

**REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF TOURISM  
MANILA**

**RULES AND REGULATIONS TO GOVERN THE  
ACCREDITATION OF TOURISM-RELATED 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 FOLLOWING RULES AND REGULATIONS AS AMENDED ARE HEREBY PROMULGATED TO GOVERN THE ACCREDITATION OF RESTAURANTS, SHOPS, DEPARTMENT STORES, MUSEUMS, TRAINING CENTERS, HOMESTAYS, REST AREAS IN GASOLINE STATIONS, SPORTS AND RECREATIONAL CLUBS.

**CHAPTER I**

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

- a. Restaurant - any establishment offering to the public refreshments and/or meals.
- b. 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.
- c. Shop - a small retail establishment offering a line of goods or services.
- d. Sports and Recreational Club/Center - any establishment offering sports and recreational facilities to tourist and to the general public.
- e. Museum - an institutional establishment where a collection of valuable objects and artifacts on history and culture, arts and sciences are put on exhibition for the general public.
- f. Training Center - any establishment which offers one or more training programs for tourism manpower development and which is equipped with training facilities, equipment and instructional staff.
- g. Training program - a module designed for tourism manpower development.
- h. Trainor - any individual who conducts training programs as specified in the preceding paragraph.

- i. National Homestay Program - a program of the Department which provides travelers with comfortable accommodations with Filipino families in areas near tourist attractions.
- j. Department - The Department of Tourism
- k. 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 STANDARD REQUIREMENTS FOR RESTAURANT**

**Section 2. Minimum Requirements** - For the purposes of accreditation, the following are the minimum requirements that must be complied with by the restaurants:

- a. Location –
  - 1. The locality and environs including approaches shall be with proper ingress and egress.
  - 2. The facade and architectural features of the building shall be appropriately designed.
- b. Parking - There shall be an adequate, secured parking space provided for free to customers.
- c. Reception - A receptionist shall be available to usher in guests. A waiting lounge with a telephone shall also be provided.
- d. Dining Room-
  - 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.
  - 2. Atmosphere - The restaurant shall have a pleasant atmosphere.
  - 3. Cuisine - There shall be cuisine of good quality and presentation available during normal meal hours and served with distinction. Raw food used shall meet minimum government and international standards.
  - 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.

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.
  6. Crockery - No piece of crockery, cutlery 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 with good quality fixtures and fittings and provided with running water. The floor and the 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
    1. The kitchen, pantry and cold storage shall be in good operating condition at all times and shall be well-equipped and hygienic.
    2. Equipment necessary to maintain a high standard of sanitation and hygiene shall be installed and used.
  - i. Lighting - Adequate lighting dining rooms, public rooms, comfort rooms, corridors and other public areas.
  - j. Airconditioning/Ventilation - All main dining or function rooms shall be fully airconditioned and/or well-ventilated.
  - k. Maintenance - All sections of the restaurant (e.g., building's exterior and interior, airconditioners, kitchen, fixtures, plumbing, etc.) shall be maintained properly at all times. A periodic vermin control program shall be maintained for all establishments.
  - l. Fire-fighting Facilities - Adequate fire-fighting facilities shall be provided in accordance with the Fire Code of the Philippines.

**CHAPTER III**  
**STANDARD REQUIREMENTS FOR SHOPS/DEPARTMENT STORE**

**Section 3. Minimum Requirements.** - For purposes of accreditation, the following are the minimum requirements that shall be complied with by shops/department stores:

a. Physical Requirements

1. The establishment shall be fronting a major street or thoroughfare or is situated in a shopping center/mall.
2. The entrance and display windows shall be attractively designed and adequately illuminated.
3. The furniture and decor of the establishment shall be presentable and functional at all times.
4. The shop shall be fully-airconditioned.
5. Well - maintained restrooms shall be provided for by the establishment itself, or in the event that the shop is located in a shopping mall or commercial building, the common/public restrooms, shall be made available to the clients or visitors.
6. In case of department stores
  - 6.1. The store shall be in an edifice or a building or may be part of a shopping mall/center.
  - 6.2. Parking area shall be made available to clients.
  - 6.3. There shall be appropriate directional signs.

b. Staff

1. All members of the staff shall be well-groomed, courteous and efficient at all times.

c. Service

1. Goods displayed in the shopwindow or show cases shall be provided with clearly written price tags.
2. A wide selection of goods shall be in stock.

3. A receipt shall be supplied to the tourists for each purchase. The full name and address of the establishment shall be printed on the receipt, together with the number of the authorized business license. Purchase shall be itemized together with the price, and any addition or tax paid or discount granted on the goods shall be indicated.
4. Discounts shall be given on the price of the goods marked on the price tags.
5. The business shall be responsible for the maintenance of its facilities and premises and its immediate surroundings (sidewalk, yard, etc.)
6. In case of antique shops, a certificate confirming authenticity shall be attached to each article in accordance with the guidelines/instructions of the National Museum.

#### **CHAPTER IV**

#### **STANDARD REQUIREMENTS FOR SPORTS & RECREATIONAL CLUB**

**Section 4. Minimum Requirements** - For purposes of accreditation, the following are the minimum requirements for the operation and maintenance of a sports and recreational clubs.

- a. Location - The locality and environs including approaches shall be pleasant with proper ingress and egress. The facade and architectural features shall be appropriately designed.
- b. Parking - There shall be provided adequate and secured parking space to customers.
- c. Security - Adequate security shall be provided at all times.
- d. Reception - A receptionist shall be available to usher in guests. A waiting lounge with telephone shall also be provided.
- e. Dining Room - There shall be a dining outlet adequate in size, with pleasant atmosphere and furnished with appropriate and well-maintained furniture.
- f. Sports and recreational equipment - There shall be adequate sports and recreational equipment available for rent.
- g. Public Washrooms - There shall be provided adequate and accessible toilet facilities separately for male and female. Tissue paper, soap, hand/paper towel shall also be provided.

- h. Locker area and facilities - There shall be adequate number of lockers for male and female. Dressing areas and shower cubicles shall also be provided.

## **CHAPTER V STANDARD REQUIREMENTS FOR MUSEUM**

**Section 5. Minimum Requirements** - For purposes of accreditation, the following are the minimum requirements for the operation and maintenance of a museum.

- a. Membership - The institution shall be a member of the National Committee on Museums.
- b. Location - The locality and environs including approaches shall be pleasant with proper ingress and egress. The facade and architectural features shall be appropriately designed.
- c. Parking area - An adequate and secured parking space for customers shall be made available.
- d. Security - Adequate security shall be provided at all times.
- e. Reception- A well-informed receptionist shall be available to usher in guests. A waiting lounge with telephone shall also be provided.
- f. Conference/Auditorium - There shall be a conference and/or auditorium provided with audio-visual equipment and made available to the public.
- g. Library - There shall be a library adequately equipped and made available to the public.
- h. Public Washrooms - There shall be adequate and accessible toilet facilities provided separately for male and female. Toiletries shall, likewise, be provided.

## **CHAPTER VI STANDARD REQUIREMENTS FOR TRAINING CENTER**

**Section 6. Minimum Requirements** - For purposes of accreditation, the following are the minimum requirements for the operation and maintenance of a training center.

- a. Physical requirements:
  - 1. Size of Classroom - The classroom shall be able to accommodate a minimum of twenty (20) trainees per class. For purposes of workshop, the floor area shall be at a minimum of 1.5 square meters per trainee.

2. Lighting and Ventilation - Lighting and ventilation fixtures shall be so designed to ensure an atmosphere conducive to training. A stand-by generator shall be made available.
3. Restrooms - There shall be separate male and female restrooms.
4. Refreshment/Dining Area - There shall be a refreshment/dining area accessible to the trainees.
5. Classroom Facilities, Equipment and Supplies - The center shall be provided with classroom complete with basic facilities, equipment and supplies needed in conducting a training program.
6. Workshop/On-the-Job Facilities and Equipment - Depending on the training program/s being offered , there shall be adequate supply of the appropriate facilities and equipment.
7. Reading Room - There shall be a reading room adequately provided with relevant reference materials, books, journals, magazines and the like.
8. Other Support Facilities - There shall be tool/storage facilities provided.

b. Training Program

1. Relevance - The training program shall respond to the needs of the tourism industry.
2. Objectives - Its objectives shall be clearly defined, realistic and attainable.
3. Content/Curriculum - The content/curriculum of the training program shall be in consonance with its objectives. Topics shall be in proper and logical sequence with due consideration to effectiveness of presentation in terms of trainees' comprehension.
4. Methodology - There shall be an effective, simple, and comprehensive presentation of topics; clear description of examination scheme and test instruments related to course objectives. There shall likewise be a relevant and practical application of theories and concepts.
5. Minimum Requirements/Qualifications of Participants - Minimum qualifications of participants shall be based on the standards acceptable to the tourism industry.

6. Instructional Staff - The instructional staff shall have thorough experience and knowledge on the subject matter and effective communication skills and teaching style.
7. Monitoring and Evaluation Procedures - The training program shall carry effective monitoring and evaluation tools.

c. Trainor/Faculty

Must have successfully completed the Training-the-Trainers Program of the Department of Tourism and the Tourism Industry Board Foundation, Inc. In lieu thereof, the trainor must show proof that she/he has thorough experience and knowledge of the subject matter she/he is handling as well as effective communication skills and teaching style.

**Section 7. Requirements for Renewal of Accreditation.** - The application for the renewal of accreditation shall be supported by the following:

- a. List of all training programs conducted during the previous year including the number of enrollees and graduates.
- b. List of successful graduates per training program including skills acquired and respective places of employment.

**Section 8. Accreditation of Training Program/Trainor.** - A trainor on a training program developed by an organization not normally engaged in training may seek accreditation with the Department subject to compliance with the requirements provided for in Section 6 (b) and Section 6 (c) hereof.

## **CHAPTER VII STANDARD REQUIREMENTS FOR HOMESTAY SITES**

**Section 9. Minimum Requirements** - For purposes of accreditation, the following are the minimum requirements for the operation and maintenance of homestay sites in accordance with the Department's National Homestay Program:

- a. Homestay Sites
  1. There is prevailing peace and order situation in the area.
  2. There are existing natural and man-made attractions in the community.
  3. Site is easily accessible to tourists and with existing transportation services, good road condition and other basic community infrastructures.
  4. The host community is willing to join the National Homestay Program.



5. There is a dearth of commercial accommodation facilities in the area to service tourists.

b. Home Facilities

1. Structures are of durable building materials and are in good, presentable condition.
2. The surroundings are pleasant and healthful.
3. There shall be at least one (1) adequately furnished guestroom to accommodate paying visitors.
4. The following shall be available:
  - extra bed/s
  - adequate lighting system
  - running water or if not available, adequate supply of water
  - clean and well-maintained toilet and bathroom facilities
  - meals at reasonable rates
  - electric fan or other means of ventilation

- c. Training - Family members shall have completed the Department's training workshop on Homestay Program.

**CHAPTER VIII  
STANDARD REQUIREMENTS FOR REST AREAS IN GASOLINE STATION**

**Section 10. Minimum Requirements.** - For purposes of accreditation, the following are the minimum requirements for the operation and maintenance of rest areas.

- a. Location - The locality and environs including approaches shall be pleasant with proper ingress and egress and shall be located along a major highway or road.
- b. Parking - There shall be adequate parking area for customers.
- c. Rest Room - There shall a rest room with adequate, clean and well-maintained toilet and washing facilities. Tissue paper, soap, hand paper/towel shall also be provided.
- d. Signage - There shall be a rest room signage visible from major approaches and which shall be well-illuminated at night.

- e. Service and Staff - Adequate number of well-trained, properly-groomed, efficient and courteous staff shall be employed. They shall wear clean uniforms at all times.
- f. Gasoline Station - The gasoline station shall be clean and well-maintained. It shall also be well-illuminated at night.
- g. Sundries Shop - There shall be an adequately stocked sundries shop which shall be clean and well-maintained.

## **CHAPTER IX GENERAL RULES ON THE OPERATION AND MAINTENANCE OF TOURISM-RELATED ESTABLISHMENTS**

**Section 11. Fire-fighting Facilities.** Fire-fighting facilities shall be provided in accordance with the Fire Code of the Philippines.

**Section 12. Maintenance** - All facilities of the establishment concerned shall be properly maintained at all times. A periodic vermin control program shall be conducted.

**Section 13. Airconditioning/Ventilation.** All enclosed areas of the establishment concerned shall be fully-airconditioned or well-ventilated.

### **Section 14. Prohibited Acts and Practices.**

- a. No pets or animals shall be allowed within the premises.
- b. Ambulant vendors shall be prohibited from peddling their wares within the premises.
- c. All forms of gambling, drunkenness or disorderly conduct of any kind shall be prohibited in the establishments and within its immediate premises.
- d. Keepers, managers or operators shall exert all possible efforts not to permit any person whom they know or have reason to believe to be either a prostitute, pedophile or of questionable character to use the establishment for purposes of immoral/illegal activities. They shall immediately report to the nearest police station the presence in the premises of any such person.

## **CHAPTER X APPLICATION FOR ACCREDITATION**

**Section 15. 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 16. 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 the 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 statement sheets for the preceding year of its operation (not applicable for new establishment);
- c. List of the names of all officials and employees and their respective designations, nationalities, home address; for alien personnel - valid visa from Bureau of Immigration and the proper permit from the Department of Labor and Employment;
- d. Mayor's Permit/Municipal License; and
- e. Such other documents as may be required from time to time by the Department.

**Section 17. Creation of an Inspection Team of Two Officials.** - After the application form has been filed, the Department shall create an inspection team composed of two (2) members from the Department.

**Section 18. Ocular Inspection of Establishment and its 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.

**Section 19. 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.

**Section 20. All Observations of the Applicant to be Entered in the Checklist.** Any observation of the applicant or its 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 21. 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 22. Issuance of Certificate of Accreditation.** If the applicant has satisfactorily complied with the minimum prescribed requirements, the Department shall then issue the Certificate of Accreditation in favor of the applicant.

**Section 23. Validity of Certificate of Accreditation.** The certificate of accreditation shall be good and valid for a period of one (1) year from the date of issue, unless sooner revoked or cancelled by the Department.

**Section 24. Accreditation Fees.-** An annual fee of Two Hundred and Twenty Pesos (P220.00) shall be collected from the applicants that have complied with the requirements for accreditation.

**Section 25. Renewal of Accreditation.** The accreditation shall be renewed on or before its date of expiration.

**Section 26. Documents Required for Application for Renewal of Accreditation.** The application for renewal of accreditation shall be supported by the following documents.

- a. A copy of the amended or revised articles of incorporation or articles of partnership and by-laws, if applicable.
- b. The list and information sheets of additional personnel, if any, including any change in the manpower complement of the company;
- c. Audited financial statements and income tax return covering the preceding year's operation; Provided, that if this requirement is not available at the time of renewal, the same shall be submitted not later than April 30 of the current year; and
- d. Mayor's Permit/Municipal License

## **CHAPTER XI SUPERVISION OF ACCREDITED ESTABLISHMENTS**

**Section 27. Display of Certificate of Accreditation.** The certificate of accreditation shall be displayed in a conspicuous place of the establishment.

**Section 28. Non-Transferability of Certificate of Accreditation.** The accreditation shall be non-transferable.

**Section 29. Periodic Inspection.** When necessary or when the 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 conformable 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 of privacy of parties concerned.

**Section 30. Defects and Deficiency Found during the Inspection.** Where certain defects and deficiencies have been found in the course 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 31. Penalty for Failure to Remedy the Defects, and Deficiencies.** If the management fails to remedy the defects or deficiencies, the Department, may revoke the certificate of accreditation of the establishment.

**Section 32. Liability of Keepers/Managers for Acts or Omission of its Employees.-** Without prejudice to the provisions of existing laws, keepers/managers and their assistants shall be administratively liable for the acts or omissions of any staff committed against any member or guest. They may, however, be exempt from liability if they could establish that they have exercised the diligence of a good father of the family in the supervision of the erring employee.

## **CHAPTER XII GROUNDS FOR CANCELLATION OF ACCREDITATION**

**Section 33. Grounds for cancellation of accreditation.** Any of the following acts or omissions shall be sufficient ground 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 grant of accreditation;
- b. Failure to maintain the standards and requirements for accreditation as prescribed in these Rules;
- c. 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 government agencies; and
- d. Any other act or omission that works against the interest of the tourism industry.

## **CHAPTER XIII MISCELLANEOUS PROVISIONS**

**Section 34. 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 35. Repealing Clause.** - All existing Rules and Regulations or Circulars issued by the Department of Tourism on the operations of tourism-related establishments subject of these Rules as well as local ordinances which are inconsistent with the provisions of these Rules and Regulations are hereby repealed and superseded accordingly.

**Section 36. Effectivity.** - These Rules and Regulations shall take effect immediately.

APPROVED AND PROMULGATED THIS 20TH DAY OF APRIL 1992.  
MANILA, PHILIPPINES

**(SGD) NARZALINA Z. LIM**  
Secretary

ATTESTED BY:

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

