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May 12, 2021

BY TIME: G. Ledesma
DOC NO. AG-2021-01715

8:16pm

ADMINISTRATIVE ORDER NO. 2021-004**UPDATED GUIDELINES ON THE OPERATIONS OF HOTELS AND OTHER ACCOMMODATION ESTABLISHMENTS UNDER A COMMUNITY QUARANTINE**

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

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

WHEREAS, on 11 August 2020, the DOT issued AO No. 2020-002-B amending AO 2020-002-A to include in its scope of coverage Returning Overseas Filipinos and Locally Stranded Individuals, and add provisions to ensure that Accommodation Establishments comply with Minimum Public Health Standards;

WHEREAS, on 25 October 2020, the DOT issued AO No. 2020-002-C providing rules on the operations of Ancillary Establishments in Accommodation Establishments, and an increase in the Operational Capacity of Accommodation Establishments in areas under Modified General Community Quarantine;

WHEREAS, on 21 January 2021, the Inter-Agency Task Force on Emerging Infectious Diseases (IATF-EID) issued Resolution No. 95 stating that only hotels or Accommodation Establishments with valid DOT accreditation shall be allowed to accommodate guests and clients for legitimate purposes under a state of public health emergency;

WHEREAS, on 28 March 2021, the IATF-EID issued Resolution No. 106-B approving amendments to the IATF-EID *Omnibus Guidelines on the Implementation of Community Quarantine in the Philippines* (the "IATF-EID Omnibus Guidelines");

WHEREAS, in view of IATF-EID Resolutions No. 95 and 106-B, and updated policies pertaining to quarantine, isolation, and re-entry of Filipinos and foreign nationals, as well as reports of hotels operating as Quarantine Facilities providing accommodation or accepting clients for non-quarantine purposes, it is necessary to further update guidelines on the operation of Accommodation Establishments;

NOW, THEREFORE, in view of the foregoing, these updated guidelines on the operations of accommodation establishments under a Community Quarantine are hereby issued as follows:

I. GENERAL PROVISIONS

Section 1. Short Title. – This Order shall be known as the "*Updated 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, 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) "Al Fresco Dining" or "Outdoor Dining" refers to dining in areas that allow free natural air movement / ventilation from all directions and which may be covered by a roof, supported by posts, but not surrounded by walls.
- (c) "Authorized Persons Outside of Residence" or "APOR" 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. *(IATF-EID Omnibus Guidelines updated as of 15 April 2021)*
- (d) "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)*
- (e) "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.
- (f) "Certificate of Authority to Operate" refers to a certification issued by the DOT that an Accommodation Establishment in an area placed under a Community Quarantine has fulfilled all requirements for accreditation may commence operations subject to these Guidelines.
- (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) "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.
- (j) "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.
- (k) "Foreign Nationals" shall refer to persons holding passports issued in a foreign country.
- (l) "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.
- (m) "In-House Staff" shall refer to personnel of Accommodation Establishments who are provided house use or free room stays within the premises.

- (n) "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)*
- (o) "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.
- (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) "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.
- (s) "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.
- (t) "Multiple-Use Hotels" refer to Accommodation Establishments that have been inspected by a team composed of personnel from DOT and BOQ 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.
- (u) "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.
- (v) "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. *(IATF-EID Omnibus Guidelines updated as of 15 April 2021)*
- (w) "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.
- (x) "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)*
- (y) "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).
- (z) "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.

- (aa) "Rack Rate" refers to the maximum rate that an Accommodation Establishment charges for a room when demand is highest, and before any discounts have been applied.
- (bb) "Regular Hotels" refer to Accommodation Establishments that are neither Isolation Facilities, Quarantine Hotels, nor Multiple-Use Hotels, and may accommodate leisure guests under GCQ and MGCQ. For purposes of these Guidelines, hotels that have been issued a Certificate of Authority to Operate for Staycation (CAOS) shall also be considered Regular Hotels.
- (cc) "Returning Overseas Filipino" or ROF refers to an individual holding a valid Philippine passport who is returning to the Philippines from abroad.
- (dd) "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)
- (a) "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. (IATF-EID Omnibus Guidelines updated as of 15 April 2021)

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; 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 a Community Quarantine.

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
Inspected by the BOQ and certified as suitable for <i>Isolation</i> of guests	<ol style="list-style-type: none"> 1. DOT Accreditation; 2. Inspected by the BOQ and certified as suitable for mandatory <i>Quarantine</i> of guests 	<ol style="list-style-type: none"> 1. DOT Accreditation; 2. Inspected by a team composed of both DOT and DOH/BOQ, and approved as compliant with physical standards for the separation of Quarantine and Non-Quarantine guests 3. For Quarantine Hotels that wish to shift to Multiple-use Hotels, proof of sanitation and disinfection.¹ 	<ol style="list-style-type: none"> 1. DOT Accreditation; 2. In case of hotels in GCQ areas, a Certificate of Authority to Operate for Staycation (CAOS) 3. For Quarantine Hotels that wish to shift to Regular Hotels, proof of sanitation and disinfection.²

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.
² 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.

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 to the DOT Regional Office with jurisdiction over their area the following:
 - 1. Letter of Intent to operate as a Multiple-Use Hotel; and
 - 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.
- 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 or BOQ 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 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, BOQ may recommend suspension or revocation of DOT Accreditation based on the relevant offense under Section 40 of these Guidelines, or issued approval to operate as a Multiple-Use Hotel.

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
ECQ and MECQ	1. Confirmed COVID-19 positive individuals transferred from Quarantine Hotels pursuant to the Oplan Kalinga program. 2. Other suspect, probable, and confirmed COVID-19 positive guests undergoing mandatory Isolation.	1. Individuals who opt or are required to undergo mandatory Quarantine, such as close contacts, repatriated OFWs, Returning Overseas Filipinos, Foreign Nationals allowed entry into the Philippines, and other individuals required to undergo quarantine; and 2. Health and emergency frontline services personnel who need easy access to their place of work.	1. Individuals who opt or are required to undergo mandatory Quarantine, such as close contacts, repatriated OFWs, Returning Overseas Filipinos, Foreign Nationals allowed entry into the Philippines, and other individuals required to undergo quarantine; 2. Health and emergency frontline services personnel who need easy access to their place of work; 3. Long Staying Guests;	1. Long Staying Guests; 2. Returning Residents; and 3. 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
			4. Returning Residents; and 5. Other APORs who require accommodation pursuant to their official function or duty.	
GCQ and MGCQ	same as above	same as above	Same as 1 to 5 above, plus: 1. Business Guests; 2. Participants in Essential Meetings and Social Events, as defined and regulated under the relevant issuance of the DOT and DOH.	Same as 1 to 3 above plus: 1. Business Guests; 2. Leisure guests; ³ 3. Participants in Essential Meetings and Social Events as defined under DOT-DTI JMC 2021-001.

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. Age Restrictions. Except for guests of hotels with CAOS in areas under GCQ, and attendees of Essential Meetings and Social Events pursuant to DOT-DTI JMC No. 2021-001 and other relevant DOT issuances, all non-Quarantine Guests shall be subject to the age restrictions applicable in the Community Quarantine level imposed by the IATF-EID. Accommodation of pregnant individuals and those with co-morbidities as non-Quarantine Guests shall not be allowed.

Section 9. On-Site Capacity. Except in ECQ and MECQ, Accommodation Establishments may be allowed to operate at up to One Hundred Percent (100%) On-Site Capacity to accommodate permitted bookings; provided, that the level of On-Site Capacity to be adopted by an Accommodation Establishment shall ultimately be determined by its Management.

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
ECQ MECQ	Conditions for room occupancy are subject to DOH and BOQ regulations.	General Rule: Single Occupancy Exceptions for Quarantine Guests: <ol style="list-style-type: none"> Families from the same household travelling together, especially those with minors; Health and emergency frontline services personnel; 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). 		Single Occupancy – for guests from different households Double Occupancy – for guests from the same household

³ Under GCQ, only for Accommodation Establishments with Certificate of Authority to Operate for Staycation (CAOS) may accommodate leisure guests.

	ISOLATION FACILITIES	QUARANTINE HOTELS	MULTIPLE-USE HOTELS	REGULAR HOTELS	
		Or as may be prescribed by DOH and BOQ.			
GCQ		Same room occupancy as above.	For Quarantine Guests: Same room occupancy as above. For Non-Quarantine Guests: Same as room occupancy of Regular Hotels in GCQ zones.	Up to 2 persons from the same household ⁴	Up to 20 sqm
				Up to 2 persons ⁵	21-29 sqm
				Up to 3 persons	30-39 sqm
				Up to 4 persons	40-49 sqm
				Up to 5 persons	50 sqm and above
MGCQ		Same room occupancy as above.	For Quarantine Guests: Same room occupancy as above. For Non-Quarantine Guests: Same as room occupancy under Regular Hotels in MGCQ zones	Up to 2 persons ⁶	Up to 29 sqm
				Up to 3 persons	30-39 sqm
				Up to 4 persons	40-49 sqm
				Up to 5 persons	50 sqm and above

- 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 a 14-day quarantine in the same Quarantine Hotel, or in another Quarantine Hotel if permitted by the BOQ.
- 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. Supplementary Application of the Amended Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal. The health and safety guidelines under DOT Memorandum Circular No. 2020-002-B⁷ or any of its subsequent amendments shall apply by analogy or in supplementary character to operations of Accommodation Establishments in areas under a Community Quarantine, and insofar as its provisions are not inconsistent with any provision herein.

Section 12. Flexible Check-In / Check-out Procedures. 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.

⁴ Guests shall be required to present proof of residency such as a government or company ID with residential address.

⁵ Guests of Regular Hotels and non-Quarantine Guests in Multiple-Use Hotels staying in rooms that are 21 sqm and above in size need not be from the same household.

⁶For MGCQ, guests of Regular Hotels staying in the same room need not be from the same household.

⁷ Further Amended Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal.

Section 13. Room Allocation and Prohibition on Overbooking. To minimize waiting time by guests in common areas, Accommodation Establishments shall not book rooms at full occupancy and shall maintain sufficient room allocation to accommodate all guests in case of early check-in or delayed check-out. Overbooking shall be strictly prohibited.

Section 14. Isolation Areas. Accommodation Establishments shall ensure that guest rooms are ready for occupancy upon arrival of guests, especially individuals who are required to undergo mandatory quarantine. In the event that quarantine guests are not able to immediately proceed to their rooms, they shall be ushered in designated isolation areas to ensure minimal contact with other permitted guests. 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 Face Shield, No Entry” Policy. Unless otherwise provided under subsequent IATF-EID or LGU rules and regulations, a “No Face Mask, No Face Shield, No Entry” Policy shall strictly be implemented for all guests. Staff shall ensure that face masks and face shields 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. Reservation, payment, gathering of information for health declaration and contact tracing purposes, and other transactions shall be done through contactless means. For this purpose, Accommodation Establishments 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 No. 224 s. 2021,⁸ 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.

Section 20. 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 a 14-day
Quarantine Hotel and Multiple-Use Hotel	<p>If the guest is under Quarantine:</p> <p>Management shall coordinate with 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 transfer to Isolation Facilities, in accordance with DOH DM No. 2020-0512.</p> <p>If the guest is NOT under Quarantine:</p>	

⁸ Guidelines on Ventilation for Workplaces and Public Transport to Prevent and Control the Spread of COVID-19.

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	Confirmed case is a GUEST	Confirmed case is an EMPLOYEE
	<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> <ol style="list-style-type: none"> a) Immediately isolate the COVID-19 positive guest; b) Coordinate with the Local Epidemiology and Surveillance Units (LESU), BHERT and/or the BOQ for contact tracing and transfer to Isolation Facilities DOH DM No. 2020-0439. 	<p>quarantine period, and strictly adhere to minimum public health standards;</p> <ol style="list-style-type: none"> 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. <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> <ol style="list-style-type: none"> a) Undertake the RT-PCR testing of all employees who are close contacts; b) Ensure that close contacts of the employees whose RT-PCR test are confirmed positive undergo a 14-day quarantine period; c) Transfer the billeted guests to another area, wing, or floor within the premises where there is NO known positive case; and 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)
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> <ol style="list-style-type: none"> (a) Immediately isolate the COVID-19 positive guest; and (b) Coordinate with the LESU, BHERT and/or the BOQ for contact tracing and transfer to Isolation Facilities. DOH DM No. 2020-0439 	<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. SPECIFIC GUIDELINES FOR ACCOMMODATION ESTABLISHMENTS IN AREAS UNDER ECQ AND MECQ

Section 21. Permitted Guests under ECQ and MECQ. Accommodation Establishments in areas declared under ECQ and MECQ shall be allowed to accommodate guests provided under Section 7 of these Guidelines.

Section 22. Limited Operations under ECQ and MECQ. Accommodation Establishments in ECQ and 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:

- (a) Only Skeleton Workforce composed of In-House Staff shall be allowed;
- (b) Daily housekeeping shall not be implemented. 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;
- (c) Room service may be allowed, provided 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;
- (d) Unless otherwise allowed by the Department of Trade and Industry (DTI) or the IATF-EID, the operations of restaurants and cafes in areas placed under ECQ shall be limited to the preparation of packed meals for in-house guests who opt for the same and for take-out and delivery to the public.
- (e) For areas placed under MECQ, restaurants and cafes within the hotel premises may operate subject to the following conditions:
 - i. Unless otherwise provided by DTI or IATF-EID regulations, Al Fresco Dining shall be limited to a maximum seating capacity of fifty percent (50%) and indoor dine-in services shall be limited to a maximum seating capacity of ten percent (10%).
 - ii. Restaurants and cafes located inside Quarantine Hotels and Multiple-use Hotels⁹ must have entrances, exits, access points, common areas, or elevators separate from those accessed by quarantine guests;
 - iii. Service staff attending to quarantine guests shall not be allowed to attend to customers or guests of al fresco and indoor restaurants or cafes.
 - iv. Only the general public, non-billeted guests, and non-quarantine guests may dine in;
 - v. The operating hours shall adhere to the applicable ordinances of the Local Government Unit (e.g. curfew hours) where the accommodation establishment is located;
- (f) Regardless of the nature of its operations, other ancillary establishments and facilities within an Accommodation Establishment under an ECQ or MECQ zone, such as bars, gyms, spas, conference rooms or function halls, and the like, shall not be allowed to operate.

Section 23. Specific Conditions for Room Occupancy under ECQ and MECQ.

- (a) **Isolation Facilities.** The conditions for room occupancy for Isolation Facilities are subject to DOH or BOQ regulations.
- (b) **Quarantine, Multiple-Use, and Regular Hotels.** Quarantine, Multiple-Use and Regular Hotels in ECQ and MECQ zones shall ensure that the following conditions for room occupancy are met:
 - 1. Conditions for room occupancy under Section 10 of these guidelines are strictly observed;
 - 2. There shall be no sharing of food or any personal or non-personal belongings.

⁹ 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.

3. Food delivery purchases may be allowed only for in-house non-quarantine guests in Multiple-Use and Regular Hotels, subject to the discretion of the Management and observance of the health and safety protocols. For Quarantine Guests of Quarantine Hotels and Multiple-use hotels, food delivery purchases shall be strictly prohibited.
4. 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.
5. Each room shall be provided with a sanitation kit (e.g., 70% solution alcohol or alcohol-based hand sanitizer and facemasks), which guests shall use for personal hygiene and sanitation;
6. When in the Accommodation Establishment, 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.
7. 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 24. Conditions for Separation of Guests in Quarantine Hotels under ECQ and MECQ. Quarantine Hotels accommodating both Quarantine Guests, as well as health and emergency frontline services personnel, must comply with the following conditions:

- (a) There must be designated floors or wings for quarantine guests that are separate from health and emergency frontline services personnel;
- (b) 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;
- (c) 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;
- (d) 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.

Section 25. Conditions for Separation of Guests in Multiple-Use Hotels under ECQ and MECQ. Multiple-Use Hotels shall ensure that the following conditions for separation of quarantine guests, health and emergency frontline services personnel, and other permitted guests are met:

- (a) 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.
- (b) 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.
- (c) The separate floor or wing for Quarantine Guests and health and emergency services frontline personnel shall comply with Section 24 of these Guidelines;

- (d) 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;
- (e) 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
- (f) 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.

V. SPECIFIC GUIDELINES FOR ACCOMMODATION ESTABLISHMENTS IN AREAS UNDER GCQ

Section 26. Permitted Guests under GCQ. Accommodation Establishments shall be allowed to accommodate guests provided under Section 7 of these Guidelines.

Section 27. Conditions for Room Occupancy under GCQ.

- (a) **Isolation Facilities.** The conditions for room occupancy for Isolation Facilities are subject to DOH or BOQ regulations.
- (b) **Quarantine Hotels.** Quarantine Hotels in GCQ zones shall ensure that the conditions for room occupancy of Quarantine Hotels under Section 23 (b) (1-7) of these Guidelines are met.
- (c) **Multiple-Use Hotels.** Multiple-Use Hotels in GCQ zones shall ensure the following:
 - 1. The separate floor accommodating quarantine guests and health and emergency frontline services personnel shall strictly observe the conditions for room occupancy under Section 23 (b) (1-7) of these Guidelines;
 - 2. The separate floor accommodating other permitted guests shall strictly observe the conditions for room occupancy as indicated under Section 10, Section 23 (b)(7) and Section 27 (d)(1-4) of these Guidelines;
- (d) **Regular Hotels.** Regular hotels, shall comply with the conditions for room occupancy as indicated under DOT MC No. 2020-002-B and Section 10 and Section 23 (b)(7) of these Guidelines. In addition, the following guidelines shall also be met:
 - 1. Daily housekeeping may be implemented;
 - 2. Room service may be allowed;
 - 3. Rooms must be set up to allow convenient in-room dining for guests
 - 4. Food delivery purchases by in-house guests shall be subject to the discretion of the Management and observance of the health and safety protocols.

Section 28. Conditions for Separation of Guests in Quarantine Hotels Under GCQ. Quarantine Hotels in GCQ zones shall ensure that the conditions for separation of guests under Section 24 of these Guidelines are met.

Section 29. Conditions for Separation of Guests in Multiple-Use Hotels Under GCQ. Multiple-Use Hotels in GCQ zones shall ensure that the following conditions for separation of guests under Section 25 of these Guidelines are met.

Section 30. Operations of Ancillary Establishments and Facilities Under GCQ.

- (a) **Isolation Facilities.** Ancillary establishments and facilities within Isolation Facilities under a GCQ zone, 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;
- (b) **Quarantine Hotels.** Ancillary establishments and facilities within a Quarantine Hotel in a GCQ zone, such as bars, gyms, spas, and the like, shall not be allowed to operate. The operations of restaurants and cafés shall be allowed for the preparation of packed meals for in-house guests who opt for the same, for take-out and delivery to the public, and for indoor dining of the general public, non-billeted guests, and non-quarantine guests at fifty percent (50%) of the maximum seating capacity or as prescribed by the IATF-EID. Al fresco dining shall be allowed at seventy-five percent (75%) seating, or as prescribed by the Department of Trade and Industry (DTI), the IATF-EID, or the Local Government Unit.
- (c) **Multiple-Use Hotels.** Ancillary establishments and facilities within Multiple-Use Hotels shall comply with the following:
 - 1. Those located in the wing, building, tower, or floor accommodating Quarantine Guests and health and emergency services frontline personnel shall ensure conditions under Section 30 (b) of these Guidelines are observed; and
 - 2. Those located in the wing, building, tower, or floor accommodating other permitted guests shall ensure conditions under Section 30 (d) of these Guidelines are observed.
- (d) **Regular Hotels.** Ancillary establishments and facilities such as restaurants, cafés, gyms, swimming pools, conference rooms or function halls may operate for both in-house and non-billeted guests subject to the strict observance of minimum public health standards and maximum allowable capacity, including the protocols and standards under the relevant Health and Safety Guidelines issued by DOT and other sector-relevant agencies.

In addition, a managed buffet set-up may be allowed in restaurants or cafés provided there are food servers, and all food trays are with covers.

VI. SPECIFIC GUIDELINES FOR ACCOMMODATION ESTABLISHMENTS IN AREAS UNDER MGCQ

Section 31. Permitted Guests Under MGCQ. Accommodation Establishments shall be allowed to accommodate guests provided under Section 7 of these Guidelines.

Section 32. Conditions for Room Occupancy Under MGCQ.

- (a) **Isolation Facilities.** The conditions for room occupancy for Isolation Facilities are subject to DOH or BOQ regulations.
- (b) **Quarantine Hotels.** Quarantine Hotels in MGCQ zones shall ensure that the conditions for room occupancy of Quarantine Facilities under Section 23 (b) (1-7) of these Guidelines are met.
- (c) **Multiple-Use Hotels.** Multiple-Use Hotels in MGCQ zones shall comply with the conditions for room occupancy for Multiple-Use Hotels under General Community Quarantine (Section 27-c) of these Guidelines.

- (d) **Regular Hotels.** Regular hotels in MGCQ zones shall comply with the conditions for room occupancy for Regular Hotels under General Community Quarantine (Section 27-d.1-5) of these Guidelines.

Section 33. Conditions for Separation of Guests.

- (a) Quarantine Hotels in MGCQ zones shall ensure that the conditions for separation of guests under Section 24 of these Guidelines are met.
- (b) Multiple-Use Hotels in MGCQ zones shall ensure that the conditions for separation of guests under Section 25 of these Guidelines are met.

Section 34. Operations of Ancillary Establishments and Facilities Under MGCQ.

- (a) **Isolation Facilities.** Operations of ancillary establishments shall be subject to the conditions under Section 30 (a) of these Guidelines.
- (b) **Quarantine Hotels.** Operations of Ancillary Establishments operating as Quarantine Hotels in areas under MGCQ shall be subject to the conditions under Section 30 (b) of these Guidelines.
- (c) **Multiple-Use Hotels.** Operations of Ancillary Establishments operating as Multiple-Use Hotels in areas under MGCQ shall be subject to the following conditions:
 - 1. Those located in the wing, building, tower, or floor accommodating quarantine guests and health and emergency services frontline personnel shall ensure conditions under Section 34 (b) of these Guidelines are observed; and
 - 2. Those located in the wing, building, tower, or floor accommodating other permitted guests shall ensure conditions under Section 34 (d) of these Guidelines are observed.
- (d) **Regular Hotels.** Ancillary establishments and facilities such as restaurants, cafés, spas, bars, gyms, swimming pools, conference rooms or function halls, may operate for both in-house and non-billeted guests subject to the strict observance of minimum public health standards and maximum allowable capacity, including the protocols and standards under the relevant Health and Safety Guidelines issued by DOT and other sector-relevant agencies.

In addition, a managed buffet set-up may be allowed in restaurants or cafés provided there are food servers, and all food trays are with covers.

VII. REPORTING REQUIREMENTS

Section 35. Reporting Requirements 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, in case the Accommodation Establishment is under an ECQ or MECQ area;
- (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 36. 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 A**.

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

VIII. OTHER GUIDELINES

Section 37. Lowest Possible Rates. All Accommodation Establishments, especially those operating as Quarantine Hotels, are strongly encouraged to provide the lowest possible rates to guests. Those reported to be engaging in opportunistic pricing may be subject to the relevant penalties under applicable laws, rules, and regulations.

Section 38. Supplementary Application of other issuances. In addition to DOT Memorandum Circular No. 2020-002-B, the following Memorandum Circulars or Administrative Order, or their subsequent amendments, shall apply by analogy or in supplementary character, and insofar as they are not inconsistent with any provision herein:

- (a) DOT Administrative Order No. 2020-006-C or the *Revised Guidelines on the Operations of Accommodation Establishments for Staycation Purposes Under GCQ*;
- (b) DOT Memorandum Circular No. 2020-004-A or the *Amended Health and Safety Guidelines for DOT-Accredited Restaurants under the New Normal*;
- (c) DOT Memorandum Circular No. 2020-006-A or the *Amended Health and Safety Guidelines for MICE Organizers and Venues or Facilities under the New Normal*;
- (d) DOT Memorandum Circular No. 2020-009 or the *Health and Safety Guidelines for Spa Establishments under the New Normal*; and
- (e) DOT-DTI Joint Memorandum Circular No. 2021-001 or the *Amended Guidelines Governing the Conduct of Essential Meetings and Social Events in Areas under General Community Quarantine*.

Relevant issuances of the LGU, IATF-EID, DOH, BOQ, and DTI, and other sector-relevant agencies, shall likewise apply by analogy or in supplementary character.

Section 39. Local Government Unit Regulations. Notwithstanding compliance with the foregoing guidelines, operations of Accommodation Establishments shall be subject to applicable stricter 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.

IX. OFFENSES AND PENALTIES

Section 40. 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 Weekly 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	Stern Warning and/or Fine equivalent to 2x the Rack Rate of their most expensive room depending on the gravity of the violation	Fine equivalent to 3x-5x the Rack Rate of their most expensive room, depending on the gravity of the offense.	Fine of 6x or more of the Rack Rate of their most expensive room, suspension or revocation of accreditation, depending on the gravity of the offense
c) Accommodation by Isolation Facilities of guests for business or leisure purposes	Stern Warning and/or Fine equivalent to 2x the Rack Rate of the room used for the accommodation, depending on the gravity of the violation	Fine equivalent to 3x-5x the Rack Rate of the room used for the accommodation, depending on the gravity of the offense	Fine of 6x or more of the Rack Rate of their most expensive room, suspension or revocation of accreditation, depending on the gravity of the offense
d) Accommodation of guests not permitted under relevant DOT Guidelines	Stern Warning and/or Fine equivalent to 2x the Rack Rate of the room used for the accommodation depending on the gravity of the violation	Fine equivalent to 3x-5x the Rack Rate of the room used for the accommodation, depending on the gravity of the offense	Fine of 6x or more of the Rack Rate of their most expensive room, suspension or revocation of accreditation, depending on the gravity of the offense
e) Failure to implement protocols for non-co-mingling of Quarantine and non-Quarantine Guests	Stern Warning and/or Fine equivalent to 2x the Rack Rate of the room used for the accommodation depending on the gravity of the violation	Fine equivalent to 3x-5x the Rack Rate of the room used for the accommodation, depending on the gravity of the offense	Fine of 6x or more of the Rack Rate of their most expensive room, suspension or revocation of accreditation, depending on the gravity of the offense
f) Operation of Ancillary Establishments not permitted under relevant DOT Guidelines	Stern Warning and/or equivalent to 2x the Rack Rate of their most expensive room, depending on the gravity of the violation	Fine equivalent to 3x-5x the Rack Rate of their most expensive room, depending on the gravity of the offense.	Fine of 6x or more of the Rack Rate of their most expensive room, suspension or revocation of accreditation, depending on the gravity of the offense
g) Holding of events prohibited under DOT, IATF, or LGU issuances	Stern Warning and/or Fine equivalent to 2x the Rack Rate of their most expensive room depending on the gravity of the violation	Fine equivalent to 3x-5x the Rack Rate of their most expensive room, depending on the gravity of the offense.	Fine of 6x or more of the Rack Rate of their most expensive room, suspension or revocation of accreditation, depending on the gravity of the offense
h) Violation of Health and Safety Protocols issued by the DOT, DOH, or IATF-EID	Stern Warning and/or Fine equivalent to 2x the Rack Rate of their most expensive room, depending on	Fine equivalent to 3x-5x the Rack Rate of their most expensive room, depending on	Fine of 6x or more of the Rack Rate of their most expensive room, suspension or revocation of

Offenses	Fines and Penalties		
	First Offense	Second Offense	Third Offense
	the gravity of the violation	the gravity of the offense.	accreditation, depending on the gravity of the offense.
i) Any other violation of an Order or Circular issued by the Department.	Stern Warning and/or equivalent to 1x-2x the Rack Rate of their most expensive room depending on the gravity of the violation	Fine equivalent to 3x-5x the Rack Rate of their most expensive room, depending on the gravity of the offense.	Fine of 6x or more of the Rack Rate of their most expensive room, suspension or revocation of accreditation, depending on the gravity of the offense

X. TRANSITORY PROVISIONS

Section 41. Elimination of Certificate of Authority to Operate. The requirement of a Certificate of Authority to Operate, cited as a prerequisite for operations under DOT AO No. 2020-002 and its amendments, shall no longer apply.

Section 42. Transitory Provisions. All Accommodation Establishments with Basic Registration or those without DOT Accreditation that have been granted a CAO or PCAO are hereby required to comply with the physical and documentary requirements for DOT Accreditation under the Updated Progressive Accreditation System within **six (6) months** from the effectivity of this Order or from the issuance of the Updated Progressive Accreditation System, whichever is later. Otherwise, they will be issued a Letter of Non-Compliance copy furnished the Local Government Unit after the lapse of the 6-month period. This, however, does not restrict Accommodation Establishments from reapplying for DOT Accreditation.

Non-permitted guests who are already billeted in Accommodation Establishments (e.g. non-Quarantine Guests who are staying in Quarantine Hotels) on the date of issuance of this Order shall be allowed to complete their original period of stay; provided, that Accommodation Establishments shall not accept new bookings of non-permitted guests.

Section 43. 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 44. Repealing Clause. This Order repeals or modifies Administrative Order No. 2020-002-C, DOT MC No. 2020-005,¹⁰ DOT MC 2020-002-B,¹¹ and the provisions of all other DOT issuances inconsistent herewith.

For guidance and strict compliance.

12 May 2021.




BERNADETTE ROMULO-PUYAT
 Secretary




¹⁰ Interim Guidelines for Applications for Accreditation.

¹¹ Amending Further the Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal.

ANNEX A

Directory of DOT Regional Accreditation Offices

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	0929-182-1225 0910-241-6174 0927-211-0293
REGION II	accreditation.dotr2@gmail.com	(078) 373-0785/304-1503; 0915-275-0679; 0917-517-7853
REGION III	centralluzonaccreditation@yahoo.com	(045) 458-2358 /0999-670 4482 / 0921-951-4154
REGION IV-A	accreditationdot4a@gmail.com	(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
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 / 955-2477 0915-331-1525 0935-966-2801
REGION X	dotx.accred@gmail.com	0995-358-8515 0955-914-0480
REGION XI	accreditation.davao@gmail.com	(082) 221-0070 / 225-1940 0917-795-5459 0917-178-3762 0917-705-5516 0906-258-1064
REGION XII	tourism@dot12.org	(083) 520-1274 / 228-8667
REGION XIII	accreditationdot13@gmail.com	(085) 815-6040 / 0915-337- 4606 / 0938-158-0681