



## ADMINISTRATIVE ORDER NO. 2020-002

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

WHEREAS, under Republic Act (RA) No. 11469 or the *Bayanihan To Heal as One Act*, the President is authorized to direct the operation of establishments to carry out the declared national policy of mitigating the transmission of COVID-19;

WHEREAS, under the Memorandum of the Executive Secretary dated 28 March 2020, the Department of Tourism (DOT) is directed to issue guidelines for the exercise of the President's mandate under the *Bayanihan To Heal as One Act*;

WHEREAS, pursuant to RA 9593 or the *Tourism Act of 2009*, the DOT is mandated to promulgate rules and regulations governing the operation and activities of all tourism enterprises;

WHEREAS, on 18 March 2020, the DOT issued Administrative Order (AO) No. 2020-001 providing for the Implementing Rules and Regulations (IRR) on the limited operations of accommodation establishments during the period of Enhanced Community Quarantine (ECQ);

WHEREAS, on 25 March 2020, the DOT issued AO No. 2020-001-B to expand the IRR coverage to stranded passengers and to provide for conditions for room occupancy during the ECQ;

WHEREAS, on 11 May 2020 and 13 May 2020, the Inter-Agency Task Force (IATF) for the Management of Emerging Infectious Diseases issued Resolution No. 35 and Resolution No. 35- A, respectively, declaring certain areas in the Philippines to be no longer under an ECQ, but a Modified Enhanced Community Quarantine (MECQ) or a General Community Quarantine (GCQ);

WHEREAS, on 15 May 2020, the IATF approved the *Omnibus Guidelines on the Implementation of Community Quarantine in the Philippines* ("IATF Omnibus Guidelines");

WHEREAS, pursuant to the DOT's mandate, and in view of the need to provide general guidance on the operations of accommodation establishments under the different categories of Community Quarantine, these Guidelines are hereby issued as follows:

#### I. GENERAL PROVISIONS

**Section 1. Short Title.** – This Order shall be known as the "*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) "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.

- (c) “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.
- (d) “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.
- (e) “DOT 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 may commence operations subject to these Guidelines.
- (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) “Long Staying Guests” shall refer to guests who have existing long-term leases.
- (l) “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.
- (m) “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.
- (n) “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.
- (o) “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.

- (p) “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*.
- (q) “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.
- (r) “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).
- (s) “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.
- (t) “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.

**Section 3. Coverage.** – This Order shall apply to all Accommodation Establishments in the Philippines in areas covered by a Community Quarantine.

## II. PREREQUISITES FOR OPERATION

**Section 4. DOT 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 prior to any operations.

**Section 5. Procedure for Application for DOT Certificate of Authority to Operate.** – The Commercial Establishment shall submit to the DOT Regional Office with jurisdiction over their area the following:

- (a) Letter of Intent to Operate (**ANNEX A**), indicating whether operations shall be for accommodation, food services, or both; and
- (b) If the Accommodation Establishment is Non-DOT Accredited, a duly accomplished Application for DOT Accreditation (**ANNEX B**) with complete supporting documents.

All applications and supporting documents shall be submitted to the e-mail addresses of the Regional Offices listed in **ANNEX C**.

**Section 6. Operations without DOT Certificate of Authority to Operate.** - Commencement of operations without a DOT Certificate of Authority to Operate may subject the Accommodation Establishment to the relevant penalties under applicable laws, rules, and regulations.

## III. GUIDELINES FOR ACCOMMODATION ESTABLISHMENTS IN AREAS UNDER ENHANCED COMMUNITY QUARANTINE (ECQ)

**Section 7. 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) Non-OFWs who may be required to undergo mandatory facility-based quarantine;
- (g) Stranded Passengers;
- (h) 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
- (i) 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 8. New Bookings under ECQ.** – Except for Long Staying Guests, new bookings of guests falling under Section 7 shall be allowed.

**Section 9. Prohibited Bookings under ECQ.** – No Accommodation Establishment in an ECQ zone shall provide accommodation for persons undertaking leisure travel.

**Section 10. 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 11. 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.

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

**Section 12. 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) Non-OFWs who may be required to undergo mandatory facility-based quarantine;
- (g) Stranded Passengers;
- (h) 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

- (i) 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 13. New Bookings under MECQ.** – Except for Long Staying Guests, new bookings of guests falling under Section 12 shall be allowed.

**Section 14. Prohibited Bookings under MECQ.** – No Accommodation Establishment in an MECQ zone shall provide accommodation for persons undertaking leisure travel.

**Section 15. 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 10 of these Guidelines shall apply.

**Section 16. Conditions for Room Occupancy under MECQ.** – Accommodation Establishments in MECQ zones shall ensure that the conditions for room occupancy under Section 11 of these Guidelines are met.

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

**Section 17. 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) Non-OFWs who may be required to undergo mandatory facility-based quarantine;
- (g) Stranded Passengers;
- (h) 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
- (i) 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 18. New Bookings under GCQ.** – Except for Long Staying Guests, new bookings of guests falling under Section 17 shall be allowed.

**Section 19. Prohibited Bookings under GCQ.** – No Accommodation Establishment in a GCQ zone shall provide accommodation for persons undertaking leisure travel.

**Section 20. Limited Operations under GCQ.** –Accommodation Establishments in GCQ 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 10 of these Guidelines shall apply; provided, that the skeleton workforce may or may not comprise of In House Staff; provided, further, that the Accommodation Establishment shall provide shuttle services to ferry non-In House Staff.

**Section 21. Conditions for Room Occupancy under GCQ.** – Accommodation Establishments in GCQ zones shall ensure that the conditions for room occupancy under Section 11 of these Guidelines are met.

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

**Section 22. Limited Operations under MGCQ.** – Accommodation Establishments may undertake normal operations under MGCQ and may accommodate bookings of all guests, whether for work or leisure; provided, that operations shall be at 50% Operational Capacity only.

**Section 23. Operations of Ancillary Establishments under MGCQ.** – Ancillary establishments within the premises, such as restaurants, cafés, bars, gyms, spas, and the like, shall be allowed to operate at 50% Operational Capacity only.

**Section 24. Workforce Requirements.** – Accommodation Establishments under MGCQ zones shall retain a Skeleton Workforce which may or may not comprise of In House Staff.

**Section 25. 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.

## **VII. REPORTING REQUIREMENTS**

**Section 26. 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 27. 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 28. 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**.

## VIII. OTHER GUIDELINES

**Section 29. Suppletory Application of DOT Memorandum Circular No. 2020-002.** – As regards health and safety protocols in Accommodation Establishments, the pertinent provisions of DOT Memorandum Circular No. 2020-002 shall apply by analogy or in suppletory character, and insofar as they are not inconsistent with any provision herein.

**Section 30. 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 31. 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 32. Repealing Clause.** – This Order repeals or modifies Administrative Order No. 2020-001, 2020-001-B, and all other DOT issuances inconsistent herewith.

For guidance and strict compliance.

22 May 2020

  
**BERNADETTE ROMULO-PUYAT**  
Secretary

