



Republic of the Philippines

Tourism Infrastructure & Enterprise Zone Authority

30 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 Modified Enhanced Community Quarantine for the National Capital Region, please be advised of the following updated operating schedule of Travel Tax Offices from August 31 to September 7, 2021:

Location	Business Hours
TIEZA Central Office Double Dragon Plaza, Pasay City	Closed from August 31 to September 7, 2021
METRO MANILA SATELLITE OFFICES	
SM City Manila Travel Tax Service Counter	Closed from August 31 to September 7, 2021
SM City North EDSA Travel Tax Service Counter	Closed from August 31 to September 7, 2021
Robinsons Galleria Travel Tax Service Counter, Ortigas Ave., Mandaluyong City	Closed from August 31 to September 7, 2021
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	Closed from August 31 to September 7, 2021
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, 24 hours
Clark International Airport (Diosdado Macapagal International Airport)	Monday to Sunday, 10am to 9pm
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 Friday, 8am to 4pm
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	Closed from August 31 to September 7, 2021
OSSCO – Clarkfield, Pampanga	Monday to Friday, 8am to 4pm
SM City Pampanga	Monday to Friday, 10am to 6pm
OSSCO – Calamba, Laguna	Monday to Wednesday, 8am to 3pm
Robinsons Bacolod City Negros Occidental	Monday to Friday, 9am to 5pm
Robinsons Cagayan de Oro City	Monday to Friday, 10am to 6pm
OSSCO – Davao City 5th Floor, Gaisano Mall	Monday to Wednesday, 10am to 6pm
SM City Cebu	Monday to Friday, 10am to 6pm
SM Bacoor	Closed from August 31 to September 7, 2021

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 August 6, 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 over 65, those with immunodeficiency, 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 Travel Tax Exemption Certificate (TEC) applications, you may file your TEC online by visiting <https://tieza.gov.ph/travel-tax-services/>
- For Reduced Travel Tax (RTT) certificate applications (valid for tickets 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 Thursday, 8am to 4pm.

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

Thank you.