



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

21 March 2022

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 1 for the National Capital Region, please be advised of the following updated operating schedule of Travel Tax Offices from March 16-31, 2022:

Location	Business Hours
TIEZA Central Office Double Dragon Plaza, Pasay City	Monday to Thursday, 8am to 4:30pm
METRO MANILA SATELLITE OFFICES	
SM City Manila Travel Tax Service Counter	Monday to Friday, 9am to 5pm
SM City North EDSA Travel Tax Service Counter	Monday to Friday, 9am to 5pm
Robinsons Galleria Travel Tax Service Counter, Ortigas Ave., Mandaluyong City	Monday to Friday, 9am to 5pm
PROVINCIAL OFFICES	
San Fernando, La Union Travel Tax Office San Fernando City, La Union	Monday to Friday, 8am to 5pm
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, 7am to 9pm
Mactan - Cebu International Airport Terminal 1 (Old Building)	Temporary Closed
Mactan - Cebu International Airport Terminal 2 (New Building)	Monday to Sunday, 8am to 8pm Sunday, Monday, Wednesday and Friday, 9pm to 5am Saturday, 6am to 8pm
Bicol International Airport	Monday to Sunday, 8:00am to 4:00pm
Tacloban Airport (Daniel Z. Romualdez Airport)	Monday to Sunday, 8:30am to 4:30pm

Location	Business Hours
Laoag International Airport	Monday, Tuesday, Thursday, Friday and Sunday, 8:30am to 4:30pm Wednesday, 8:30am to 10:00pm Saturday, 2:00pm to 10:00pm
Bohol-Panglao International Airport	Monday to Sunday, 8am to 5pm
Zamboanga International Airport	Monday to Sunday, 8am to 4pm
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, 6am to 6pm
Davao International Airport (Francisco Bangoy International Airport)	Monday to Sunday, 6am to 6pm
Puerto Princesa International Airport	Monday to Sunday, 7:30am 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 Friday, 8am to 4pm
OSSCO – Clarkfield, Pampanga	Monday to Friday, 8am to 5pm
SM City Pampanga	Monday to Friday, 10am to 6pm
OSSCO – Calamba, Laguna	Monday to Friday, 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
OSSCO – Davao City 5th Floor, Gaisano Mall	Monday to Friday 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 February 27, 2022):

1. The wearing of face masks shall be mandatory;
2. Physical/social distancing shall be observed at all times; and
3. Individuals eighteen (18) years old and above will be required to present proof of full vaccination before entry into travel tax offices.

To ensure immediate processing of your travel tax transactions, please make sure to bring your complete documentary requirements. For a complete list of requirements to be presented, please check our citizen's charter through this link: <https://tieza.gov.ph/citizens-charter/>

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.