



**TOURISM INFRASTRUCTURE AND ENTERPRISE  
ZONE AUTHORITY**



**BALICASAG ISLAND DIVE RESORT**

**CITIZEN'S CHARTER**

**2019 (1<sup>st</sup> Edition)**



# **TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY**



## **BALICASAG ISLAND DIVE RESORT**

### **CITIZEN'S CHARTER** **2019 (1<sup>st</sup> Edition)**



## **THE BALICASAG ISLAND DIVE RESORT**

Seeing the potential of Balicasag Island, which was originally reserved for lighthouse purposes, as an ideal area for tourism development, the then Philippine Tourism Authority and the Philippine Navy entered onto a Memorandum of Understanding to establish an Underwater Sports and Aqua Marine Development Center.

On October 1989, the Balicasag Island Dive Resort opened for nature lovers and divers.

For nature lovers and diving enthusiasts who are looking for a serene and quiet island destination, Balicasag Island Dive Resort is the right place to stay. It is the lone resort in the 25-hectare Balicasag Island which provides accommodation facilities (10 duplex cottages, 2 family rooms and 4 dormitory-type rooms), dive shop, gift shop and restaurant. This island is blessed with bountiful marine resources with white sand beach and beautiful corals in shallow and deep waters. Being a marine sanctuary, it is considered as one of best diving and snorkeling site in Bohol.

Tourists can enjoy a relaxing and breathtaking view of the sun, sea and sand by staying in the native cottages with verandas of the Balicasag Island Dive Resort.

It is a perfect getaway to unwind and recharge.

Balicasag Island Dive Resort is managed by the Tourism Infrastructure and Enterprise Zone Authority (formerly Philippine Tourism Authority).



## **VISION**

By 2026, TIEZA is a globally recognized tourism development agency and a primary catalyst for inclusive and sustainable socio-economic growth.

## **MISSION**

To contribute to national tourism development goals and showcase Philippine culture by designating, supervising, and regulating sustainable Tourism Enterprise Zones; undertaking viable Tourism Infrastructure Projects; and managing assets.

## **CORE VALUES**

- Excellence
- Integrity
- Innovation

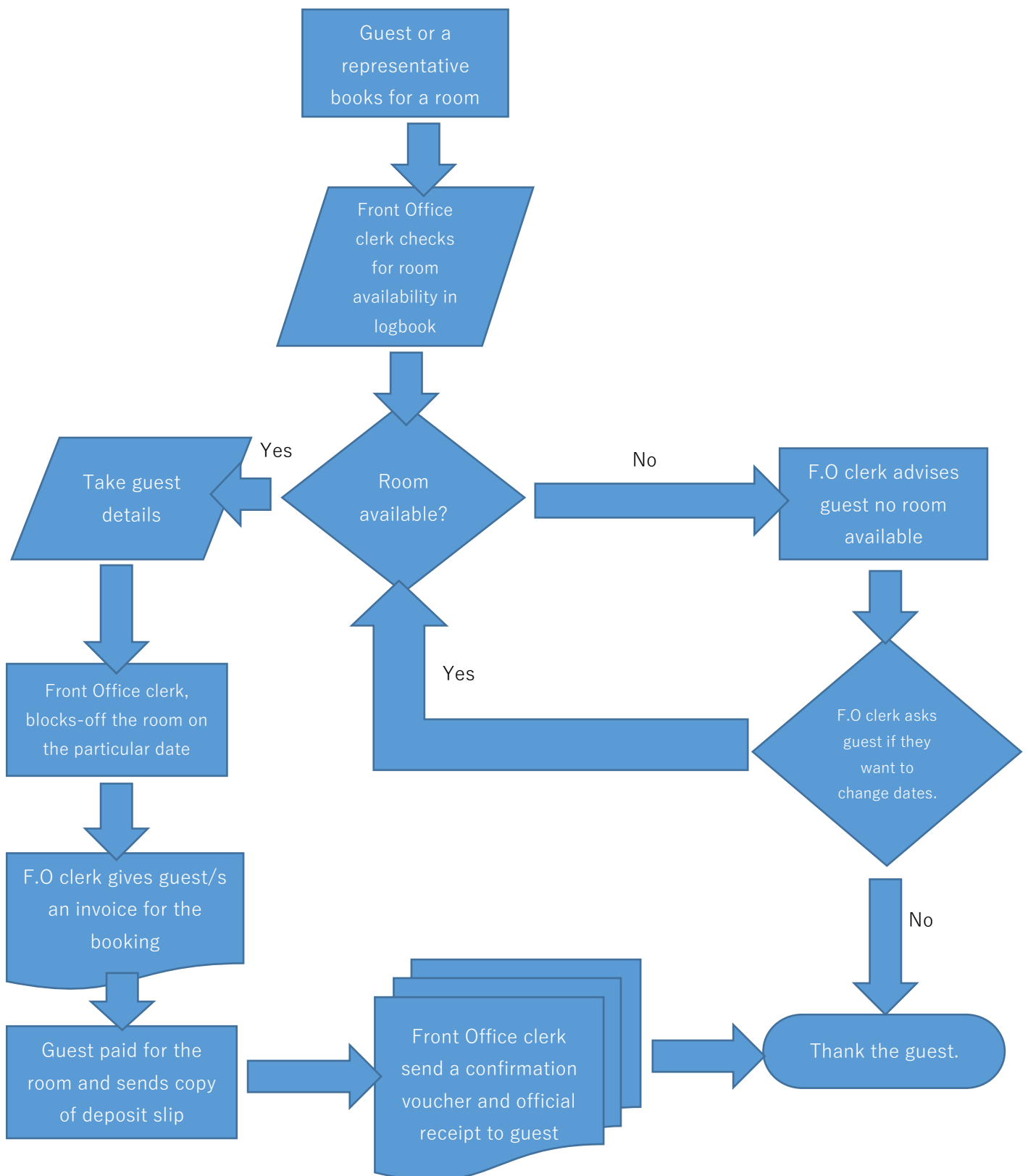


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## RESERVATION

(If guest/s opted to reserve via call, text or e-mail)





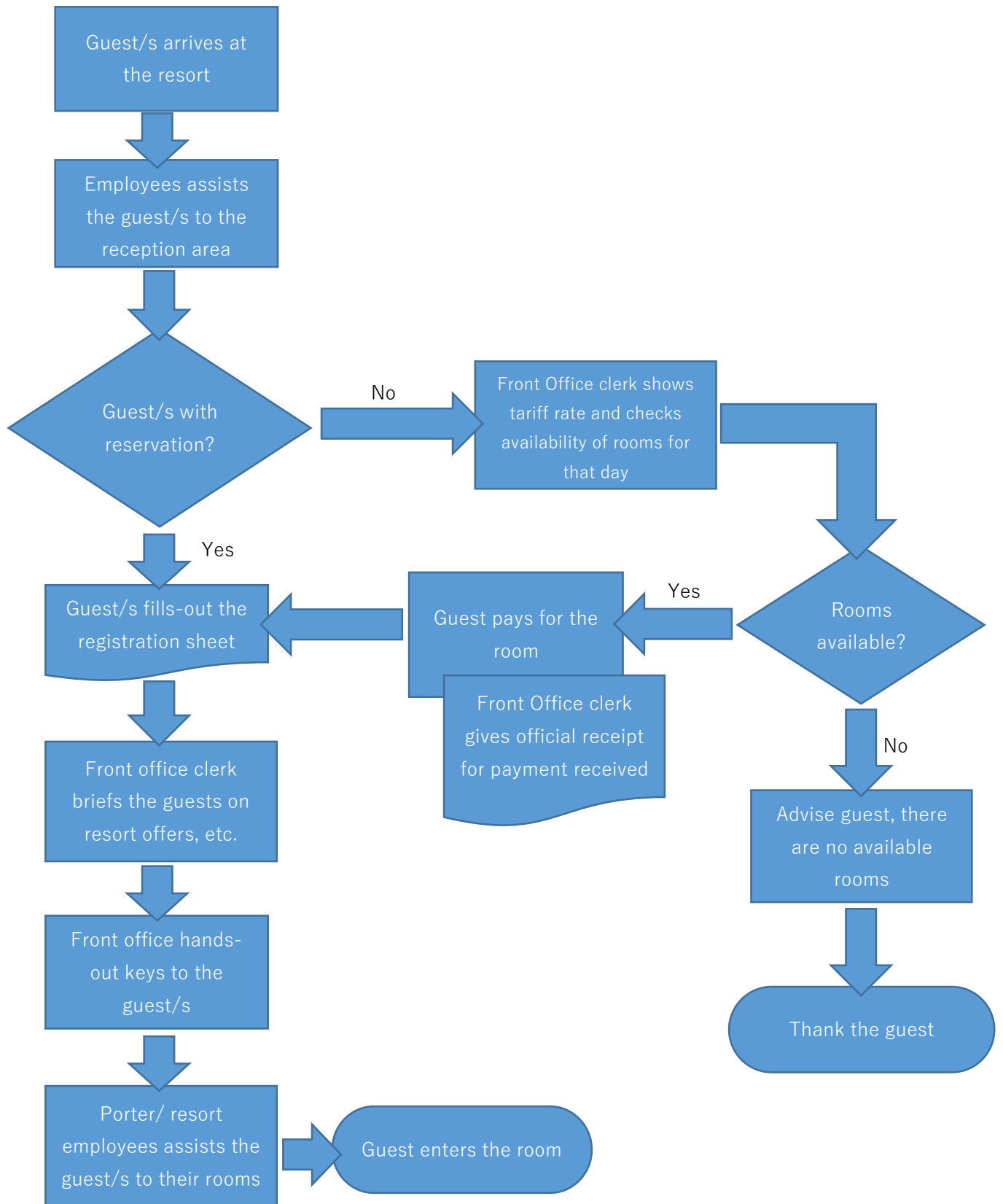
## GUEST RESERVATIONS

Prior to checking-in guests are to reserve their rooms in advance to make sure that upon their arrival, a guest room is ready for them.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, text or e-mail the resort for room booking	1. Front Office Clerk checks room availability 2. If room is available, F.O clerk blocks room on specified date 3. F.O clerk takes guest details 4. F.O clerk sends invoice to guest/s	None	For calls: Depending on guest queries, 5 minutes.  For E-mails and text: Answer within 24 hours	Front Office Clerk on duty
2. Pay for the room deposit and send a copy of the deposit slip with name and dates of reservation, 2 weeks prior to the date of reservation.	1. Verify with the bank the deposit 2. F.O clerk sends a confirmation voucher and official receipt for deposit made	Dependent on the rate of the room (see attached tariff rates) booked and the deposit fee (all bank charges shall be to the guest's account)	Within 1 working day upon receipt of the deposit slip and verification of deposit to bank.	Front Office Clerk/ Cashier on duty
TOTAL:				



## CHECK-IN







## GUEST CHECK-IN (with Reservation)

Upon the guest/s arrival in the resort, they proceed to the reception area to check-in and get their keys prior to going to their rooms. Standard check-in time is at 2:00 in the afternoon. Guest/s arriving earlier than 2:00pm will be accommodated if there are available rooms for check-in.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		Guest/s checking-in with reservations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>1. Proceed to the Reception Area for check-in</li> <li>2. Give a copy of the confirmation voucher to the F.O clerk (if no copy, an ID will do)</li> <li>3. Fill-out the registration sheet</li> </ol>	<ol style="list-style-type: none"> <li>1. Welcome the guest/s.</li> <li>2. Ask for confirmation voucher and check against records.</li> <li>3. Give the guest a registration sheet to fill-out</li> <li>4. Brief the guest on time of breakfast and other services of the resort</li> <li>5. Give the keys to the guest and show direction to where their room is located</li> </ol>	None	3-5 minutes (for the whole transaction) or dependent if guest still has queries with regards to resort facilities and services	Front Office Clerk on duty for the whole transaction
fTOTAL:				



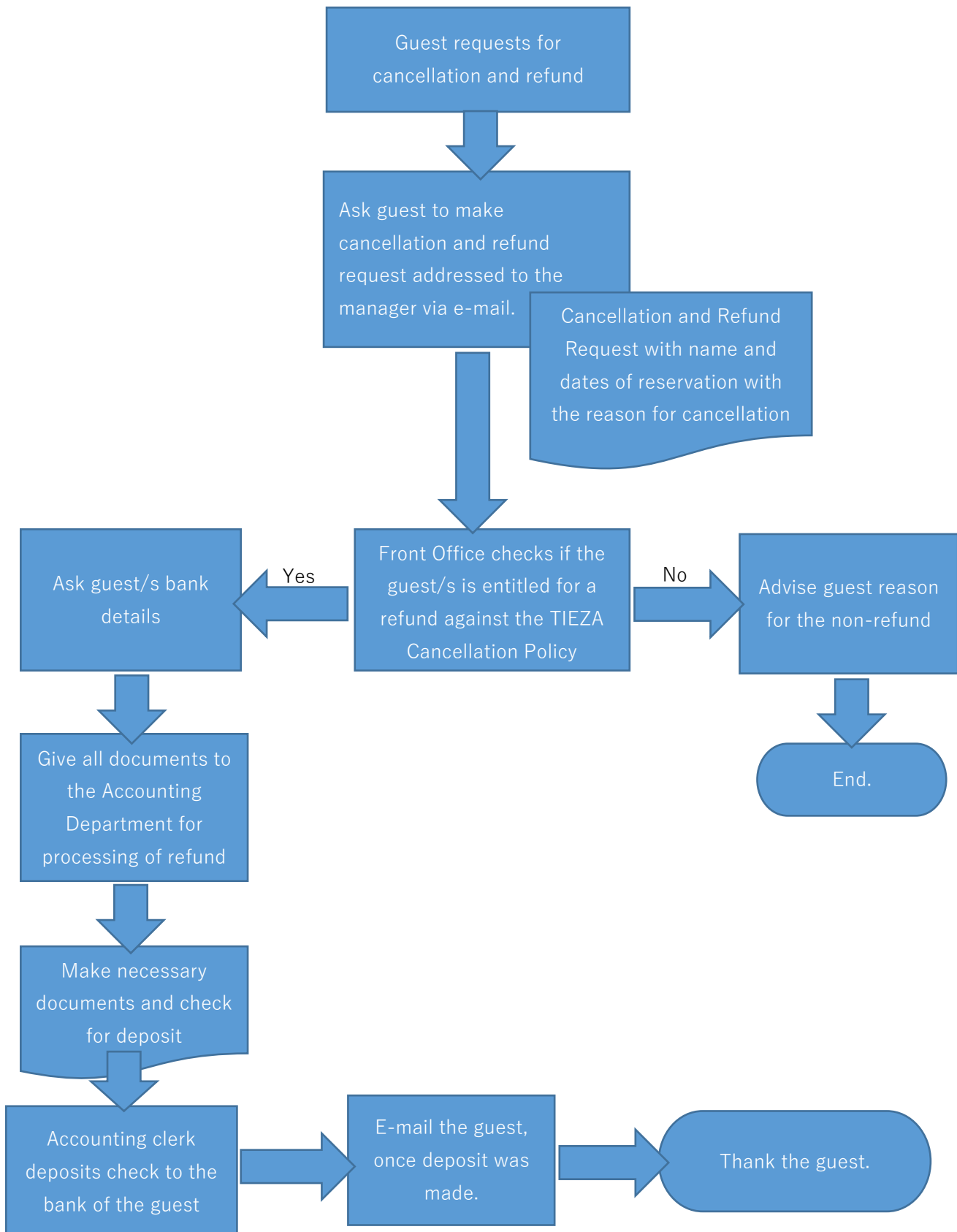
## GUEST CHECK-IN (without Reservation)

Upon the guest/s arrival in the resort, they proceed to the reception area to inquire for available rooms then check-in if they like the room. Standard check-in time is at 2:00 in the afternoon. Guest/s arriving earlier than 2:00pm will be accommodated if there are available rooms for check-in.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>1. Proceed to the Reception Area for check-in</li> <li>2. Fill-out the registration sheet</li> <li>3. Pay for the rate of the room</li> </ol>	<ol style="list-style-type: none"> <li>1. Welcome the guest/s.</li> <li>2. Show tariff rates and available room</li> <li>3. If guest is okay with the rate and the room, F.O clerk gives the guest a registration sheet to fill-out</li> <li>4. Brief the guest on time of breakfast and other areas and services of the resort</li> <li>5. Give the keys to the guest and show direction to where their room is located</li> </ol>	<p>Depending on the rate of the room availed (see attached tariff rates on rooms)</p>	<p>5 minutes (for the whole transaction) or dependent if guest still has queries with regards to resort facilities and services</p>	<p>Front Office Clerk on duty for the whole transaction</p>
TOTAL:				



## BOOKING CANCELLATION AND REFUND





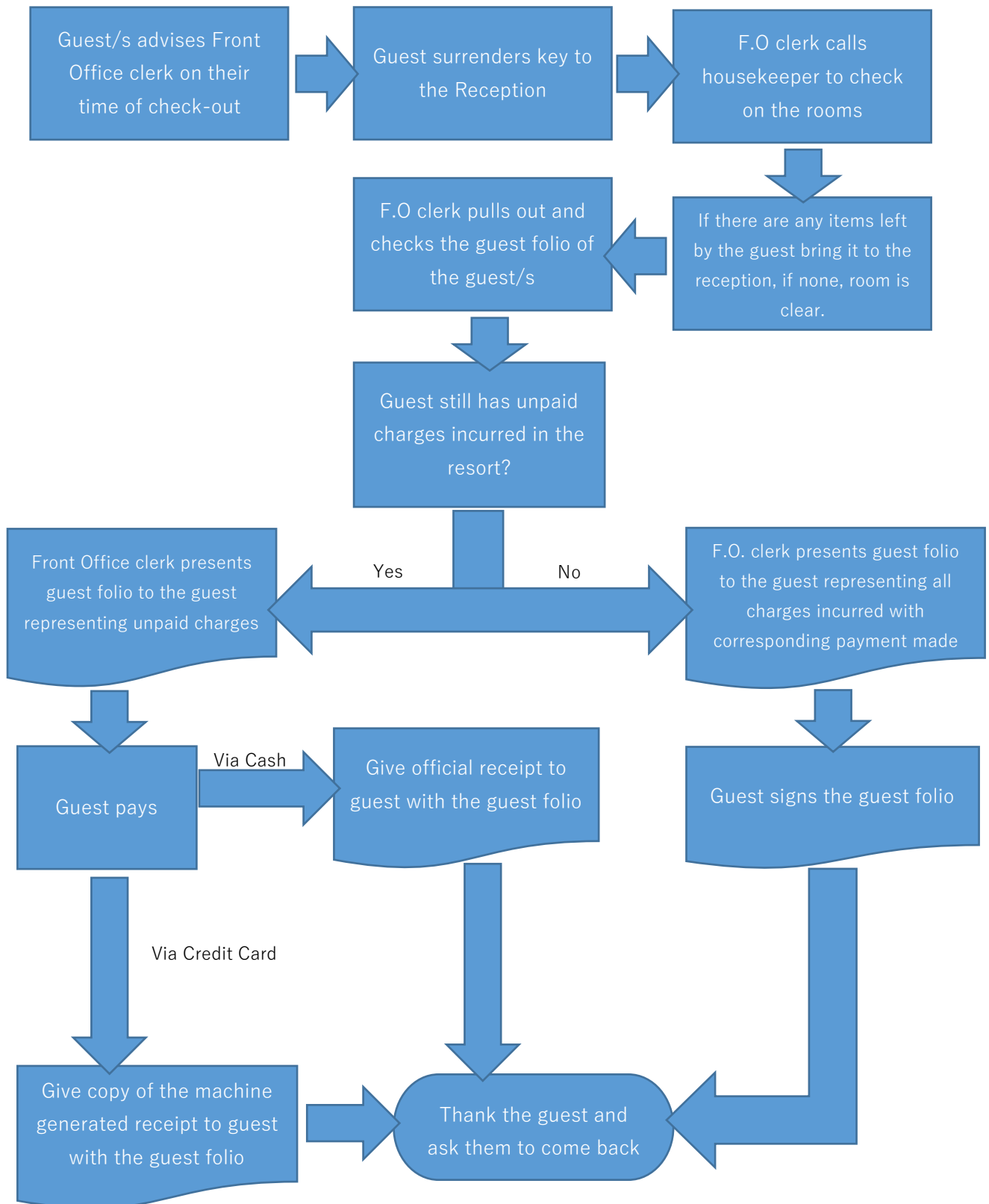
## BOOKING CANCELLATION AND REFUND

If by fortuitous events, the guests have to cancel their trip and their room reserved in the resort but have deposited their payment, the following are the steps to undertake.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		Guests with deposit who have to cancel booking		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Request for Refund and Cancellation</li> <li>2. Proof of Deposit</li> <li>3. Official Receipt</li> </ol>		<ol style="list-style-type: none"> <li>1. Guest is to send an e-mail request.</li> <li>2. The deposit slip from the bank when the guest deposited</li> <li>3. From the resort</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. E-mail request for cancellation and refund with the reason for cancellation</li> <li>2. Provide further documentation as required by the resort</li> </ol>	<ol style="list-style-type: none"> <li>1. Check if guest is entitled for refund (see attached TIEZA Reservation Policy)</li> <li>2. If the guest is entitled for a refund based on policy, the front office clerk will give the request to the accounting department for processing</li> <li>3. Once deposit was made, front office clerk to send e-mail to guest with the deposit slip</li> </ol>	None	1 Week (for this whole transaction)	Front Office Clerk/ Accounting Clerk for the whole transaction
TOTAL:				



## GUEST CHECK-OUT





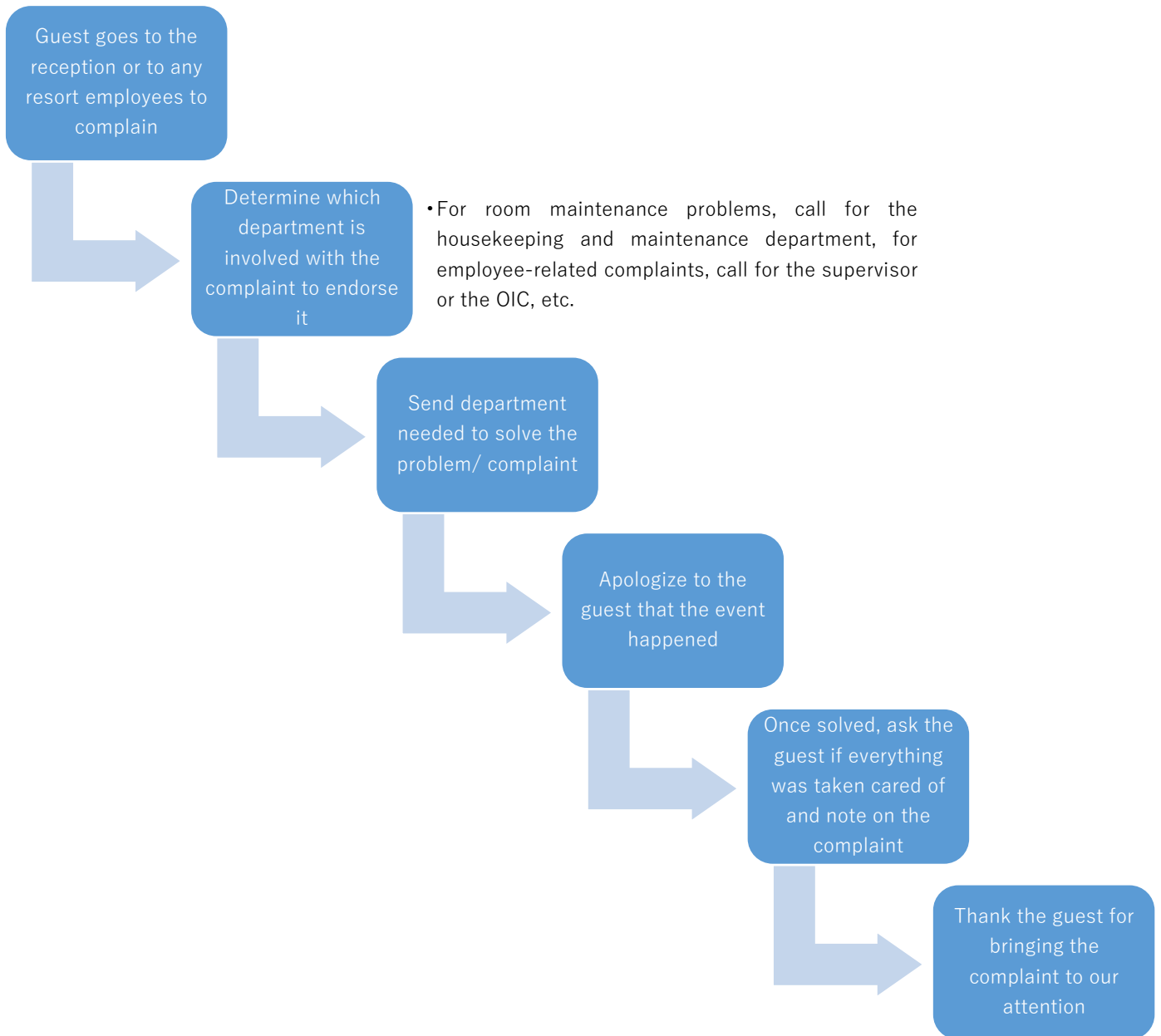
## CHECK-OUT

Standard check-out time is at 12:00 noon. Before this time, guest are expected to check-out from their rooms and proceed to the reception to surrender their keys and pay for any unpaid charges.

Office or Division:		Front Office and Housekeeping Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		Checked-in guests due for check-out		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guest approaches the reception for check-out.			5-10 minutes (for the whole transaction)	Front Office Clerk and housekeeping for this whole transaction
2. Surrender the keys to the front desk.	1. Front Office clerk calls housekeeper to check room vacated by guest/s			
3. Check the guest folio and its attachments	1. Checks the guest folio of the guest/s checking out for any unpaid charges or incidentals.			
4. Pay for any unpaid charges via cash or credit card (if there are no incidental charges, proceed to step 5)	1. Gives the guest an official receipt (for cash) or the machine generated receipt for credit card for payment made	Dependent on the services incurred while in the resort		
5. Sign the guest folio	1. Give a copy of the guest folio to the guest			
TOTAL:				



## GUEST COMPLAINTS FLOWCHART





## GUEST COMPLAINTS

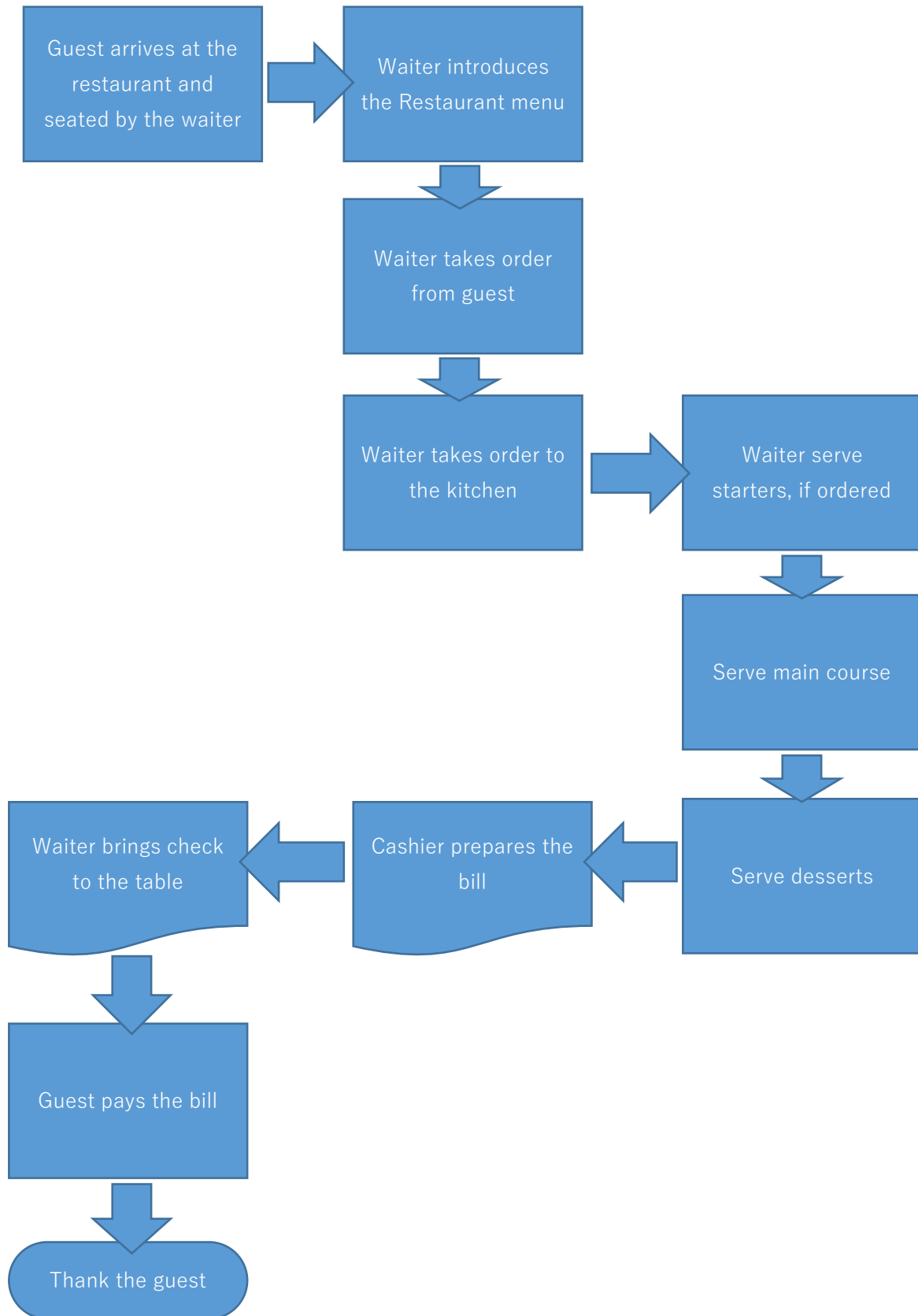
For guests who are checked-in, complaints are handled as soon as possible to ensure that they will have an enjoyable stay in the resort.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the reception or approach any resort employee of the problem encountered	1. Hear the complaint and investigate to know who and where to endorse the complaint to. 2. Send department needed to attend to the problem (Maintenance Department for any water or plumbing problems, or housekeeping for room cleanliness) 3. Resolve complaint 4. Check with the guest if the complaint was attended to and resolved.	None	15-30 minutes dependent on the complaint	Front Office to any department/person (i.e maintenance and housekeeping personnel for any problems in the rooms and the Officer-In-Charge or Supervisor for any employee complaint)
TOTAL:				





## RESTAURANT ORDERING





## DINING SERVICES

Restaurant opens at 6:00 in the morning to 10:00 in the evening.

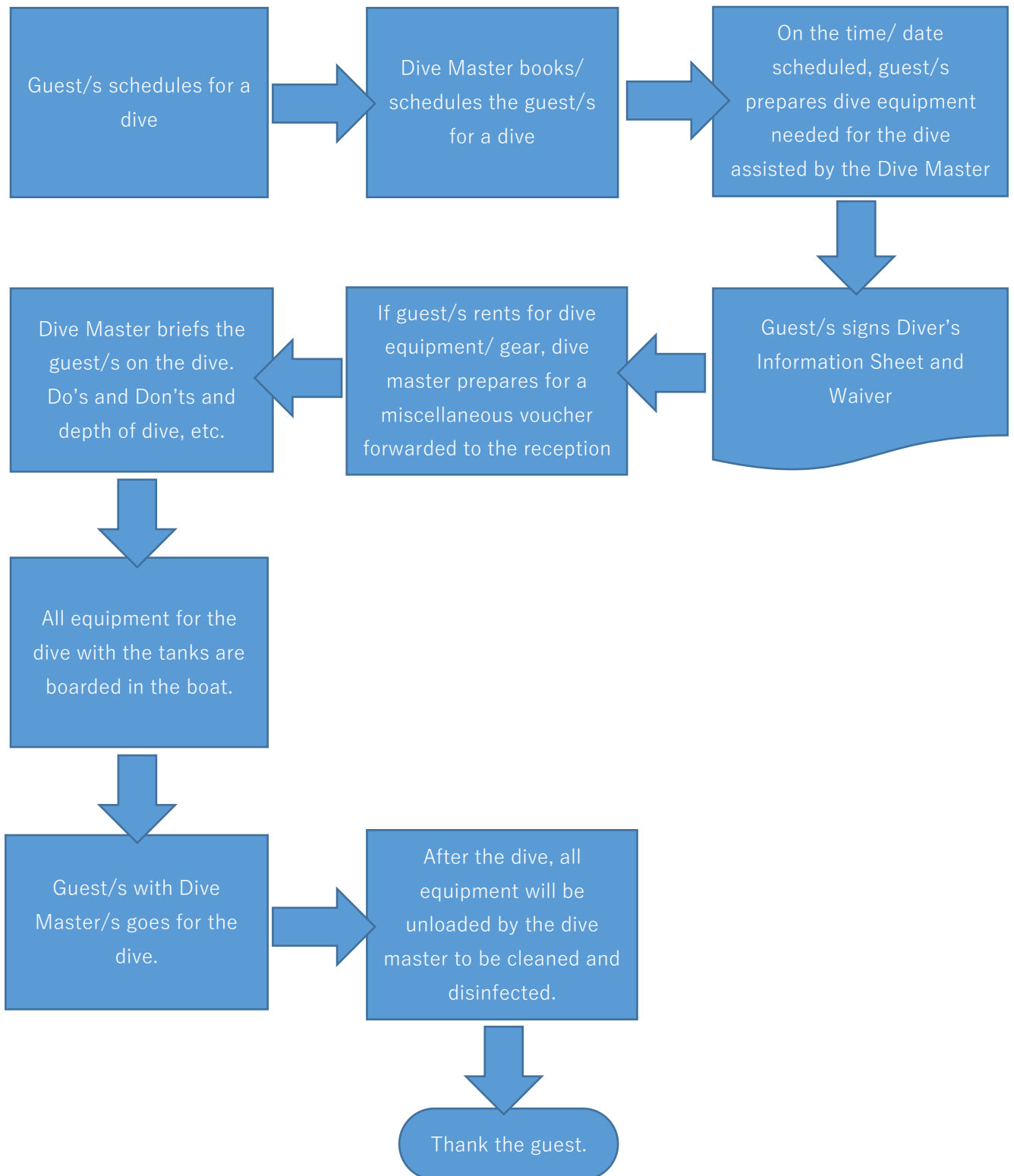
Office or Division:		Food and Beverage Service Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guest/s comes to the restaurant	<ol style="list-style-type: none"> <li>Welcome and seat the guests</li> <li>Waiter gives menu to the guest/s.</li> </ol>		Immediate	Waiter
2. Place order to the waiter	<ol style="list-style-type: none"> <li>Waiter takes order from guest/s then places orders to the kitchen</li> <li>Kitchen prepares order of the guests</li> </ol>		5-7 minutes or longer should the guest/s wanted more time to browse the menu (if there are more than 2 guests, order taking will take more time)	Waiter/ Cook
3. Enjoy the food	<ol style="list-style-type: none"> <li>Waiter serve orders of guest/s</li> </ol>			Waiter
4. Ask the waiter for the bill	<ol style="list-style-type: none"> <li>Cashier prepares food check of the guests based on order slip from waiters</li> </ol>		3-5 minutes	Waiter/ Cashier
5. Check the bill and pay either in cash or credit card	<ol style="list-style-type: none"> <li>Waiter presents bill to the guest/s on their table</li> <li>Waiter takes payment from the guest/s</li> </ol>	Dependent on the ordered items	3-5 minutes	Waiter/ Cashier



	<ol style="list-style-type: none"><li>3. Waiter gives payment to the cashier</li><li>4. Cashier issues official receipt for payment made</li><li>5. Waiter brings to the table the change (if there are any) with official receipt and copy of the food check to the guest/s</li></ol>			
TOTAL:				



## DIVING SERVICES





## DIVE SERVICES

Balicasag Island offers one of the best dive spots in the world.

Office or Division:		Aqua Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the dive shop to book/ schedule for a dive	1. Book/ schedule the guest as to the time agreed for the dive		Immediate	Dive Master on duty for the whole transaction
2. If guest/s do not have their own gear/ equipment for the dive, choose from the dive shop's equipment/ gear for rent	1. Assist the guest/s on choosing gear/ equipment needed for rent 2. Dive Master prepares Aqua Voucher for all equipment rented with the type of dive booked then forward it to the reception to be added to the guest folio of the guest/s.	Dependent on the gear/ equipment rented	5-10 minutes	
3. Sign Diver's Information Sheet and Waiver	1. Have the guest sign the Diver's Information Sheet and Waiver 2. Dive Master will brief the guest/s before going to the dive	Dive Fee is dependent on the type of dive or if guest/s has a diver's license (see attached tariff rates)	10-15 minutes briefing before every dive	
4. If going for a dive using the guest's own	1. Assist guest/s on assembling their equipment and		10-15 minutes	



<p>equipment, it is advisable that they assemble their own equipment</p> <p>5. Enjoy the dive. But, always make sure to follow marine protection and preservation. Always follow dive master instructions to ensure safety.</p> <p>6. After the dive, guest/s can take a shower at the dive shop or go to their room. Leave dive equipment and gear to be cleaned and disinfected.</p> <p>7. Payment for the dive can be made upon check-out or after the dive at the reception.</p>	<p>loading it on the boat</p> <p>1. Guide and ensure that all safety protocols and marine and underwater preservation is being followed.</p> <p>1. Add charges to the guest folio of the guest/s. If guest/s prefers paying after the dive, receive payment and issue official receipt for payment made. If guest/s prefers to pay on their check-out, input charges to the guest folio.</p>		<p>30 minutes to 1 hour</p>	
<p><b>TOTAL:</b></p>				



## TIEZA OFFICE

OFFICE	ADDRESS	CONTACT INFORMATION
Balicasag Island Dive Resort	Balicasag Island, Panglao, Bohol	Mobile Number: +63 9 06 238 8561  E-mail: balicasagisland@tieza.gov.ph
TIEZA – Operations Department, Assets Management Sector	7 <sup>th</sup> floor, Tower 1, Double Dragon Plaza, Double Dragon Meridian Park, Macapagal Avenue corner EDSA Extension, Bay Area, Pasay City 1302	Trunk Line: (02) 8249-5900 to 79 local 734
TIEZA – Marketing and Sales Division (Reservation)	7 <sup>th</sup> floor, Tower 1, Double Dragon Plaza, Double Dragon Meridian Park, Macapagal Avenue corner EDSA Extension, Bay Area, Pasay City 1302	Trunk Line: (02) 8249-5900 to 79 local 739 or 741  Direct Line: (02) 8249-5989  E-mail: sales@tieza.gov.ph





