



Republic of the Philippines

Tourism Infrastructure & Enterprise Zone Authority

01 November 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 General Community Quarantine with Alert Level 3 for the National Capital Region, please be advised of the following updated operating schedule of Travel Tax Offices from November 1-16, 2021:

| Location | Business Hours |
|---|--|
| TIEZA Central Office Double Dragon Plaza, Pasay City | Monday to Thursday, 8am to 4pm |
| METRO MANILA SATELLITE OFFICES | |
| SM City Manila Travel Tax Service Counter | Monday to Thursday, 10am to 4pm |
| SM City North EDSA Travel Tax Service Counter | Monday to Thursday, 10am to 4pm |
| Robinsons Galleria Travel Tax Service Counter, Ortigas Ave., Mandaluyong City | Monday to Thursday, 10am to 4pm |
| 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 |
| 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, Tuesday and Sunday, 9am to 7pm Wednesday and Friday, 9am to 12mn Thursday, 12am to 7pm Saturday, 6am to 7pm |
| Mactan - Cebu International Airport Terminal 2 (New Building) | Closed until further notice |
| Bicol International 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 4pm |
| New Bacolod-Silay International Airport | Monday to Sunday, 8am to 4pm |
| 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, 8am to 4pm |
| OSSCO – Clarkfield, Pampanga | Monday to Friday, 8am to 4pm |
| SM City Pampanga | Monday to Friday, 10am to 6pm |
| OSSCO – Calamba, Laguna | Monday to Thurs, 8am to 4pm |
| 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 | Monday to Friday, 11am 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 October 13, 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 those below eighteen (18) years of age, and those belonging to the vulnerable population, 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 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 2114 822

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.