



ADMINISTRATIVE ORDER NO. 2022-001

GUIDELINES ON THE OPERATIONS OF HOTELS AND OTHER ACCOMMODATION ESTABLISHMENTS UNDER THE ALERT LEVELS SYSTEM FOR COVID-19

WHEREAS, on 07 July 2021, the Department of Tourism (DOT) issued Administrative Order (AO) No. 2020-004-A or the *Further Updated Guidelines on the Operation of Hotels and Other Accommodation Establishments Under a Community Quarantine*;

WHEREAS, on 03 September 2021, the Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF) issued Resolution No. 136-A, shifting from a community quarantine classification framework to a policy focusing on the imposition of granular lockdowns and adopting an Alert Levels System for COVID-19 Response (“Alert Levels System”) under a pilot implementation, with each alert level limiting restrictions only to identified high-risk activities;

WHEREAS, on 11 November 2021, Executive Order No. 151 (s.2021) approved the nationwide rollout of the Alert Level System and adopted these Guidelines as the guidelines to be implemented and enforced in all areas under the Alert Level System.

WHEREAS, on 14 December 2021 the IATF-EID issued the Guidelines on the Nationwide Implementation of Alert Level System for COVID-19 Response;

WHEREAS, there is a need to issue new Guidelines governing the operations of Accommodation Establishments consistent with other COVID-19 policies, and the implementation of the Alert Levels System;

NOW, THEREFORE, in view of the foregoing, these *Guidelines on the Operations of Accommodation Establishments under the Alert Level System for COVID-19* are hereby issued as follows:

I. GENERAL PROVISIONS

Section 1. Short Title. – This Order shall be known as the “*Guidelines for Hotel Operations under the Alert Level System for COVID-19*.”

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, mabuhay accommodation establishments (tourist inns, motels, pension houses, bed and breakfast, vacation homes), private homes used for homestay, ecolodges, serviced apartments and condotels. In these Guidelines, “Accommodation Establishments” shall be interchangeable with “Hotels.”
- (b) Authorized Persons Outside of Residence” or “APOR” shall refer to (1) health and emergency frontline services and uniformed personnel, (2) government officials and employees on official travel, (3) duly-authorized humanitarian assistance actors (HAAs), especially those transporting medical supplies and laboratory specimens related to COVID-19, and other relief and humanitarian assistance, (4) persons traveling for medical or humanitarian reasons, (5) persons going to and from the airport, and (6) anyone crossing zones for work or business

permitted in the zone of destination, and going back home, and (7) public utility vehicle operators.

- (c) "Barangay Health Emergency Response Team (BHERT)" refers to a team established by DILG Memorandum Circular No. 2020-023 to help implement local prevention and mitigation, preparedness, and response measures for COVID-19. (DOH and DILG JAO No. 2020-0001)
- (d) "Business Guests" shall refer to guests whose travel is solely for the purpose of work or business in the interest of his or her organization, employer, or company, and not for personal recreational or leisure purposes.
- (e) "Cancellation" refers to a penalty of removal of the rights and benefits of accreditation with no right to reapply.
- (f) "Certificate of Authority to Operate for Staycation" refers to a certification issued by the DOT that an Accommodation Establishment in an area placed under General Community Quarantine (GCQ), GCQ with Heightened Restrictions (GCQ-HR), or Alert Levels 4 and 3 has fulfilled all requirements for operation for Staycation purposes.
- (g) "Close Contact" refers to a person who has experienced any one of the following exposures during the two (2) days before and the 14 days after the onset of symptoms of a Probable or Confirmed COVID-19 case:
 - 1. Face-to-face contact with a Probable or Confirmed case within one meter and for at least 15 minutes;
 - 2. Direct physical contact with a Probable or Confirmed case; or
 - 3. Other situations as indicated by local risk assessments. (DOH DM No. 2020-0439)
- (h) "Confirmed COVID-19 Case" refers to a person with laboratory confirmation of COVID-19 infection, irrespective of clinical signs and symptoms. (DOH DM No. 2020-0439)
- (i) "COVID-19 Alert Level System" refers to the new Community Quarantine Classifications for dealing with COVID-19 covering entire cities and/or municipalities; aimed to manage and minimize the risk of the disease through System Indicators, Triggers and Thresholds determined by the IATF Sub-Technical Working Group on Data Analytics to specify the public health and social measures to be taken in relation to the COVID-19 response, as may be updated based on new scientific knowledge, information about the effectiveness of control measures in the country and overseas, and its application.
 - 1. Alert Level 1 - refers to areas wherein case transmission is low and decreasing, total bed utilization rate, and intensive care unit utilization rate is low.
 - 2. Alert Level 2 - refers to areas wherein case transmission is low and decreasing, healthcare utilization is low, or case counts are low but increasing, or case counts are low and decreasing but total bed utilization rate and intensive care unit utilization rate is increasing.
 - 3. Alert Level 3 - refers to areas wherein case counts are high and/or increasing, with total bed utilization rate and intensive care unit utilization rate at increasing utilization.
 - 4. Alert Level 4 - refers to areas wherein case counts are high and/or increasing, with total bed utilization rate and intensive care unit utilization rate at high utilization.
 - 5. Alert Level 5 - refers to areas wherein case counts are alarming, with total bed utilization rate and intensive care unit utilization rate at critical utilization.

- (j) “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.
- (k) “Foreign Nationals” shall refer to persons holding passports issued in a foreign country.
- (l) “Fully Vaccinated Individual” shall refer to an individual who has been fully vaccinated for COVID-19. An individual shall be considered as having been fully vaccinated for COVID-19:
 1. More than or equal to 2 weeks after having received the second dose in a 2-dose series, or
 2. More than or equal to 2 weeks after having received a single-dose vaccine.
 3. The vaccines administered to the individual are included in any of the following:
 - i. Emergency Use Authorization (EUA) List or Compassionate Special Permit (CSP) issued by the Philippine Food and Drug Administration; or
 - ii. Emergency Use Listing of the World Health Organization.
- (m) “Isolation” refers to the separation of ill or infected persons from others to prevent the spread of infection or contamination. (DOH MC No. 2020-0020)
- (n) “Isolation Facilities” shall refer to Accommodation Establishments that have been inspected by the Bureau of Quarantine (BOQ) and determined to be suitable for Isolation of guests who are COVID-19 positive. These include Accommodation Establishments in the list of Facilities Suitable for Stringent Quarantine published by the Department of Health (DOH) or BOQ, as well as facilities under the Oplan Kalinga Program, that accommodate COVID-19 positive guests.
- (o) “Leisure Guests” shall refer to guests whose travel is for personal recreational or leisure purposes.
- (p) “Long Staying Guests” shall refer to guests who have existing long-term leases.
- (q) “Management” shall refer to the owner, proprietor, manager, supervisor, administrator or other officer with control and supervision of the operations of the Accommodation Establishment.
- (r) “Minimum Public Health Standards” shall refer to the national, local, and sector-specific guidelines on mitigation measures for its COVID-19 response across all settings by implementing non-pharmaceutical interventions (NPIs), consistent with the Department of Health (DOH) Administrative Order No. 2021-0043 or the Omnibus Guidelines on the Minimum Public Health Standards for the Safe Reopening of Institutions. This term shall also encompass specific NPIs of community mitigation strategies or public health measures that do not involve vaccines, medications, or other pharmaceutical interventions, that individuals and communities can carry out in order to reduce transmission rates, contact rates, and the duration of infectiousness of individuals in the population (*Guidelines on the Operations of Accommodation Establishments under the Alert Level System for COVID-19, as of 14 December 2021*)
- (s) “Multiple-Use Hotels” refer to Accommodation Establishments that have been inspected by a team composed of personnel from DOT and DOH/BOQ or LGU concerned and determined to be suitable for the accommodation of both Quarantine and non-Quarantine Guests by reason of compliance with standards for physical separation of guests.
- (t) “On-site Capacity” refers to such number of employees or workers who can be permitted or required to be physically present at their designated workplace outside of their residences.

- (u) "Outdoor Dine-in Services" or Alfresco Dine-in Services shall refer to the offering of food to be eaten in Food Establishment's outdoor dining area with open -air ventilation and unenclosed spaces, including those with structures consisting of non-adjacent impermeable walls; those consisting of circular structures with 50% non-continuous impermeable walls; and those with ceilings, roofs, umbrellas, or canopies with no walls."
- (v) "Probable COVID-19 Case" refers to an individual who meets the clinical criteria under DOH DM No. 2020-0439 and is a contact of a Probable or Confirmed COVID-19 case.
- (w) "Quarantine" refers to the restriction of movement, or separation from the rest of the population, of healthy persons who may have been exposed to the virus, with the objective of monitoring their symptoms and ensuring early detection of cases. (DOH MC No. 2020-0020)
- (x) "Quarantine Guests" shall refer to guests who opt to or are required to undergo mandatory quarantine such as repatriated OFWs, Returning Overseas Filipinos, and Foreign Nationals allowed entry into the Philippines, individuals who are unable to quarantine in their households, or any other persons as identified by the applicable rules of the IATF-EID, DOH, or the Local Government Unit (LGU).
- (y) "Quarantine Hotels" refer to Accommodation Establishments that have been inspected by the BOQ and determined to be suitable for Quarantine of guests who may have been exposed to COVID-19. These are establishments included in the list of Facilities Suitable Only for Mandatory Quarantine and Facilities Suitable for Stringent Quarantine published by the DOH or BOQ, provided these establishments do not accommodate COVID-19 positive guests.
- (z) "Regular Hotels" refer to Accommodation Establishments that are neither Isolation Facilities, Quarantine Hotels, nor Multiple-Use Hotels, and may accommodate non-quarantine guests.
- (aa) "Returning Overseas Filipino" or ROF refers to an individual holding a valid Philippine passport who is returning to the Philippines from abroad.
- (bb) "Returning Residents" or RRs 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. (DOH DM No. 2020-0439)
- (cc) "Revocation" refers to the removal of the rights and benefits of accreditation with a right to reapply once the period of revocation is lifted.
- (dd) "Skeleton Workforce" refers to the on-site capacity which utilizes the smallest number of people needed for a business or organization to maintain its basic functions.
- (ee) "Suspension" refers to temporary withholding of accreditation for a prescribed period, as a result of non-conformance with any of the provisions of this Circular or commission of the prohibited acts enumerated under Section 32.
- (ff) "Venue Capacity" refers to the total number of rooms in the entire establishment for Regular Hotels, and the total number of rooms in the entire building, wing, or floor for non-Quarantine guests for Multiple-Use Hotels.

Section 3. Coverage. This Order shall apply to all Accommodation Establishments in the Philippines in areas covered by the Alert Level System for COVID-19.

II. PREREQUISITES FOR OPERATION; PERMITTED OPERATIONS AND GUESTS

Section 4. General Requirement of DOT Accreditation. Except for Accommodation Establishments used as Isolation Facilities, only Accommodation Establishments that have a valid

DOT Accreditation shall be permitted to operate in areas under the Alert Level System for COVID-19.

Section 5. Additional Requirements. Accommodation Establishments may choose to operate as an Isolation Facility, as a Quarantine Hotel, as a Multiple-Use Hotel, or as a Regular Hotel, subject to the following additional requirements:

ISOLATION FACILITIES	QUARANTINE HOTELS	MULTIPLE-USE HOTELS	REGULAR HOTELS
<p>Inspected by the BOQ and certified as suitable for <i>Isolation</i> of guests</p>	<p>1. DOT Accreditation; and</p> <p>2. Inspected by the DOH/BOQ and certified as suitable for mandatory <i>Quarantine</i> of guests,</p> <p>In the absence of DOH/BOQ in the area, a clearance from the LGU concerned to operate as a Quarantine Hotel is required.</p>	<p>1. DOT Accreditation; and</p> <p>2. Inspected by a team composed of both DOT and DOH/BOQ or LGU concerned, and approved as compliant with physical standards for the separation of Quarantine and Non-Quarantine guests;</p> <p>3. For Quarantine Hotels that wish to shift to Multiple-use Hotels, proof of sanitation and disinfection.</p> <p>4. For hotels in Alert Levels 3 and 4, a Certificate of Authority to Operate for Staycation (CAOS) is required to accommodate leisure guest.</p>	<p>1. DOT Accreditation;</p> <p>2. For Quarantine Hotels that wish to shift to Regular Hotels, proof of sanitation and disinfection.¹</p>

Section 6. Application as a Multiple-Use Hotel. Quarantine Hotels and other Accommodation Establishments may opt to operate as Multiple-Use Hotels by complying with the following:

- a) **Documentary Requirements.** The Accommodation Establishment shall submit the following to the DOT Regional Office with jurisdiction over the area:
 - 1. Letter of Intent to operate as a Multiple-Use Hotel (**ANNEX A**). In case the hotel seeks to apply for a Certificate of Authority to Operate for Staycation (CAOS), the same shall be indicated in the letter.
 - 2. Implementation plan or any presentation (e.g., floor plan, photos, traffic management plan, demarcations) detailing the protocols implemented by the establishment for the physical separation of Quarantine and non-Quarantine guests; and
 - 3. For Quarantine Hotels, proof of sanitation and disinfection in addition to the above documentary requirements. Proof may be in the form of logs, records, certification, or any other sufficient documentation by the in-house sanitation personnel of the Accommodation Establishment, or by outsourced third party cleaners.
- b) **Physical Inspection of Premises.** The Accommodation Establishment shall allow the physical inspection of its premises by a team composed of personnel from the DOH, BOQ

¹ Proof may be in the form of logs, records, certification, or any other sufficient documentation by the in-house sanitation personnel of the Accommodation Establishment, or by outsourced third party cleaners.

or LGU concerned and the DOT Regional Office to ensure that it complies with relevant Minimum Public Health Standards and the physical separation of Quarantine and Non-Quarantine Guests.

- c) **Random Facility Inspection.** Subsequent to being granted an authority to operate as a Multiple Use Hotel, the DOH or BOQ may conduct random inspections of the facility. In the event of non-compliance with the Minimum Public Health Standards set by these Guidelines and other sector-relevant issuances, a report or a notice of violation issued by the DOH/BOQ shall be a basis, among others, to serve a Notice to Explain.

Section 7. Permitted Guests. An Accommodation Establishment shall only accommodate the following permitted guests:

PERMITTED GUESTS IN ACCOMMODATION ESTABLISHMENTS				
	ISOLATION FACILITIES	QUARANTINE HOTELS	MULTIPLE-USE HOTELS	REGULAR HOTELS
Alert Level 5	<ol style="list-style-type: none"> Confirmed COVID-19 positive individuals transferred from Quarantine Hotels pursuant to the Oplan Kalinga program. Other suspect, probable, and confirmed COVID-19 positive guests undergoing mandatory Isolation. 	<ol style="list-style-type: none"> Individuals who opt or are required to undergo mandatory Quarantine, such as but not limited to close contacts, repatriated OFWs, Returning Overseas Filipinos, Foreign Nationals allowed entry into the Philippines; and Health and emergency frontline services personnel who need easy access to their place of work. 	<ol style="list-style-type: none"> Individuals who opt or are required to undergo mandatory Quarantine, such as but not limited to close contacts, repatriated OFWs, Returning Overseas Filipinos, and Foreign Nationals allowed entry into the Philippines; and Health and emergency frontline services personnel who need easy access to their place of work; Long Staying Guests; Returning Residents; and Other APORs who require accommodation pursuant to their official function or duty. 	<ol style="list-style-type: none"> Long Staying Guests; Returning Residents; and APORs who require accommodation pursuant to their official function or duty, except Health and emergency frontline services personnel.

PERMITTED GUESTS IN ACCOMMODATION ESTABLISHMENTS				
	ISOLATION FACILITIES	QUARANTINE HOTELS	MULTIPLE-USE HOTELS	REGULAR HOTELS
Alert Level 4	same as above	same as above	Same as 1 to 5 above, plus: 6. Guests undertaking <i>Staycation</i> for AEs with CAOS subject to DOT AO No. 2021-007 ² 7. Participants in Essential Meetings and Social Events as defined and regulated under the relevant issuance of the DOT, DTI and/or DOH.	Same as 1 to 3 above, plus: 4. Guests undertaking <i>Staycation</i> for AEs with CAOS subject to DOT AO No. 2021-007 5. Participants in Essential Meetings and Social Events as defined and regulated under the relevant issuance of the DOT, DTI and/or DOH.
Alert Level 3	same as above	same as above	Same as 1 to 7 above, plus: 8. Business Guests; 9. Leisure Guests, only for AEs with CAOS, subject to DOT AO No. 2021-007 10. Guests under <i>Point-to-Point Leisure Travel</i> from areas under Alert Level 4	Same as 1 to 5 above plus: 6. Business Guests. 7. Leisure Guests, only for AEs with CAOS, subject to DOT AO No. 2021-007 8. Guests under <i>Point-to-Point Leisure Travel</i> from areas under Alert Level 4
Alert Level 2 & 1	same as above	same as above	Same as 1 to 10 above Note: In areas under Alert Levels 2 and 1, CAOS is not required for Multiple-Use Hotels to accommodate leisure guests	Same as 1 to 8 above Note: In areas under Alert Levels 2 and 1, CAOS is not required for Regular Hotels to accommodate leisure guests

Management shall not allow Confirmed COVID-19 cases, symptomatic guests, guests awaiting results of COVID-19 tests, or guests undergoing quarantine, to check in as non-quarantine guests.

Section 8. Compliance of Non-quarantine Guests with IATF Restrictions. All non-Quarantine Guests including those below 18 years old and those belonging to the vulnerable population, such as, (i) those who are over sixty-five (65) years of age, (ii) those with immunodeficiencies, comorbidities, or other health risks, and (iii) pregnant women, shall be subject to the Guidelines issued by the IATF-EID.

² Guidelines on Staycation under the COVID-19 Pilot Alert Levels System

Section 9. On-Site Capacity. Accommodation Establishments shall comply with the following On-Site Capacity to accommodate permitted bookings:

Alert Levels 5 and 4	Alert Levels 3, 2 and 1
Only Skeleton Workforce shall be allowed, in compliance with relevant IATF-EID guidelines	<p>May be allowed to operate at up to One Hundred Percent (100%) On-Site Capacity to accommodate permitted bookings;</p> <p><i>Provided</i>, that the level of On-Site Capacity to be adopted by an Accommodation Establishment shall ultimately be determined by its Management:</p>

Section 10. Room Occupancy. An Accommodation Establishment shall only accommodate the following permitted guests under the following room occupancy conditions:

	ISOLATION FACILITIES	QUARANTINE HOTELS	MULTIPLE-USE HOTELS	REGULAR HOTELS
Alert Levels 5		<p>General Rule: Single Occupancy</p> <p>Exceptions for Quarantine Guests:</p> <ol style="list-style-type: none"> 1. Families from the same household travelling together, especially those with minors; 2. Health and emergency frontline services personnel; 3. Guests requiring a companion: <ul style="list-style-type: none"> • 18 years old and below; and • Persons needing special assistance (e.g., Senior citizens, PWD, with chronic medical illness). <p>Or as may be prescribed by DOH and BOQ.</p>		<p>Single Occupancy – for guests from different households</p> <p>Double Occupancy – for guests from the same household</p>
Alert Level 4	Conditions for room occupancy are subject to DOH and BOQ regulations.	Same room occupancy as above	<p>For Quarantine Guests: Same room occupancy as above.</p> <p>For Non-Quarantine Guests: Same as room occupancy of Regular Hotels in Alert Levels 4</p>	Same as above, except for: Guests undertaking <i>Staycation</i> for AEs with CAOS subject to DOT AO No. 2021-007
Alert Level 3, 2 and 1		Same room occupancy as above	<p>For Quarantine Guests: Same room occupancy as above.</p> <p>For Non-Quarantine Guests: Same as room occupancy of Regular Hotels in Alert Levels 3, 2 and 1</p>	Up to Full Room Occupancy subject to observance of Minimum Public Health Standards

- a) **Waiver.** For quarantine guests staying as groups or with companions, they shall sign a waiver that in case one of them turns out to be COVID-19 positive, the Close Contacts shall

undergo the prescribed quarantine process in accordance with the guidelines of DOH/BOQ and/or LGU concerned.

- b) **Pre-approval by DOH/BOQ.** For repatriated OFWs and Returning Overseas Filipinos under quarantine, double or multiple occupancy in rooms shall be pre-approved by the Quarantine Medical Officer (QMO) on duty.

III. COMMON HEALTH AND SAFETY GUIDELINES FOR ALL ACCOMMODATION ESTABLISHMENTS

Section 11. Suppletory 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-B³ or any of its subsequent amendments shall apply by analogy or in suppletory character to operations of Accommodation Establishments in areas under the Alert Level System for COVID-19, and insofar as its provisions are not inconsistent with any provision herein.

Section 12. Employee Vaccination. All workers and employees physically reporting for work shall be fully vaccinated.

Section 13. Flexible Check-In / Check-out Procedures and Prohibition on Overbooking. Accommodation Establishments shall devise measures to ensure minimal waiting time and minimize exposure during check-in and check-out among guests in common areas, especially for individuals who are required to undergo quarantine. Sufficient room allocation shall be maintained to accommodate all guests in case of early check-in or delayed check-out. Overbooking shall be strictly prohibited.

Section 14. Isolation Areas. Accommodation Establishments shall designate isolation areas to accommodate quarantine guests who are not able to immediately proceed to their rooms upon arrival. As far as practicable, isolation areas shall be open-air venues or facilities with adequate ventilation.

Section 15. Notices to Guests. Quarantine Hotels and Multiple-Use Hotels shall post notices or signages at the entrance or main lobby to inform guests and other visitors that they are accommodating Quarantine Guests in the premises.

Section 16. “No Face Mask, No Entry” Policy. Unless otherwise provided under subsequent IATF-EID or LGU rules and regulations, a “No Face 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 who do not comply may be refused admission.

Section 17. Contactless Transactions and Contact Tracing. Reservations, payments, gathering of information for health declaration and contact tracing purposes, and other transactions shall be done through contactless means. For this purpose, Accommodation Establishments are encouraged to make use of online payment modes and contact-tracing applications such as the StaySafe.Ph App that will minimize physical contact with guests.

Section 18. Ventilation. Department of Labor and Employment (DOLE) Department Order No. 224 s. 2021,⁴ where applicable, shall be complied with.

Section 19. Statement of Undertaking. The Accommodation Establishment shall incorporate in its registration or reservation form an undertaking from the guests declaring their purpose of stay (e.g., quarantine, business, events, leisure, etc.) and compliance with the terms and conditions of their booking.

³ Further Amended Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal.

⁴ Guidelines on Ventilation for Workplaces and Public Transport to Prevent and Control the Spread of COVID-19.

Section 20. Non-comingling of Quarantine Guests. Accommodation Establishment shall ensure that Quarantine Guests shall be confined to their rooms, except in cases of emergency (e.g., fire, earthquake). Mingling with occupants of other rooms shall not be allowed.

Quarantine guests shall use the same room they are billeted in throughout the entire period of their stay, except when any repair or similar case requires a room transfer. Health and safety protocols shall be observed during the transfer of guests to another room.

Section 21. Protocols for Referral and Reporting of Confirmed COVID-19 Cases. In case any guest or employee is determined to be a Confirmed COVID-19 case through a Reverse Transcription-Polymerase Chain Reaction (RT-PCR) Test, the Management shall comply with the following referral and reporting protocols:

	Confirmed case is a GUEST	Confirmed case is an EMPLOYEE
Isolation Facility	N/A (guests are already confirmed COVID-19 cases)	Management shall: (a) Immediately isolate the COVID-19 positive employee from guests or co-employees; (b) Inform the LGU/s having jurisdiction over the workplace and the respective residence/s of the symptomatic employees and close contacts. (DTI-DOLE JMC No. 20-04-A) (c) Inform the Close Contacts of the results of the said employee, whether co-employees or guests, and: 1. Advise close contacts to self-monitor, complete the applicable quarantine period based on IATF Guidelines, and strictly adhere to minimum public health standards; 2. If symptoms manifest, advise them to immediately do self-isolation and contact BHERT for assessment and possible referral for facility isolation; and 3. Advise close contacts to inform their LGUs so that LGUs can implement the proper quarantine measures.
Quarantine Hotel and Multiple-Use Hotel	<p>If the guest is under Quarantine:</p> <p>Management shall coordinate with Local Epidemiology and Surveillance Units (LESU), BHERT and/or the BOQ and with the company/agency of the guest (if booked under a company/agency) regarding the confirmed COVID-19 positive guest for contact tracing and isolation protocols, in accordance with prevailing DOH/BOQ Guidelines.</p> <p>If the guest is NOT under Quarantine:</p> <p>Management shall not allow confirmed COVID-19 cases, symptomatic guests, or guests awaiting results of COVID-19 tests, to check in as a <i>non-quarantine guest</i>. However, in case a guest becomes a confirmed COVID-19 case, Management shall:</p> <p>a) Immediately isolate the COVID-19 positive guest;</p> <p>b) Coordinate with the LESU, BHERT and/or the BOQ for contact tracing and isolation protocols in accordance with prevailing DOH/BOQ Guidelines.</p>	<p>In case there are at least two (2) confirmed cases, regardless of whether they come from the same or different work station, the Management shall:</p> <p>a) Undertake the RT-PCR testing of all employees who are close contacts;</p> <p>b) Ensure that close contacts of the employees whose RT-PCR test are confirmed positive undergo the applicable quarantine period based on IATF Guidelines;</p> <p>c) Transfer the billeted guests to another area, wing, or floor within the premises where there is NO known positive case; and</p> <p>d) Close down for twenty-four (24) hours the area, wing, or floor where the known positive case works, prior to disinfection. (DTI-DOLE JMC No. 20-04-A)</p>

	Confirmed case is a GUEST	Confirmed case is an EMPLOYEE
Regular Hotel	<p>Management shall not allow confirmed COVID-19 cases, symptomatic guests, or guests awaiting results of COVID-19 tests, to check in. However, in case a guest is reported to be positive for COVID-19, Management shall:</p> <p>(a) Immediately isolate the COVID-19 positive guest; and</p> <p>(b) Coordinate with the LESU, BHERT and/or the BOQ for contact tracing and isolation protocols in accordance with prevailing DOH and BOQ Guidelines</p>	<p>Management shall comply with the same protocols for employees with COVID-19 in Quarantine and Multiple-Use Hotels.</p>

The Accommodation Establishments shall include in its emergency directory the contact numbers/hotlines of LESU, BHERT, and DOH/BOQ.

IV. GUIDELINES FOR GUEST ACCOMMODATION AND SERVICES

Section 22. Conditions for Separation of Guests. Accommodation Establishments operating as Quarantine Hotels or Multiple Use Hotels shall comply with the following:

(a) **Quarantine Hotels.** Those accommodating Quarantine Guests and/or health & emergency frontline services personnel, must comply with the following conditions:

- i. There must be designated floors or wings for quarantine guests that are separate from health and emergency frontline services personnel;
- ii. There must be elevator/s or passageways for use of quarantine guests that are separate from that used by health and emergency frontline services personnel;
- iii. Management shall ensure that there shall be no co-mingling between quarantine guests and health and emergency frontline services personnel in common areas of the Quarantine Hotel; and that physical distancing is observed;
- iv. Management shall report to DOH/BOQ or the LGU concerned within twenty-four (24) hours from commission of any violations of the Minimum Public Health Standards or other IATF Guidelines committed by quarantine guests, and health and emergency frontline services personnel;
- v. There shall be visible notices or signages in conspicuous areas to demarcate separate areas for guests undergoing quarantine and for health and emergency frontline services personnel.

(b) **Multiple-Use Hotels.**

- i. There must be separate entrances, exits, access points, common areas, and elevator/s, for Quarantine Guests and health and emergency services frontline personnel, and other permitted guests.
- ii. Assignment of designated floors for quarantine and non-quarantine guests may be allowed; Provided that physical barriers are set-up to ensure non-comingling of quarantine and non-quarantine guests in all common areas; Provided further, that

floors accommodating quarantine guests shall have a separate ventilation system (i.e., non-centralized) from the floors accommodating non-quarantine guests.

- iii. The separate floor or wing for Quarantine Guests and health and emergency services frontline personnel shall comply with the guidelines for Quarantine Hotels under Section 22-a of these Guidelines;
- iv. There must be front service hotel personnel (e.g., reception and concierge, housekeeping, security, etc.) designated for Quarantine Guests and health and emergency services frontline personnel separate from those designated for other permitted guests;
- v. Management shall ensure that there shall be no co-mingling of quarantine guests and health and emergency services frontline personnel with other permitted guests in common areas of the Multiple-Use Hotel; and that physical distancing is observed; and
- vi. Management shall report to DOH/BOQ or the LGU concerned within twenty-four (24) hours from commission of any violations of the Minimum Public Health Standards or other IATF Guidelines committed by quarantine guests, health and emergency frontline services personnel, and other non-quarantine guests;
- vii. There shall be visible notices or signages in conspicuous areas to demarcate separate areas for Quarantine Guests and health and emergency services frontline personnel and for other permitted guests.

Section 23. Daily Housekeeping and Room Service. Accommodation Establishments shall comply with the following guidelines in the provision of housekeeping and/or room service:

Service	Alert Levels 5 and 4	Alert Levels 3, 2 and 1
Daily Housekeeping	Not allowed Cleaning and sanitation of rooms shall be conducted only as may be necessary. Housekeeping staff shall provide sufficient supply of linens, and toiletries throughout the duration of the guest's stay. On-loan cleaning materials shall be available upon request;	Allowed
Room Service	Allowed <i>Provided</i> , that the food and beverage shall be delivered by the doorstep of the guestroom. Guests shall leave used dining crockery, utensils, and wastes outside their room for retrieval of housekeeping staff;	Allowed Rooms must be set up to allow convenient in-room dining for guests
Food Delivery		
<i>Quarantine Guests</i>	Not Allowed	Not Allowed
<i>Non-quarantine Guest</i>	Allowed	Allowed
	Subject to the discretion of the Management and observance of the health and safety protocols.	

Section 24. Segregation of Waste. All trash, food and non-food, shall be separated. Trash bins must be provided inside the guest room. A separate trash bag or bin intended for used PPE such as face mask, gloves and other sanitation waste materials must be provided.

Section 25. Sanitation kit. A sanitation kit (e.g., 70% solution alcohol or alcohol-based hand sanitizer and facemasks), for guest’s personal hygiene and sanitation, shall be made available upon request.

V. SPECIFIC GUIDELINES FOR ANCILLARY FACILITIES IN ACCOMMODATION ESTABLISHMENTS

Section 26. Prohibition of Ancillary Establishments/Facilities in Isolation Facilities. Ancillary establishments and facilities within Isolation Facilities, such as restaurants, cafés, bars, gyms, spas, conference rooms or function halls, and the like, shall not be allowed to operate. The operations of restaurants and cafes shall be limited to the preparation of packed meals for in-house guests who opt for the same, subject to DOH or BOQ guidelines.

Section 27. Permitted Ancillary Facilities. The following shall be allowed to operate under the prescribed capacities, provided there is no objection from the LGU where these activities may take place and Minimum Public Health Standards shall be strictly maintained:

Ancillary Facility	On-Site, Venue, or Seating Capacity									
	Indoor Venues					Outdoor Venues				
	AL 5	AL4	AL3	AL2	AL1	AL 5	AL4	AL3	AL2	AL1
Restaurant, Dining or any Food and Beverage outlet										
• Dine-in	✘	10%	30%	50%	100%	✘	30%	50%	70%	100%
• Preparation of packed meals for in-house guest (who opt for the same)	Allowed									
• Take-out and/or Delivery to the public										
Venues for Meetings, Incentives, Conferences, Exhibitions (MICE)										
Permitted venues ⁵ for social events such as parties, wedding receptions, engagement parties, wedding anniversaries, debut and birthday parties, family reunions, and bridal or baby showers										
Other Ancillary facilities in DOT-Accredited Accommodation Establishments such as fitness studios, gyms, and venues for non-contact exercise and sports, <i>provided</i> , that patrons/clients and workers/employees wear face masks at all times and that no group activities are conducted	✘	10%	30%	50%	100%	✘	30%	50%	70%	100%

Section 28. Additional venue or seating capacities. The above facilities may be allowed additional venue or seating capacity on top of the existing allowable venue or seating capacities, as follows:

⁵ Permitted venues as identified in DOT-DTI Joint Memorandum Circular No. 2021-001, such as restaurants in general, restaurants within DOT-accredited accommodation establishments, ballrooms, function halls, and other venues within DOT-accredited accommodation establishments, mall atria, and DOT-accredited stand-alone venues; or as may be included in further issuances.

- (a) An additional twenty percent (20%) if the local government unit where such establishments are located has a vaccination coverage above seventy percent (70%) for both Priority Group A2 (senior citizens) and Priority Group A3 (adults with comorbidities), as determined by the Vaccine Cluster of the National Task Force Against COVID-19; and
- (b) An additional ten percent (10%) if said establishments have been awarded Safety Seal Certificates under the Safety Seal Certification Program.

Section 29. Additional conditions. The above facilities may operate subject to the following conditions:

(a) Permitted dine-in guests

- i. Only the general public, non-billeted guests, and non-quarantine guests may dine in;
- ii. In areas under **Alert Level 4 and 3**, only fully vaccinated guests shall be accepted in indoor venues. In areas under **Alert Level 2**, fully vaccinated guests and those below 18 years of age, shall also be accepted in indoor venues.

(b) **Separate Entrance/Exit.** Restaurants and cafes located inside Quarantine Hotels and Multiple-use Hotels⁶ must have entrances, exits, access points, common areas, or elevators separate from those accessed by quarantine guests;

(c) **Separate Service Staff.** Service staff attending to quarantine guests shall not be allowed to attend to customers or guests of ancillary facilities;

(d) **Business Hours.** The business hours shall adhere to the applicable ordinances of the Local Government Unit (e.g., curfew hours) where the accommodation establishment is located;

VI. REPORTING REQUIREMENTS

Section 30. Reporting Requirements for Accommodation Establishments with Checked-In Guests. Immediately upon the commencement of operations, all Accommodation Establishments authorized to operate in areas under the Alert Level System for COVID-19 shall report to DOT the following every month or as may be required:

- (a) Number of staff comprising its Skeleton Workforce, in case the Accommodation Establishment is in an area under Alert Level 5 or 4;
- (b) Number, nature of work (e.g., BPO, Healthcare workers, Banking, Telecom) 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 Regional Office; provided, that in the reporting of all information, compliance with the Republic Act No. 10173 or the *Data Privacy Act* shall be ensured.

Section 31. Report Submission. Reports shall be submitted to the DOT Regional Offices with jurisdiction over the area where the Accommodation Establishment is located, through the e-mail addresses in **ANNEX C**.

⁶ If the restaurants and cafes are located in the wing or building accommodating non-quarantine guests, separate entrances and exits / passageways / elevators available for the general public / non-billeted guests shall not be required.

The DOT Regional Office concerned shall notify the Accommodation Establishments that fail to submit reports after two (2) consecutive months prior to the issuance of stern warning.

VII. OFFENSES AND PENALTIES

Section 32. Penalties. Any violation of these Guidelines may subject the Accommodation Establishment to the following fines and penalties:

Offenses	Fines and Penalties		
	First Offense	Second Offense	Third Offense
a) Non-Submission of Occupancy Reports and Other Required Reports	Stern Warning	Fine of Php 1,000-5,000 depending on the gravity of the violation	Fine of Php 5,000-10,000 depending on the gravity of the violation
b) Making any false, deceptive, or misleading claims for the purpose of soliciting business from guests or clients	<p>For Mabuhay Accommodation, depending on the gravity of the violation:</p> <ul style="list-style-type: none"> One-month suspension of Accreditation, or Stern warning and/or, a fine of ₱5,000.00 to ₱20,000.00 <p>For Hotels, Resorts, and Apartment Hotels, depending on the gravity of the violation:</p> <ul style="list-style-type: none"> One-month suspension of accreditation or Stern warning and/or, Revocation of Certificate of Authority to Operate for Staycation/ Multiple-Use Hotel and/or, a fine of ₱10,000.00 to ₱40,000.00 	<p>For Mabuhay Accommodation, depending on the gravity of the violation:</p> <ul style="list-style-type: none"> Suspension of accreditation of three (3) months as minimum up to six (6) months as maximum; and/or a fine of ₱21,000.00 to ₱40,000.00 depending on the gravity of the offense <p>For Hotels, Resorts, and Apartment Hotels, depending on the gravity of the violation:</p> <ul style="list-style-type: none"> Suspension of accreditation of three (3) months as minimum up to six (6) months as maximum; and, Revocation of Certificate of Authority to Operate for Staycation/ Multiple-Use Hotel and/or a fine equivalent to fine of ₱41,000.00 to ₱80,000.00 depending on the gravity of the offense 	<p>For Mabuhay Accommodation, depending on the gravity of the violation:</p> <ul style="list-style-type: none"> Revocation/ Cancellation of Accreditation and/or a fine of ₱50,000.00 depending on the gravity of the offense <p>For Hotels, Resorts, and Apartment Hotels, depending on the gravity of the violation:</p> <ul style="list-style-type: none"> Revocation/ Cancellation of accreditation and/or a fine of ₱81,000.00 to ₱100,000.00 depending on the gravity of the offense
c) Accommodation by Isolation Facilities of guests for business or leisure purposes			
d) Accommodation of guests not permitted under relevant DOT Guidelines			
e) Failure to implement protocols for non-comingling of Quarantine and non-Quarantine Guests			
f) Operation of Ancillary Establishments not permitted under relevant DOT Guidelines			
g) Holding of events prohibited under DOT, DTI, IATF, or LGU issuances			
h) Violation of these Guidelines, the Health and Safety Protocols issued by the DOT, DOH, or IATF-EID			
i) Any other violation of an Order or Circular issued by the Department.			

Section 33. Reinstatement of Certificate of Authority to Operate for Staycation/ Multiple-Use Hotel. DOT-Accredited Accommodation Establishments with revoked Certificate of Authority to Operate for Staycation/ Multiple-Use Hotel may have the same reinstated in accordance with the following:

- (a) Submission of a Request for Reinstatement complete with proof of corrective action on the terms and conditions violated; and
- (b) Passing the inspection conducted by the DOT Regional Office concerned to assess compliance with the relevant guidelines; and
- (c) Issuance of Notice of Reinstatement by the DOT Regional Office for compliant establishments (**ANNEX B**).

The reinstated Certificate of Authority to Operate for Staycation/ Multiple-Use Hotel shall be valid for the remaining accreditation validity.

VIII. OTHER PROVISIONS

Section 34. Suppletory Application of other issuances. DOT Administrative Order No. 2021-007 or the *Guidelines on Staycation Under the COVID-19 Pilot Alert Levels System*, as well as other DOT Memorandum Circulars or Administrative Order, or their subsequent amendments, shall apply to these Guidelines by analogy or in suppletory character. Relevant issuances of the LGU, IATF-EID, DOH, BOQ, and DTI, and other sector-relevant agencies, shall likewise apply by analogy or in suppletory character.

Section 35. Local Government Unit Regulations. Notwithstanding compliance with the foregoing Guidelines, operations of Accommodation Establishments shall be subject to applicable reasonable restrictions, rules, or ordinances of the LGU where the establishments are located; Provided that such rules or ordinances shall not disregard the minimum restrictions and minimum public health standards imposed under these Guidelines or by the IATF-EID and DOH.

Section 36. Interpretation in Case of Inconsistency with IATF-EID Guidelines. In case of any inconsistency between the provisions of these Guidelines and any interim guidelines imposed by the IATF-EID necessary to address the public health emergency, the inconsistent provisions of these Guidelines shall automatically be deemed suspended or amended for the period that such IATF-EID guidelines are in effect.

Section 37. Effectivity. This Circular shall take effect immediately upon filing with the University of the Philippines – Office of the National Administrative Register (UP-ONAR) and publication with the Official Gazette or a newspaper of general circulation, and shall remain effective until otherwise superseded, amended, or repealed accordingly.

Section 38. Repealing Clause. This Order repeals or modifies DOT AO No. 2021-004-A, DOT AO No. 2020-002-C,⁷ DOT MC 2020-002-B,⁸ and the provisions of all other DOT issuances inconsistent herewith.

For guidance and strict compliance.

31 January 2022.


BERNAVETTE ROMULO-PUYAT
Secretary



⁷ Revised Guidelines on the Operations of Hotels and other Accommodation Establishments under a Community Quarantine

⁸ Amending Further the Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal.

ANNEX A

Template Letter of Intent to Operate

[company letterhead]

[Date]
[NAME OF REGIONAL DIRECTOR]
Regional Director
[DOT -Region __]

Re: Application to Operate as a Multiple-Use Hotel and Staycation (for qualified establishments)

Sir/Madame:

Pursuant to Department of Tourism (DOT) Administrative Order No. 2022-_____, we hereby submit this letter of intent to operate our accommodation establishment, **[NAME OF ACCOMMODATION ESTABLISHMENT]**, located at **[ADDRESS]**, as a Multiple-Use Hotel under the Alert Level System for COVID-19. **[For accommodation establishments that seek to apply for CAOS:** In addition, we also intend to apply for a Certificate of Authority to Operate as Staycation (CAOS) pursuant to DOT Administrative Order 2021-007⁹].

As a condition for the approval to operate as a Multiple-Use Hotel, we undertake to comply with all applicable regulations issued by the DOT, the Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF-EID), and other agencies governing the operations of Accommodation Establishments.

We understand that as a Primary Tourism Enterprise, our establishment is required under Republic Act No. 9593 and IATF-EID Resolution No. 95 to have a valid DOT Accreditation to accommodate guests and clients for legitimate purposes under a state of public health emergency. In this regard, we confirm that our establishment has been duly issued a DOT Accreditation with Accreditation number _____ **[if applicable:** and a ____ Star Rating].

Thank you.

Sincerely yours,

[Name of Authorized Representative]
[Position]

⁹ Guidelines on Staycation Under the COVID-19 Pilot Alert Levels System

ANNEX B

Template Notice of Reinstatement

[Date]
[NAME OF OFFICIAL REPRESENTATIVE]
[Name of Enterprise]
[Address]

Re: Reinstatement of Certificate of Authority to Operate for Staycation/ Multiple-Use Hotel.

Sir/Madame:

Pursuant to Department of Tourism (DOT) Administrative Order No. 2022- _____, we hereby issue the following to **[NAME OF ACCOMMODATION ESTABLISHMENT]**, located at **[ADDRESS]**, :

Please encircle one for each, if applicable:

Reinstatement of Certificate of Authority to Operate for Staycation	Approved	Disapproved
Reinstatement of Certificate of Authority to Operate for Multiple-Use Hotel	Approved	Disapproved

Provided below are the remarks for the above decision:

[Indicate reason for approval/disapproval]

The reinstated **[Certificate of Authority to Operate for Staycation/ Multiple-Use Hotel]** shall be valid until **[indicate expiration of DOT Accreditation]**.

Thank you.

Sincerely yours,

[Name of Regional Director]
[DOT -Region __]

ANNEX C

Directory of DOT Regional Accreditation Offices

REGION	EMAIL ADDRESS	CONTACT DETAILS
NATIONAL CAPITAL REGION	dotncr.tourism.regulation@tourism.gov.ph	8459-5200 loc. 108
CORDILLERA ADMINISTRATIVE REGION	dotcaraccreditation@gmail.com	(074) 442 7014
REGION I	regionone.accreditation@gmail.com	0928 182 1225 0910 241 6174 0927 211 0293
REGION II	accreditation.dotr2@gmail.com	(078) 373 0785 (078) 304 1503 0915 275 0679 0917 517 7853
REGION III	centralluzonaccreditation@yahoo.com	(045) 458 2358 0999 670 4482
REGION IV-A	accreditationdot4a@tourism.gov.ph	(049) 508 0741/62 0917 871 0045 0933 394 9792
REGION IV-B	dot.mimaropa@gmail.com dot4bonline@gmail.com	(8) 890 0945 (8) 890 1014 (8) 459 5200 loc. 210
REGION V	dot5accreditation@gmail.com	(052) 472 5004 0917 514 2851
REGION VI	dotr6accreditation@gmail.com trd6arow@gmail.com	(033) 503 2705 (033) 509 3550
REGION VII	dot7accreditation@gmail.com dot7eaccreditation@gmail.com	(032) 254 2811
REGION VIII	accreditationdot8@gmail.com	0998 888 9715 0917 132 5299 0917 562 6671 0956 194 4233 0905 760 0242
REGION IX	dotr9accreditation@gmail.com	(062) 993 0030 (062) 955 2477 0915 331 1525 0965 864 4478
REGION X	dotx.accred@gmail.com	09559140480 09953588515
REGION XI	accreditation.davao@gmail.com	(082) 225 1940 (082) 237 9275 0917 795 5459 0917 178 3762
REGION XII	tourism@dot12.org	(083) 520 1274 (083) 228 8667
REGION XIII	accreditationdot13@gmail.com	(085) 815 6040 0915 337 4606 0938 158 0681 0917-888-4511