Repatriated OFWs in compliance with approved quarantine protocols;
- (f) Other Returning Overseas Filipinos;
- (g) Locally Stranded Individuals;
- (h) COVID-19 positive individuals who are asymptomatic or those with mild symptoms, pursuant to the *Oplan Kalinga* program;
- (i) Employees of agencies and instrumentalities of the Government, including Government –Owned and –Controlled Corporations (GOCCs) and Local Government Units (LGUs), especially health and emergency frontline, border control, and other critical services workers; and
- (j) Health care workers and other employees from establishments that are allowed to operate during the ECQ pursuant to the IATF Omnibus Guidelines; provided, that their place of work is located within the same ECQ zone.

**Section 15. New Bookings under ECQ.** Except for Long Staying Guests, new bookings of guests falling under Section 14 shall be allowed.

**Section 16. Prohibited Bookings under ECQ.** No Accommodation Establishment in an ECQ zone shall provide accommodation for persons undertaking leisure travel.

**Section 17. Limited Operations under ECQ.** Accommodation Establishments in ECQ zones shall operate only to provide basic accommodation services to guests and food preparation services for take-out and delivery to the public. For this purpose:

- (a) Room service shall not be allowed;

- (b) Daily housekeeping shall not be implemented. Cleaning and sanitation of rooms shall be conducted only as may be necessary;
- (c) Only a Skeleton Workforce which shall be composed of In House Staff shall be retained; and
- (d) Ancillary establishments within the premises, such as restaurants, cafés, bars, gyms, spas, and the like, shall not be allowed to operate or to provide room service; provided, that Accommodation Establishments may prepare (i) packed meals for distribution to guests who opt for the same; and (ii) food orders for take-out and delivery only.

**Section 18. Conditions for Room Occupancy under ECQ.** Accommodation Establishments in ECQ zones shall ensure that the following conditions for room occupancy, as required by the DOH, are met:

- (a) OFWs and Health Workers shall be accommodated in single occupancy rooms. For avoidance of doubt, single occupancy shall mean only one person shall be accommodated in each room.
- (b) Other guests may be accommodated in double occupancy rooms, provided the following are observed:
  1. Distance between the beds should be at least two (2) meters;
  2. A divider should be placed between the beds;
  3. A bathroom schedule must be observed. Only one person shall be permitted to use the bathroom at any given time;
  4. Guests shall disinfect the bathroom after every use using the provided sanitation kit;
  5. There shall be no sharing of food or any personal or non-personal belongings;
  6. All trash, food and non-food, shall be separated.
- (c) Each room shall be provided with a sanitation kit which guests shall use to regularly disinfect commonly accessed surfaces and items such as door knobs, light switches, the bathroom sink, etc.
- (d) When in the Accommodation Establishment, guests shall be confined to their rooms. Mingling with occupants of other rooms shall not be allowed.
- (e) Guests shall use the same bed and the same room they are billeted in throughout the entire period of their stay.

Accommodation Establishments shall likewise comply with other issuances and guidelines on Minimum Public Health Standards.

**V. SPECIFIC GUIDELINES FOR ACCOMMODATION ESTABLISHMENTS IN AREAS UNDER MODIFIED ENHANCED COMMUNITY QUARANTINE (MECQ)**

**Section 19. Permitted guests under MECQ.** Accommodation Establishments in areas declared to be under MECQ are allowed to accommodate only the following:

- (a) Guests who had existing bookings or reservations under any Accommodation Establishment within Luzon as of 17 March 2020, and outside Luzon as of 01 May 2020;

- (b) Foreign Guests who are transiting through, or are otherwise temporarily staying in the Philippines for a short period and will leave the country;
- (c) Long Staying Guests;
- (d) Distressed OFWs;
- (e) Repatriated OFWs in compliance with approved quarantine protocols;
- (f) Other Returning Overseas Filipinos;
- (g) Locally Stranded Individuals;
- (h) COVID-19 positive individuals who are asymptomatic or those with mild symptoms, pursuant to the *Oplan Kalinga* program;
- (i) Employees of agencies and instrumentalities of the Government, including GOCCs and LGUs, especially health and emergency frontline, border control, and other critical services workers; and
- (j) Health care workers and other employees from establishments that are allowed to operate during the MECQ pursuant to the IATF Omnibus Guidelines; provided, that their place of work is located within the same MECQ zone.

**Section 20. New Bookings under MECQ.** Except for Long Staying Guests, new bookings of guests falling under Section 19 shall be allowed.

**Section 21. Prohibited Bookings under MECQ.** No Accommodation Establishment in an MECQ zone shall provide accommodation for persons undertaking leisure travel.

**Section 22. Limited Operations under MECQ.** Accommodation Establishments in MECQ zones shall operate only to provide basic accommodation services to guests and food preparation services for take-out and delivery to the public. For this purpose, Section 17 of these Guidelines shall apply.

**Section 23. Conditions for Room Occupancy under MECQ.** Accommodation Establishments in MECQ zones shall ensure that the conditions for room occupancy under Section 18 of these Guidelines are met.

## **VI. SPECIFIC GUIDELINES FOR ACCOMMODATION ESTABLISHMENTS IN AREAS UNDER GENERAL COMMUNITY QUARANTINE (GCQ)**

**Section 24. Permitted guests under GCQ.** Accommodation Establishments in areas declared to be under GCQ are allowed to accommodate only the following:

- (a) Guests who had existing bookings or reservations under any Accommodation Establishment within Luzon as of 17 March 2020, and outside Luzon as of 01 May 2020;
- (b) Foreign Guests who are transiting through, or are otherwise temporarily staying in the Philippines for a short period and will leave the country;
- (c) Long Staying Guests;
- (d) Distressed OFWs;
- (e) Repatriated OFWs in compliance with approved quarantine protocols;



- (f) Other Returning Overseas Filipinos;
- (g) Locally Stranded Individuals;
- (h) COVID-19 positive individuals who are asymptomatic or those with mild symptoms, pursuant to the *Oplan Kalinga* program;
- (i) Employees of agencies and instrumentalities of the Government, including GOCCs and LGUs, especially health and emergency frontline, border control, and other critical services workers; and
- (j) Health care workers and other employees from establishments that are allowed to operate during the GCQ pursuant to the IATF Omnibus Guidelines; provided, that their place of work is located in a GCQ zone, which may or may not be in the same area.

**Section 25. New Bookings under GCQ.** Except for Long Staying Guests, new bookings of guests falling under Section 24 shall be allowed.

**Section 26. Prohibited Bookings under GCQ.** No Accommodation Establishment in a GCQ zone that is concurrently being used as a quarantine or isolation facility for repatriated OFWs or returning overseas Filipinos, or as quarters for health workers, may provide accommodation for persons undertaking leisure travel.

**Section 27. Operations under GCQ.** Accommodation Establishments in GCQ zones may be allowed to operate at up to One Hundred Percent (100%) Operational Capacity to accommodate bookings; provided, that the level of Operational Capacity to be adopted by an Accommodation Establishment shall ultimately be determined by its management.

**Section 27-A. Operations of Ancillary Establishments Under GCQ.** Ancillary establishments such as spas, bars, gyms, and the like within an Accommodation Establishment that is concurrently being used as a quarantine or isolation facility for repatriated OFWs or returning overseas Filipinos, or as quarters for health workers, shall not be allowed to operate.

Restaurants and cafés may operate following the relevant Department of Trade and Industry (DTI) issuance on the Operational Capacity of business establishments; provided, that guests under quarantine shall not be permitted to dine-in or enter; provided, further, that strict compliance with DOT MC No. 2020-004-A or the Amended Health and Safety Guidelines Governing the Operations of DOT-Accredited Restaurants under the New Normal shall be observed.

In case the Accommodation Establishment is not concurrently being used as a quarantine or isolation facility for repatriated OFWs or returning overseas Filipinos, ancillary establishments shall comply with the relevant Operational Capacity under the latest applicable DTI issuance.

**Section 28. Conditions for Room Occupancy under GCQ.** Accommodation Establishments in GCQ zones shall ensure that the conditions for room occupancy under Section 18 of these Guidelines are met.

## VII. SPECIFIC GUIDELINES FOR ACCOMMODATION ESTABLISHMENTS IN AREAS UNDER MODIFIED GENERAL COMMUNITY QUARANTINE (MGCQ)

**Section 29. Operations under MGCQ.** Accommodation Establishments in MGCQ zones may be allowed to operate at up to One Hundred Percent (100%) Operational Capacity to accommodate bookings; provided, that the level of Operational Capacity to be adopted by an Accommodation Establishment shall ultimately be determined by its management.

**Section 30. Operations of Ancillary Establishments under MGCQ.** Ancillary establishments within the premises, such as bars, gyms, spas, and the like, may be allowed to operate following the relevant Operational Capacity under the latest applicable DTI issuance; provided, that such Accommodation Establishment is not concurrently being used as a quarantine or isolation facility for repatriated OFWs or returning overseas Filipinos, or as quarters for health workers, in which case, Section 27-A shall apply.

**Section 31. [Deleted]**

**Section 32. Observance of Minimum Public Health Standards.** In its operations, Accommodation Establishments under MGCQ shall ensure compliance with issuances and guidelines on Minimum Public Health Standards.

## VIII. REPORTING REQUIREMENTS

**Section 33. Reporting Requirement for Accommodation Establishments with Checked-In Guests.** Immediately upon the commencement of operations, and every Friday thereafter, all Accommodation Establishments authorized to operate in Community Quarantine zones shall report to DOT the following:

- (a) Number of staff comprising its Skeleton Workforce for the duration of the Community Quarantine;
- (b) Number, nationality, classification, and length of stay of guests permitted under these Guidelines;
- (c) The companies or business enterprises whose employees are booked with the Accommodation Establishment, if applicable; and
- (d) Such other information as may be required by the DOT; provided, that in the reporting of all information, compliance with the Republic Act No. 10173 or the *Data Privacy Act* shall be ensured.

**Section 34. Reporting Requirement for Accommodation Establishments that Accept Food Orders for Take-out and Delivery.** Immediately upon the commencement of operations, all Accommodation Establishments that accept food orders for take-out and delivery shall report to DOT the following:

- (a) Commencement date of take-out and delivery services;
- (b) Procedure for the acceptance of orders, food preparations, and take-out or delivery services;
- (c) Platform used for delivery of food orders, if applicable;
- (d) Safety protocols in the kitchen and in interaction with customers;
- (e) Number, positions, and assignment of employees comprising the manpower dedicated to food preparation operations;
- (f) Number and classification of checked-in guests, if applicable; and
- (g) Such other information as may be required by the DOT; provided, that in the reporting of all information, compliance with the Republic Act No. 10173 or the *Data Privacy Act* shall be ensured.

**Section 35. Where to Submit Reports.** Reports shall be submitted to the DOT Regional Offices with jurisdiction over the area where the Accommodation Establishments is located, through the e-mail addresses in **ANNEX C**.

## IX. OTHER GUIDELINES

**Section 36. Lowest Possible Rates.** All Accommodation Establishments are strongly encouraged to provide the lowest possible rates to guests, especially to OFWs and employees of establishments that are allowed to operate during the ECQ, MECQ, and GCQ. Those reported to be engaging in opportunistic pricing may be subject to the relevant penalties under applicable laws, rules, and regulations.

**Section 37. Supplementary Application of other issuances.** In addition to DOT Memorandum Circular No. 2020-002-B, the following Memorandum Circulars or Administrative Order, or their subsequent amendments, shall apply by analogy or in supplementary character, and insofar as they are not inconsistent with any provision herein:

- (a) DOT Memorandum Circular No. 2020-004-A or the Amended Guidelines Governing the Operations of DOT-Accredited Restaurants Under the New Normal;
- (b) DOT Memorandum Circular No. 2020-005 or the Interim Guidelines for Applications for Accreditation;
- (c) Administrative Order No. 2020-006-C or the Revised Guidelines for Staycations Under GCQ; and
- (d) For ancillary establishments in Accommodation Establishments, DTI Memorandum Circular No. 20-44.

Relevant issuances of the IATF-EID, DOH, such as Department Memorandum No. 2020-0182 or the Revised Interim Guidelines on the Mass Repatriation and Mandatory Quarantine of Land-Based Overseas Filipinos (OFs) during the COVID-2019 Pandemic, as well as sector-relevant issuances of the Bureau of Quarantine (BOQ), DILG, and other agencies, shall likewise apply by analogy or in supplementary character.

**Section 38. Penalties.** Any violation of these Guidelines may subject the Accommodation Establishment to the appropriate fines and penalties including revocation of its DOT accreditation, in accordance with relevant laws, rules, and regulations.

**Section 39. Effectivity.** This Order shall take effect immediately and shall remain effective until a Community Quarantine is no longer in effect, or until otherwise superseded, amended, or repealed accordingly.

**Section 40. Repealing Clause.** This Order repeals or modifies Administrative Order No. 2020-001, 2020-001-B, 2020-002, 2020-002-A, 2020-002-B and all other DOT issuances inconsistent herewith.

For guidance and strict compliance.

25 October 2020

  
BERNADETTE ROMULO-PUYAT  
Secretary 



## ANNEX A

### Template Letter of Intent to Operate

[company letterhead]

[Date]

**[NAME OF REGIONAL DIRECTOR]**

*Regional Director*

[DOT -Region \_\_ ]

*Re: Request for Certification of Authority to Operate*

Sir/Madame:

Pursuant to Department of Tourism (DOT) Administrative Order No. 2020-002-A or the *Amended Guidelines on Operation of Hotels and Other Accommodation Establishments Under a Community Quarantine*, we hereby submit this letter of our intent to commence business operations in our accommodation establishment, **[NAME OF ACCOMMODATION ESTABLISHMENT]**, located at **[ADDRESS]**, for purposes of *[NOTE: please indicate whichever applies: providing paid accommodation for guests and/or rendering food services for take-out or delivery]* during the Community Quarantine.

As a condition of the issuance of a Certification of Authority to Operate, we undertake to comply with all applicable regulations issued by the DOT and other agencies governing the operations of accommodation establishments during the community quarantine.

We understand that as a Primary Tourism Enterprise, our establishment is required under Republic Act No. 9593 to obtain DOT Accreditation as to the quality of our facilities and standard of services. In this regard, *[NOTE: Please select whichever applies: we confirm that our establishment has been duly issued a DOT Accreditation / we have already submitted an application for DOT accreditation on \_\_\_ / we attach herein an accomplished application form with supporting documents for DOT accreditation]*.

Thank you.

Sincerely yours,

[Name of Authorized Representative]

*[Position]*

**ANNEX B**

**SWORN STATEMENT OF UNDERTAKING**

I, (name of authorized representative), (position) of (name of Tourism Enterprise), with primary business address at \_\_\_\_\_, do hereby depose and say that:

1. (Name of Tourism Enterprise) is a Tourism Enterprise as defined under Republic Act No. 9593 or the *Tourism Act of 2009*;
2. (Name of Tourism Enterprise) seeks to commence commercial operations and has submitted its application for a Department of Tourism (DOT) Accreditation or Certificate of Authority to Operate;
3. (Name of Tourism Enterprise) understands that while it has not yet undergone physical inspection of its premises, it may be granted a Provisional Accreditation or Provisional Certificate of Authority to Operate upon the conduct of virtual inspection by the DOT Regional Office;
4. (Name of Tourism Enterprise) undertakes to comply with all the requirements for a DOT Accreditation or DOT Certificate of Authority to Operate, as well as other DOT standards, rules, and regulations relevant to Tourism Enterprises;
5. (Name of Tourism Enterprise) understands and agrees that the failure to comply with all the requirements for a DOT Accreditation or DOT Certificate of Authority to Operate, or failure to observe DOT standards, rules, and regulations relevant to Tourism Enterprise, may result in the revocation of its Provisional Accreditation or Provisional Certificate of Authority to Operate, or in its failure to be granted an Accreditation or Certificate of Authority to Operate.

I am executing this Sworn Statement to attest to the foregoing statements and to comply with the DOT requirements for the issuance of Accreditation and/or Certificate of Authority to Operate.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Date

## ANNEX C

### Directory of DOT Regional Accreditation Offices

REGION	EMAIL ADDRESS	CONTACT DETAILS
NATIONAL CAPITAL REGION	<a href="mailto:dotncr.tourism.regulation@tourism.gov.ph">dotncr.tourism.regulation@tourism.gov.ph</a>	8459-5200 loc. 108
CORDILLERA ADMINISTRATIVE REGION	<a href="mailto:dotcaraccreditation@gmail.com">dotcaraccreditation@gmail.com</a>	(074) 442 7014
REGION I	<a href="mailto:regionone.accreditation@gmail.com">regionone.accreditation@gmail.com</a>	0929-182-1225 0910-241-6174 0927-211-0293
REGION II	<a href="mailto:accreditation.dotr2@gmail.com">accreditation.dotr2@gmail.com</a>	(078)373-0785/304-1503;0915-2750679;0917-5177853
REGION III	<a href="mailto:centralluzonaccreditation@yahoo.com">centralluzonaccreditation@yahoo.com</a>	(045) 458,2358 /0999 670 4482 /0921 951 4154
REGION IV-A	<a href="mailto:accreditationdot4a@gmail.com">accreditationdot4a@gmail.com</a>	(049) 508-0741/62; (0917) 8710045; (0933) 3949792
REGION IV-B	<a href="mailto:dot.mimaropa@gmail.com">dot.mimaropa@gmail.com</a> <a href="mailto:dot4bonline@gmail.com">dot4bonline@gmail.com</a>	(8) 890-0945 / (8) 890-1014 / (8) 459-5200 Loc. 210
REGION V	<a href="mailto:dot5accreditation@gmail.com">dot5accreditation@gmail.com</a>	(052) 472-5004 09175142851
REGION VI	<a href="mailto:dotr6accreditation@gmail.com">dotr6accreditation@gmail.com</a> <a href="mailto:trd6arow@gmail.com">trd6arow@gmail.com</a>	(033) 503-2705
REGION VII	<a href="mailto:dot7accreditation@gmail.com">dot7accreditation@gmail.com</a> <a href="mailto:dot7eaccreditation@gmail.com">dot7eaccreditation@gmail.com</a>	(032) 254-2811
REGION VIII	<a href="mailto:accreditationdot8@gmail.com">accreditationdot8@gmail.com</a>	0998 888 9715 0917 132 5299 0917 562 6671 0956 194 4233 0905 760 0242
REGION IX	<a href="mailto:dotr9accreditation@gmail.com">dotr9accreditation@gmail.com</a>	(062) 993-0030 / 955-2477 0915-331-1525 0935-966-2801
REGION X	<a href="mailto:dotx.accred@gmail.com">dotx.accred@gmail.com</a>	0995-358-8515 09559140480
REGION XI	<a href="mailto:accreditation.davao@gmail.com">accreditation.davao@gmail.com</a>	(082) 221-0070 / 225-1940 0917-7955459 0917-1783762 0917-7055516 0906-2581064
REGION XII	<a href="mailto:tourism@dot12.org">tourism@dot12.org</a>	(083) 520-1274 / 228-8667
REGION XIII	<a href="mailto:accreditationdot13@gmail.com">accreditationdot13@gmail.com</a>	(085) 815-6040 / 0915-337-4606 / 0938-158-0681