



**UPDATED PROGRESSIVE ACCREDITATION SYSTEM
SELF-ASSESSMENT CHECKLIST
TRAVEL AND TOUR SERVICES**

DOT-SMED-SAF-TTA-002
Form 23 Series 2023

TYPE OF TRAVEL AND TOUR SERVICE: (Check one)
 Travel and Tour Agency
 Travel Agency
 Tour Operator

Name of Establishment: _____
 Business Address : _____
 Tel. No.: () New () Same _____
 E-mail / Website: _____
 General Manager: _____

<i>Please check on the appropriate box. Do not leave blank boxes.</i>				<i>Please continue if compliant with all Basic Accreditation Criteria.</i>				<i>Please continue if compliant with all Basic Accreditation and Regular Accreditation Criteria.</i>			
BASIC ACCREDITATION				REGULAR ACCREDITATION				PREMIUM ACCREDITATION			
	YES	NO	REMARKS		YES	NO	REMARKS		YES	NO	REMARKS
PHYSICAL REQUIREMENTS				PHYSICAL REQUIREMENTS				PHYSICAL REQUIREMENTS			
Physical office exclusive for Travel and Tour operations with dedicated entrance / exit for transacting clients.				Physical Office not less than 12sq.m. located in a Commercial Area.				Physical Office not less than 18 sq.m. located in a Commercial Area.			
Shared office spaces may be acceptable, provided that the office space for travel and tour operations is enclosed or with partitions.				For branch offices, the same size requirement with the main office shall apply, except those located in hotels and shopping malls.							
Visible and conspicuously displayed business name signage.											
Computer Reservation System				Global Distribution System							
Any online page				Dedicated website				With 24/7 Customer Service (e.g. thru email, mobile/ landline phone, online page)			
								Official Website with registered domain with the following details:			
								• Company Profile (about the Company) • Services Offered • Contact Us Page (landline/mobile number, email and office address) • Refund and cancellation Policies			
				At least two (2) payment options				Use of online banking/Payment Card Industry Data Security Standard (PCI-DSS) compliant and encrypted with valid Security Socket Layer (SSL) Certificate			

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BASIC ACCREDITATION				REGULAR ACCREDITATION				PREMIUM ACCREDITATION			
	YES	NO	REMARKS		YES	NO	REMARKS		YES	NO	REMARKS
PHYSICAL REQUIREMENTS				PHYSICAL REQUIREMENTS				PHYSICAL REQUIREMENTS			
Seating area for clients Note: Communal amenities and facilities (e.g. printers, photocopy machines, seating areas, etc.) for shared offices shall be considered.								Reception / Lounge Area			
IEC and other promotional materials featuring visits to local artisans, restaurants, etc.				Digitalized or other forms of promotional and IEC materials featuring visits to local artisans, restaurants, etc.				Offers cultural, heritage or faith-based tourism tours (except travel agencies)			
Basic Office Equipment (e.g. Tables & Chairs, Computers, Printer/s, File box, Fan and communication equipment)				Full Office Equipment & Furniture (e.g. Counter, Brochure Rack/E-brochures, Filing Cabinets, and Air-conditioning Units)							
Maximum room temperature of 25 degrees Celsius											
Fire Extinguishers											
				Equipped with CCTV							
Note: Communal amenities and facilities (e.g. printers, photocopy machines, seating areas, etc.) for shared offices shall be considered.											
SERVICE - SERVICE, HOSPITALITY, EFFICIENCY & FRIENDLINESS (SHEF)				SERVICE - SERVICE, HOSPITALITY, EFFICIENCY & FRIENDLINESS (SHEF)				SERVICE - SERVICE, HOSPITALITY, EFFICIENCY & FRIENDLINESS (SHEF)			
Inquiries / Bookings are handled hassle-free											
Staff are warm and friendly											
Staff are sensitive to the guest needs											
Staff initiate and engage in natural and friendly conversation											
Operation is dependable i.e. services delivered when and as promised											
SERVICE - SERVICE, HOSPITALITY, EFFICIENCY & FRIENDLINESS (SHEF)				SERVICE - SERVICE, HOSPITALITY, EFFICIENCY & FRIENDLINESS (SHEF)				SERVICE - SERVICE, HOSPITALITY, EFFICIENCY & FRIENDLINESS (SHEF)			
Staff are knowledgeable about facilities, services and current activities around the establishment / area											
Staff are courteous and respectful											
Guests requests are received pleasantly and accommodated promptly											
Guest feedback mechanism in place											

CONFORME

This is to signify my intent to apply for: () BASIC () REGULAR () PREMIUM Accreditation.

<i>Please check on the appropriate box. Do not leave blank boxes.</i>			<i>Please continue if compliant with all Basic Accreditation Criteria.</i>			<i>Please continue if compliant with all Basic Accreditation and Regular Accreditation Criteria.</i>					
BASIC ACCREDITATION			REGULAR ACCREDITATION			PREMIUM ACCREDITATION					
	YES	NO	REMARKS		YES	NO	REMARKS		YES	NO	REMARKS

I understand that my Self-Assessment Rating is not yet final and an Inspection Team from the DOT shall conduct an actual assessment of my property to validate my rating.

_____ (signature over printed name of Authorized Representative)

_____ Date