



Republic of the Philippines

Tourism Infrastructure & Enterprise Zone Authority

01 August 2021

ADVISORY TO THE PUBLIC

In view of the recommendation of the Inter-Agency Task Force (IATF) for the Management of Emerging Infectious Diseases to impose Enhanced Community Quarantine for the National Capital Region from August 06 - 20, please be advised of the following updated operating schedule of Travel Tax Offices from August 01 - 20, 2021:

| Location | Business Hours |
|---|--|
| TIEZA Central Office Double Dragon Plaza, Pasay City | Monday to Thursday, 8am to 4pm (Closed from August 06 to 20) |
| METRO MANILA SATELLITE OFFICES | |
| SM City Manila Travel Tax Service Counter | Monday to Thursday, 8am to 4pm (Closed from August 06 to 20) |
| SM City North EDSA Travel Tax Service Counter | Monday to Thursday, 8am to 4pm (Closed from August 06 to 20) |
| Robinsons Galleria Travel Tax Service Counter, Ortigas Ave., Mandaluyong City | Monday to Thursday, 8am to 4pm (Closed from August 06 to 20) |
| PROVINCIAL OFFICES | |
| San Fernando, La Union Travel Tax Office San Fernando City, La Union | Monday to Thursday, 8am to 5pm Friday, 8am to 12nn |
| Mandaue City Travel Tax Office, Cebu | Monday to Friday, 8am to 5pm |
| Davao City Travel Tax Office | Monday to Friday, 8am to 4pm |
| Baguio City Travel Tax Office | Monday to Friday, 8am to 4pm |
| Iloilo City Travel Tax Office | Monday to Friday, 8am to 4pm (Closed due to ECQ status; will resume on August 03) |
| TRAVEL TAX COUNTERS AT THE AIRPORTS | |
| Ninoy Aquino International Airport (NAIA) Terminal 1 and Terminal 3, Pasay City | Monday to Sunday, 24 hours |
| Ninoy Aquino International Airport (NAIA) Terminal 2, Pasay City | Monday to Sunday, 6am to 10pm |
| Clark International Airport (Diosdado Macapagal International Airport) | Monday to Sunday, 10am to 8pm |
| Mactan – Cebu International Airport Terminal 1 (Old Building) | Monday to Sunday, 9am to 6pm |
| Mactan – Cebu International Airport Terminal 2 (New Building) | Closed until further notice |
| Legazpi Airport | Monday to Sunday, 8:30am to 4:30pm |
| Tacloban Airport (Daniel Z. Romualdez Airport) | Monday to Sunday, 8:30am to 4:30pm |
| Laoag International Airport | Monday to Friday, 8:30am to 4:30pm |

| Location | Business Hours |
|---|---|
| Bohol-Panglao International Airport | Monday to Sunday, 8am to 5pm |
| Zamboanga International Airport | Monday to Friday, 8am to 5pm |
| Iloilo International Airport | Monday to Sunday, 8am to 4pm |
| Kalibo International Airport | Monday to Sunday, 8am to 5pm |
| New Bacolod-Silay International Airport | Monday and Friday, 8am to 4pm Tuesday, Thursday, and Sunday, 7am to 3pm Wednesday and Saturday, 10am to 6pm |
| Davao International Airport (Francisco Bangoy International Airport) | Monday, Wednesday, Friday and Saturday, 6am to 6pm Tuesday, Thursday and Sunday, 6am to 2pm |
| Puerto Princesa International Airport | Monday to Sunday, 7am to 4pm |
| TRAVEL TAX SERVICE COUNTERS AT ONE-STOP SHOP SERVICE CENTER FOR OFWs (OSSCO) | |
| Philippine Overseas Employment Association (POEA) – Main Office Ortigas Ave., Mandaluyong City | Monday to Thursday, 10am to 4pm (Closed from August 06 to 20) |
| OSSCO – Clarkfield, Pampanga | Monday to Friday, 8am to 4pm |
| SM City Pampanga | Monday to Friday, 10am to 6pm |
| OSSCO – Calamba, Laguna | Monday to Thursday, 8am to 5pm |
| Robinsons Bacolod City Negros Occidental | Monday to Friday, 9am to 5pm |
| Robinsons Cagayan de Oro City | Monday to Friday, 10am to 6pm (Closed due to ECQ status; will resume on August 07) |
| OSSCO – Davao City 5th Floor, Gaisano Mall | Monday to Wednesday, 10am to 6pm |
| SM City Cebu | Monday to Friday, 10am to 6pm |
| SM Bacoor | Monday to Friday, 10am to 4pm |

For immediate concerns, you may visit any of the open travel tax offices above. As a reminder, visiting clients must adhere to the following health and sanitary protocols consistent with minimum public health standards under Executive Order No. 112, series of 2020, and the Omnibus Guidelines on the implementation of Community Quarantine in the Philippines (with Amendments as of May 20, 2021):

1. The wearing of face masks and face shields shall be mandatory;
2. Physical/social distancing shall be observed at all times; and
3. Transactions for persons aged below 18 years old and above 65, those with comorbidity and other health risks, as well as pregnant women shall only be done through a representative with a valid letter of authority.

Instead of transacting onsite, we highly encourage our clients to avail of our contactless online services:

- For full travel tax payments, you may access our Online Travel Tax Payment System (OTTPS) at <https://traveltax.tieza.gov.ph>
- For Travel Tax Exemption Certificates (TEC), you may apply for your TEC online by visiting <https://tieza.gov.ph/travel-tax-services/>
- For Reduced Travel Tax (RTT) certificates (valid for ticket issuance), you may apply for your RTT certificate online by visiting <https://tieza.gov.ph/reduced-travel-tax/>

For further inquiries, please email traveltax@tieza.gov.ph or call the following travel tax officers:

- Ms. Rosemarie Cumpas, at 0947 441 0754
- Ms. Leticia Santiago, at 0927 9862 258
- Ms. Priscilla Cuchapin, at 0966 697 7023

Phone lines are open from Monday to Friday, 8am to 5pm.

Kindly check the official website of TIEZA at www.tieza.gov.ph for further Advisories/Announcements.

Thank you.