

TOURISM OFFICE

Bacolod City

Bacolod City Tourism Office is a division of the Office of the Mayor created by City Ordinance No. 158, Series of 1997 the latter through City Ordinance No. 158, Series of 1996. It is mandated with four major functions. :

1. Information dissemination, reception, and visitor's facilitation.
2. Inspection and regulation of tourism-related establishments.
3. Development of tourism infrastructures.
4. Promotion and marketing.

Coordination with private tourism stakeholders for increased tourism investment.

<p>Location: Ground floor, Bacolod City Government Center, Barangay Villamonte, Bacolod City</p> <p>Phone number: (034) 432-1602, (034) 435-7134</p>
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I. RECEPTION, INFORMATION DISSEMINATION & VISITOR'S FACILITATION

ABOUT THE SERVICE: Walk-in guests may request for information from the BCTO. Information clerk greets guests with a smile and answers to the best of his / her ability. He / She may also ask other staff who may be able to help out. Other questions may be referred to the head of office. The clerk will also give a brochure and guide on what to see and what to do in Bacolod City.

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Go to information clerk	5 minutes	<i>Information Clerk</i>
2. Request for the needed Information	Depends on the kind of information needed.	<i>Information Clerk</i>
3. Receive brochure	5 minutes	<i>Information Clerk</i>

II. PROVISION OF TOUR ASSISTANCE

ABOUT THE SERVICE: The service provides referral assistance. Groups are referred to tour agencies / tour operators and tour guide. If it is an official event, the City Tourism Office provides actual coordination.

REQUIREMENTS:

- Written request addressed to the City Mayor Statement of Account

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Submit written request	10 minutes	<i>City Mayor's Office with copy to BCTO</i>
2. Upon the Mayor's approval visit the office and provide details of touring needs	1 hour	<i>STOO</i>

III. REGISTRATTION OF TOURISM-RELATED ESTABLISHMENTS

ABOUT THE SERVICE: City Ordinance 370, Series of 2004 known as the Tourism Code of Bacolod City, classifies all tourism-related businesses and imposes assessment / license fees according to establishment classification e.g. Class A, Class B restaurants or first class or economy hotel. A one-time registration fee for establishments is required. The Ordinance supersedes all previous city ordinances on assessment and regulatory fees of tourism-oriented establishments. This is a pre-requisite for tourism-oriented business in securing a business permit.

REQUIREMENTS:

- Submit Filled-up application for business permit

FEES:

- Registration Fee is determine by CO 565 S. 2011

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Approach a front line employee and present your request.	2 minutes	<i>Tourism Clerk</i>

2. Fill-up Registration form	5 minutes	<i>Tourism Clerk</i>
3. Receive duly accomplished Registration Form.	3 minutes	<i>TOO II</i>
4. Pay at the CTO the necessary fees	2 minutes	<i>CTO</i>

IV. FRONTLINE SERVICE

ABOUT THE SERVICE: At present, the office takes charge of the provision and regulation of tourism facilities, namely: the Bacolod City Tourism Information Center and the Panaad Bacolod Booth.

A. For private use:

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Submission of letter request for City Mayor's Approval and date verification		<i>Tourism Clerk</i>
2. Tourism Booking and endorsement		<i>Tourism Officer II</i>
3. Mayor's Approval		<i>City Mayor</i>
4. CTO Assessment and payment		<i>City Treasurer</i>
5. Tourism 3rd copy submission		<i>BCTO</i>

B. For official Use:

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Submission of letter request for City Mayor's Approval and date verification		<i>Tourism Clerk</i>

2. Tourism Booking and endorsement	15 minutes	<i>Tourism Officer II</i>
3. Mayor's Approval		<i>City Mayor</i>
4. Tourism 3rd copy submission	1 minute	<i>BCTO</i>