



Cultural Center of the Philippines

Citizen's Charter



MISSION STATEMENT

*The CULTURAL CENTER OF THE PHILIPPINES
nurtures and promotes artistic excellence,
Filipino aesthetics and identity,
and cultural values toward a
humanistic global identity*



PERFORMANCE PLEDGE

We, the officials and employees of the Cultural Center of the Philippines, wholeheartedly commit to:

Always serve the public diligently and efficiently, with utmost courtesy and the highest degree of integrity, whenever our expertise and services are needed.

Respond promptly to all inquiries and complaints about our services from arts and culture enthusiasts and the general public.

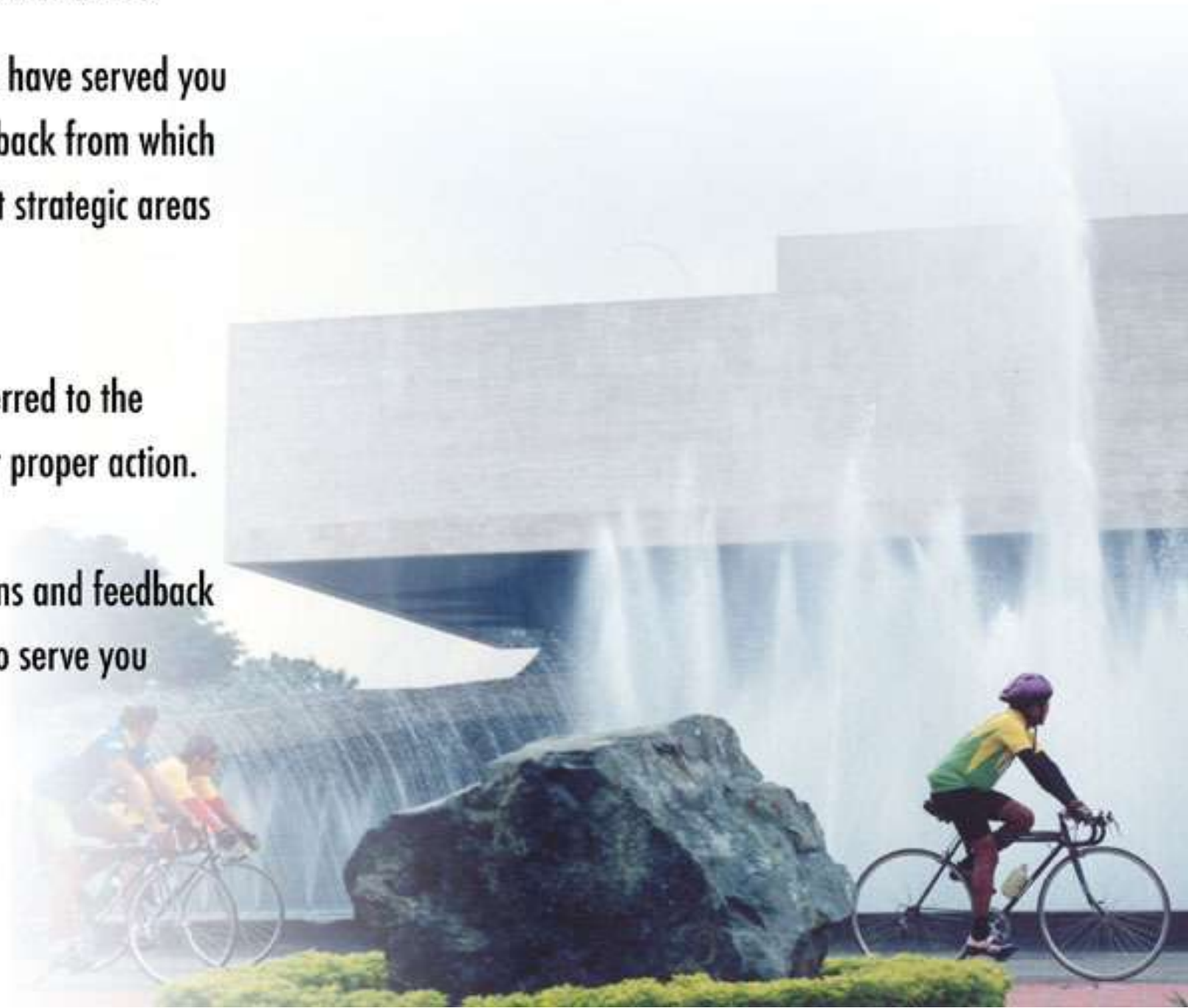
Take pride in the continued promotion of artistic excellence, cultural values, Filipino aesthetics and national identity towards a humanistic global society.

WE VALUE YOUR COMMENTS

Please let us know how we have served you by accomplishing our feedback from which is available in the different strategic areas of the Center.

Your concerns shall be referred to the concerned departments for proper action.

We appreciate your concerns and feedback as we continuously strive to serve you even better.



**PROCESSES OF FRONTLINE SERVICES
CULTURAL CENTER OF THE PHILIPPINES**

Department/ Office : THEATER OPERATIONS DEPARTMENT / VENUE MANAGEMENT DIVISION

A. COORDINATION FOR THE RENTAL OF THEATER VENUES

For Venues at CCP Main Building / Folk Arts Theater

Schedule of Availability of Service : 7:00 a.m.-6 p.m.

Who may avail of the service : Clients who would like to rent CCP venues & facilities

What are the requirements : 1. Letter of Intent to rent the CCP venue specifying the date, time, description including the technical requirements of the production.
2. If the Client is a corporation or partnership, they should submit a copy of its SEC or DTI registration together with a Board Resolution authorizing its representative to transact business with the CCP.

Duration : Variable

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee	Forms
1	Inquire on the availability of the venue	<ul style="list-style-type: none"> ● Check availability of the venue in the Booking Calendar ● If available, discuss the booking procedure and require the client to submit a letter of intent 	20 minutes	Booking Officer/Venue Management Division		
2	Submit letter of intent	<ul style="list-style-type: none"> ▪ Prepare a reply letter regarding the details/requirements and schedule of the pre-production meeting ▪ Set the schedule of the pre-production meeting 	2 weeks before pre-production meeting	Venue Management Division (VMD)		Standard Letter

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee	Forms
3	Attend the pre-production meeting and discuss the description of the show including proposed program, sequence treatment, set design plans which include scaled plans, section elevation and other details.	<ul style="list-style-type: none"> ▪ Assess the technical feasibility of the show ▪ If technically feasible, prepare recommendation to the Booking Committee. ▪ Set the meeting of the Booking Committee 	1 hour	VMD & Technical Services Division (TSD)		Pre-production Meeting Checklist
4	Wait for the schedule of the Booking Committee meeting	<ul style="list-style-type: none"> ▪ The Booking Committee deliberates on the request for booking (approval/disapproval of the request) 	Variable (The Booking Committee meets every first Tuesday of the month)	VMD/Booking Committee Members		Booking Approval Form
5	Await for the result of the deliberation	<ul style="list-style-type: none"> ▪ Prepare letter regarding the result of the deliberation ▪ If approved, client shall require to pay the reservation deposit in cash or manager's check within 10 days from receipt of the letter 	1 hour	Booking Officer/VMD		Standard Letter
6	Receives letter on the result of deliberation and pay for the reservation deposit	<ul style="list-style-type: none"> ▪ Reflect the approved bookings in the Theater Booking Calendar ▪ Prepare Theater Lease Contract 	3 days	VMD		Standard Theater Lease Contract
7	Await for the receipt of Lease Contract and return to CCP after signing	<ul style="list-style-type: none"> ▪ Notarize the Theater Lease Contract after signing by both parties. 	2 days	VMD		Standard Theater Lease Contract
8	<ul style="list-style-type: none"> • Pay 50% of contract price to the Cashier's Office • Submit Ticket Text for the show 	<ul style="list-style-type: none"> • Process payment and issue Official Receipt (OR) • Process ticket printing request for submission to Ticket Office 	30 minutes	<ul style="list-style-type: none"> • VMD • Cashier's Office • Ticket Office 	Variable (depends on the venue requirements)	<ul style="list-style-type: none"> • Official Receipt • Ticket Printing Request Form

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee	Forms
9	Wait for the schedule of the production meeting	<ul style="list-style-type: none"> ▪ Set production meeting 	2 weeks before the scheduled event	VMD/TSD		
10	Attend the production meeting	<ul style="list-style-type: none"> ▪ Discuss the details of the production 	45 minutes to 2 hours	VMD /TSD		Production Meeting Checklist
11	Pays 50% balance to the Cashier including the Refundable Violation Deposit (RVD)	<ul style="list-style-type: none"> • Process payment and issue corresponding OR 	5 minutes (Must be paid at least 10 days before the event)	<ul style="list-style-type: none"> •VMD •Cashier's Office 	Variable (depends on the venue requirements)	Official Receipt
12	Actual use of the venue	<ul style="list-style-type: none"> ▪ Assist in the technical needs of the client 	Variable (on-duty during set-up and rehearsal)	TSD		<ul style="list-style-type: none"> • Rehearsal & Performance Checklist • Stage Manager's Report Form
13	Verify availability of RVD	<ul style="list-style-type: none"> ▪ Submits Stage Manager's (SM) Report 	2 hours	TSD, VMD		SM Report Form
14	Wait for the release of RVD, if applicable	<ul style="list-style-type: none"> ▪ Prepares the following documents relative to the Refund of Violation Deposit : <ul style="list-style-type: none"> - Certification that no violation of theater rules and terms of lease were committed - Disbursement Voucher for the processing of refund 	3 weeks processing time	<ul style="list-style-type: none"> •VMD •Finance Services Department 		<ul style="list-style-type: none"> ▪ Certification that no violation of theater rules and terms of lease were committed ▪ Disbursement Voucher
15	Collect RVD	<ul style="list-style-type: none"> ▪ Release of payment by the Cashier's Office 	2 minutes	<ul style="list-style-type: none"> •Cashier's Office 		

END OF TRANSACTION

For venues at the National Arts Center (NAC), Los Baños, Laguna

Schedule of Availability of Service : 8:00 a.m.-5 p.m.

Who may Avail of the Service : Clients who would like to rent NAC venues & facilities

What are the Requirements : Letter requesting for the use of the facilities, indicating the inclusive date, time and venue being reserved.

Duration : Variable

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee	Forms
1	Check the availability and rental of the NAC facilities	<ul style="list-style-type: none"> ▪ Coordinate with NAC Office on the availability of the venue before accepting booking & vice versa ▪ Once available, require client/lessee to submit Letter of Intent 	1 hour	Booking Officer/ NAC Administrator		
2	Submit Letter of Intent	<ul style="list-style-type: none"> ▪ Notify client on the requirement for the payment of reservation deposit (if booking is made less than a month, full payment shall be required) ▪ Prepare Letter Agreement and Billing Statement ▪ Reflect in the NAC Booking Calendar 	2 days	Venue Management Division		Letter Agreement and Billing Statement
3	<ul style="list-style-type: none"> ▪ Receive and sign the Letter Agreement ▪ Pay rental fee and Refundable Violation Deposit (RVD) to the Cashier's Office 	<ul style="list-style-type: none"> ▪ Process payment 	20 minutes	<ul style="list-style-type: none"> ▪ Booking Officer ▪ Cashier's Office 		<ul style="list-style-type: none"> ▪ Order of Payment ▪ Official Receipt
4	Actual use of the venue	<ul style="list-style-type: none"> ▪ Assist in the needs of the client 	Variable (depending on the no. of days requested)	NAC Staff		

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee	Forms
5	Check availability of RVD	<ul style="list-style-type: none"> Prepare Disbursement Voucher to process the refund of RVD (if there were no violations/damages committed) 	3 weeks processing time	Booking Officer		Disbursement Voucher
6	Collect RVD	<ul style="list-style-type: none"> Release of payment by the Cashier's Office 	2 minutes	Cashier's Office		

END OF TRANSACTION

C. FRONT OF HOUSE SERVICES

1. AUDIENCE MANAGEMENT (USHERING SERVICE)

Schedule of Availability of Service : Variable (depends on the schedule and running time of the show)

Who may Avail of the Service : Theater Patrons/Audiences

What are the Requirements : Performance Tickets of the Show

Duration : Variable (depends on the schedule and running time of the show)

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee	Forms
1	Arrival of theater patrons at the Lobby	<ul style="list-style-type: none"> Check the auditorium Open the house for accommodation 	<ul style="list-style-type: none"> 5 minutes 30 minutes before the show starts 	Ushering Staff		Per Post Checklist
2	Present the ticket to assigned Ushers and follow instructions/directions	<ul style="list-style-type: none"> Greet theater patron and check the ticket Usher theater patrons to their designated seats 	2 minutes	Ushering Staff		

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee	Forms
3	Watch the show	<ul style="list-style-type: none"> ▪ Ensure the safety, welfare and convenience of theater patrons during the show. ▪ Prohibit unauthorized audiences in documenting the show 	Variable (depends on the running time of the show)	Ushering Staff		
4	Leave the theater venue	Check the auditorium and sends off the theater patrons	5 minutes	Ushering Staff		Performance Checklist

END OF TRANSACTION

2. CONDUCT OF BUILDING TOUR

Schedule of Availability of Service : Tuesday to Fridays (9:00am – 6:00pm)

Who may Avail of the Service : Clients who want to avail the tour services of CCP

What are the Requirements : Letter of Request indicating the following:

- Preferred date and time
- Exact no. of participants (specify if students or not) and brief profile of the participants (school, organization, year, course, local resident or foreigner, etc.)
- Over-all tour coordinator or the group's contact person with their contact information
- Tour package of choice

Duration : Variable

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee	Forms
1	Send the Letter of Intent	<ul style="list-style-type: none"> ▪ Receive the letter ▪ Check availability of the venue and coordinate with concerned departments ▪ Confirm the tour schedule including other details 	Variable	Venue Mgt. Division Supervisor/Assistant		

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee	Forms
2	Pay corresponding fee	Process payment and issue corresponding Official Receipt (OR)	5 minutes	VMD Supervisor/Assistant Cashier	Variable	<ul style="list-style-type: none"> ▪ Order of Payment ▪ Official Receipt
3	Actual Tour	<ul style="list-style-type: none"> ▪ Conduct of Building and Theater Tour: <ul style="list-style-type: none"> ❖ Big Group Tour [Museum, Galleries, Exhibition Halls, other Facilities] ❖ Focused Tour [Same as Big Group Tour Plus Main Theater, Studio Theater, Studio Theater, Audio Visual Room (depending on its availability)] 	<ul style="list-style-type: none"> • 1 to 2 hours depending on the number of participants (minimum of 30 participants for big group & 20 for focused group) 	Tour Guide		

END OF TRANSACTION

D. RENTAL OF EQUIPMENT (PUBLIC)

Schedule of Availability of Service : **9:00AM to 6:00PM without noon break (Tuesday to Friday)**

Who may avail of the Service/s : **Theater Practitioners**

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee***	Forms
1	Inquire about the availability of equipment	<ul style="list-style-type: none"> • Provide information and brief details 	12 minutes	Technical Services Division		
2	Send letter request a.) Regular Client b.) New Client*	<ul style="list-style-type: none"> • Prepare Letter-Agreement 	5 minutes	-do-		
3	Attend production meeting*	<ul style="list-style-type: none"> • Discuss the schedule & details of technical equipment & manpower 	30 minutes	-do-		
4	Pay and receive the official receipt	<ul style="list-style-type: none"> • Prepare Order of Payment • Issue Official Receipt 	2 minutes	- Cashier		
5	Actual use of equipment	<ul style="list-style-type: none"> • Set-up, operate & strike (ingress/egress) the equipment 	Variable**	Theater Crew		

END OF TRANSACTION

* Schedule a production meeting

** Depends on the duration of the event

***Available upon request (including the checklist of equipment with rates)

Department/Office : CULTURAL RESOURCE & COMMUNICATION SERVICES DEPARTMENT/LIBRARY AND ARCHIVES DIVISION

Schedule of Availability of Service : 8:00 a.m. – 5:00 p.m. Tuesdays – Fridays

Who May Avail of the Service : Library clientele consisting mostly of artists, students, teachers, professionals and the general public

What are the Requirements : 1. CCP Library and Archives Membership Form No.001
2. One (1) 1x1 colored picture

A. REFERENCE SERVICES - ISSUANCE OF MEMBERSHIP CARD TO LIBRARY USERS

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Secure CCP Library and Archives Form No.001	Issue CCP Library and Archives Form No.001 with corresponding membership number and validity.	1 week (Needs to have more applicants for processing)	Culture and Arts Officer III		CCP Library and Archives Membership Form No.001
2	Accomplish the form and attach one (1) ID picture	Issue Order of Payment Form in four (4) copies	3 minutes	-do-		
3	Pay the corresponding membership fee and receive official receipt	Issue official receipt	1 minute	Cashier	P200.00 – Students P250.00 - Professionals	Order of Payment
4	Provide the library one (1) copy of the Order of Payment	Scan the ID picture and format the applicants' personal information using computer software	5 minutes	Clerk III		
5	Release of the processed membership card	Inform the applicants availability of the membership card through telephone/cell phone calls	5 minutes	Culture and Arts Officer III		

END OF TRANSACTION

B. REFERENCE SERVICES - PROVIDES BIBLIOGRAPHIC INFORMATION

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Consult the CDS/ISIS On Line Public Access Catalogue	Assist library users with the use of CDS/ISIS On Line Public Access Catalogue	3 minutes	Culture and Arts Officer III		
2	Retrieve needed books from the shelves (open shelves system)	Assist library users in locating the books	2 minutes	-do-		

END OF TRANSACTION

C. AUDIO-VISUAL SERVICES – DUBBING OF AUDIO-VIDEO TAPES

What are the Requirements

- : 1. Request Form No.002
- 2. Payment Form No.003

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Consult the CDS/ISIS On Line Public Access Catalogue for audio-visual materials.	Assists library users in the use of CDS/ISIS On- Line Public Access Catalogue for audio-visual materials.	3 minutes	Culture and Arts Officer II Culture and Arts Assistant II		
2	Accomplish for Request Form No.002.	Issue Request Form No.002.	5 minutes	-do-		Request Form No.002

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
3	Secure the approval of the Library Director	Prepare requested materials for dubbing and issues Payment Form No.003 in four (4) copies	5 minutes	Culture and Arts Officer II Culture and Arts Assistant II/		Payment Form No.003
4	Pay the corresponding dubbing fee at the Cashier's Office	Issue official receipts	5 minutes	Cashier	Audio: P224.00 – CD P45.00 – cassette/30 minutes Video: P280.00 – CD & VHS	
5	Provide the librarian one (1) copy of payment form and get dubbed audio-visual materials	Check the official receipts and release the requested dubbed audio-visual materials	3 minutes	Culture and Arts Officer II/		

END OF TRANSACTION

D. AUDIO-VISUAL SERVICES – LISTENING/VIEWING OF AUDIO/VIDEO TAPES

What is the Requirement

: Payment Form No.003

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Make necessary reservation prior to listening and viewing of audio-visual materials	Schedule the day and time of viewing listening	3 minutes	Culture and Arts Officer II Culture and Arts Assistant II/		
2	Consult the CDS/ISIS On- Line Public Access Catalogue for audio-visual materials	Assist library users with the use of CDS/ISIS On- Line Public Access Catalogue for audio-visual	5 minutes	Culture and Arts Officer II Culture and Arts Assistant II/		
3	Request for reservation of audio-visual materials and venue.	Prepare the audio-visual materials and venue	5 minutes	-do-		Payment Form No.003
4	Pay the corresponding listening/viewing fees and receive official receipt	Issue official receipts	1 minute	Cashier	Students – P11.00/pax	

END OF TRANSACTION

E. REPRODUCTION SERVICES – PHOTOCOPYING OF LIBRARY MATERIALS

What is the Requirement

: Photocopying Form No.003

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Indicate the pages to be reproduced and request from photocopying machine operator to do the reproduction.	Indicate the amount to be paid.	Depending upon the number of pages to be reproduced.	Library Assistant	P1.75/short P2.25/long	
2	Register in the photocopying logbook and pay the corresponding photocopying charges.	Issue Photocopying Form No.003 indicating the amount paid.	3 minutes	Culture and Arts Officer III		Photocopying Form No.003

END OF TRANSACTION

F. REPRODUCTION SERVICES – SCANNING OF PHOTOS/NEGATIVE/SLIDES

What is the Requirement

: Request Form No.001

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Request assistance from the reference librarian for desired photos/negatives/slides	Provide photos/negatives/slides files.	5 minutes	Culture and Arts Officer III		
2	Select the needed photos/negatives/slides and request for scanning.	Issue Request Form No.001.	10 minutes			Request Form No.001
3	Accomplish the form and secure the approval of the Library Director	Scan the requested and approved photos/negatives/slides; and issues Order of Payment in four (4) copies.	10 minutes	Clerk III		Order of Payment
4	Pay the corresponding scanning fee and receive Official receipt	Issue official receipts.	1 minute	Cashier	P56.00 - Students P67.25 – Professionals/ Companies/ Institutions, etc.	
5	Provide the librarian one (1) copy of payment form and get photos/negatives/slides.	Check the official receipts and release the requested photos/negatives/slides.	5 minutes	Culture and Arts Officer II		

END OF TRANSACTION

Department/ Office : MARKETING DEPARTMENT

Schedule of Availability of Service : 9:00 a.m.-6 p.m.; Tuesdays-Saturdays without noon breaks

Who May Avail of the Service : Clients who would like to purchase tickets to shows, productions and events

What Are the Requirements : Cash/Charge payments for ticket/s

A. SELLING OF TICKETS

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee	Forms
1	Inform Box Office staff on the title and date of event	Enter information on the ticketing system	5-10 minutes	Box Office Staff		N/A
2	Pay and receive the ticket	Receive payment and issue the ticket	1 minute	Box Office Staff		N/A

END OF TRANSACTION

Department / Office : ADMINISTRATIVE SERVICES DEPARTMENT

Schedule of Availability of Service : 9:00 a.m. – 6:00 p.m. – Tuesday to Friday (No Noon Break)

Who May Avail of the Service : Lessees and Concessionaires, Event Organizers, Film/TV Outfit, Walk-in Clients

What are the Requirements:

1. Client must submit proposal at least two (2) months before the event
2. Client must conduct a site inspection
3. Client must have the authority to transact business

A. ISSUANCE OF AUTHORITY TO USE OPEN SPACE FOR SPECIAL EVENTS

Step	Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee*	Forms
1	Send a letter of intent/proposal	<ul style="list-style-type: none"> • Acknowledge letter of intent/proposal • Prepare cost estimate or income 	5 seconds 10 minutes	Concessions	Variable	Contract of Lease / Letter Agreement
2	Wait for the decision of CCP ManCom	<ul style="list-style-type: none"> • Discuss in Management Committee (ManCom) if deemed necessary i.e. big events • Send acceptance letter 	Every other week (2X monthly)	MANCOM		
3	Review and sign the contract	<ul style="list-style-type: none"> • Prepare Contract / Letter Agreement • Prepare Order of Payment and instruct client to proceed to the Cashier's Office 	15 minutes 5 minutes	Concessions		Contract of Lease / Letter Agreement Order of Payment
4	Submit Order of Payment, pay in full including Refundable Violation Deposit and receive the Official Receipt	<ul style="list-style-type: none"> • Issue an Official Receipt 	1 minute	Cashier		Official Receipt
5	Actual use of the venue	<ul style="list-style-type: none"> • Inform the security of the activity/ event • Roving/Monitor the vicinity 	5 minutes Variable	Concessions Security		Notice / Report of Activity/Event

Step	Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In- Charge	Fee*	Forms
6	Send request of Refundable Violation Deposit, if applicable	Prepare the following documents relative to the Refund of Violation Deposit : <ul style="list-style-type: none"> • Submit a Report of Activity/Event if the terms and conditions on lease of space were followed/observed • Prepare Disbursement Voucher 	10 minutes	Security Concessions		Report of Activity/Event Disbursement Voucher
7	Collect Refundable Violation Deposit	<ul style="list-style-type: none"> • Release check of Refundable Violation Deposit 	1 minute	Cashier		Check

END OF TRANSACTION

*Available upon request

B. ISSUANCE OF PERMITS FOR THE USE OF RECREATIONAL SPACES (Physical Fitness)

What are the Requirements:

1. Client must submit proposal at least two (2) weeks before the event
2. Client must conduct site inspection
3. Client must have the authority to transact business

Step	Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In- Charge	Fee*	Forms
1	Send letter of request to use the CCP facility	<ul style="list-style-type: none"> • Acknowledge request and check the availability of the facility on the client's desired schedule 	2 minutes	Concessions	Variable	Record Book/ Log Book
2	Review and sign Letter Agreement	<ul style="list-style-type: none"> • Prepare Letter Agreement • Prepare Order of Payment and instruct client to proceed to the Cashier's Office 	15 minutes 5 minutes	-do-		Letter Agreement Order of Payment
3	Submit Order of Payment, pay in full and receive the Official Receipt	<ul style="list-style-type: none"> • Issue an Official Receipt 	1 minute	Cashier		Official Receipt
4	Present copy of Letter Agreement and Official Receipt to the Guard on Duty and utilize the facility	<ul style="list-style-type: none"> • Check Letter Agreement, Official Receipt and allow client to use the facility • Roving/Monitor the activity 	Variable	Guard on Duty		

END OF TRANSACTION

*Available upon request

C. ISSUANCE OF PERMITS FOR THE USE OF RECREATIONAL SPACES (Basketball, Volleyball, Tennis, Badminton, Cricket)

What are the Requirements: None

Step	Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In- Charge	Fee*	Forms
1	Notify the Concessions Division of one's intent to use the CCP facility	<ul style="list-style-type: none"> • Check the availability of the facility on the client's desired schedule • Prepare Court Reservation and Permit Slip and Order of Payment and instruct client to proceed to the Cashier's Office 	<p>1 minute</p> <p>5 minutes</p>	Concessions	Variable	<p>Reservation sheet</p> <p>Court Reservation and Permit Slip</p> <p>Order of Payment</p>
2	Submit Court Reservation and Permit Slip and Order of Payment, pay in full and receive the Official Receipt	<ul style="list-style-type: none"> • Fill up the Court Reservation and Permit Slip of the amount paid and number and date of Official Receipt • Return the Court Reservation and Permit Slip and issue the Official Receipt to the client 	2 minutes	Cashier		<p>Court Reservation and Permit Slip</p> <p>Official Receipt</p>
3	Present copy of Official Receipt and submit a copy of Court Reservation and Permit Slip to the Guard on Duty and utilize the facility	<ul style="list-style-type: none"> • Check Official Receipt and get a copy of Court Reservation and Permit Slip and allow client to use the facility • Monitor the activity 	Variable	Guard on Duty		

END OF TRANSACTION

*Available upon request

D. ISSUANCE OF PERMITS FOR THE USE OF CCP PHYSICAL FACILITIES FOR ADVERTISEMENT

What are the Requirements:

1. Client must submit proposal at least one (1) month before the event
2. Client must conduct a site inspection
3. Client must have the authority to transact business

Step	Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fee*	Forms
1	Send a letter of intent/proposal	<ul style="list-style-type: none"> • Acknowledge letter of intent/proposal • Prepare cost estimate 	5 seconds 10 minutes	Concessions	Variable	
2	Review and sign the contract	<ul style="list-style-type: none"> • Prepare Contract / Letter Agreement • Prepare Order of Payment and instruct client to proceed to the Cashier's Office 	15 minutes 5 minutes	-do-		Letter Agreement Order of Payment
3	Submit Order of Payment, pay in full including Refundable Violation Deposit and receive the Official Receipt	<ul style="list-style-type: none"> • Issue an Official Receipt 	1 minute	Cashier		Official Receipt
4	Actual use of the venue	<ul style="list-style-type: none"> • Inform the authorized staff for the use of facility 	Variable	Outdoor Janitorial		Notice of Activity
5	Send request of Refundable Violation Deposit, if applicable	<ul style="list-style-type: none"> • Prepare Disbursement Voucher 	10 minutes	Cashier		Disbursement Voucher
6	Collect Refundable Violation Deposit	<ul style="list-style-type: none"> • Release check of Refundable Violation Deposit 	1 minute	Cashier		Check

END OF TRANSACTION

*Available upon request

E. ISSUANCE OF PERMITS FOR THE USE OF OFFICE SPACES (CCP Bay Terminal)

What are the Requirements:

1. Client must submit proposal at least one (1) month before the event
2. Client must conduct a site inspection
3. Client must have the authority to transact business

Step	Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In- Charge	Fee*	Forms
1	Send a letter of intent/proposal	<ul style="list-style-type: none"> • Acknowledge letter of intent/proposal • Prepare cost estimate or income 	5 seconds 10 minutes	Concessions		
2	Review and sign the contract	<ul style="list-style-type: none"> • Prepare Contract / Letter Agreement • Prepare Order of Payment for Advance Rental • Give a copy of Contract to Credit and Collection 	15 minutes 5 minutes	-do-		Contract of Lease / Letter Agreement Order of Payment
3	Submit Order of Payment, pay Advance Rental and receive the Official Receipt	<ul style="list-style-type: none"> • Issue an Official Receipt 	1 minute	Cashier		Official Receipt
4	Utilize the facility	<ul style="list-style-type: none"> • Monitor the use of facility 	Variable	Concessions		
5	Pay monthly rental and receive the Official Receipt	<ul style="list-style-type: none"> • Prepare Monthly Billing Statement as per Contract of Lease • Issue an Official Receipt 	5 minutes 1 minute	Credit & Collection Cashier		Statement of Account Official Receipt

END OF TRANSACTION

*Available upon request

F. ISSUANCE OF PERMITS FOR THE USE OF OPEN SPACES (Shooting, Fun Run, Motorcade, Fireworks display, etc.)

What are the Requirements:

1. Client must submit proposal one (1) month before the event
2. Client must conduct site inspection
3. Client must have the authority to transact business

Step	Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In- Charge	Fee*	Forms
1	Send letter of intent/proposal	<ul style="list-style-type: none"> • Acknowledge letter of intent/proposal • Prepare cost estimate or income 	5 seconds 10 minutes	Concessions		
2	Review and sign the contract	<ul style="list-style-type: none"> • Prepare Contract / Letter Agreement • Prepare Order of Payment and instruct client to proceed to the Cashier's Office 	15 minutes 5 minutes	Concessions		Letter Agreement Order of Payment
3	Submit Order of Payment, pay in full including Refundable Violation Deposit and receive the Official Receipt	<ul style="list-style-type: none"> • Issue an Official Receipt 	1 minute	Cashier		Official Receipt
4	Actual use of the venue	<ul style="list-style-type: none"> • Inform the security of the activity/ event • Roving/Monitor the vicinity 	Variable	Concessions/ Security		Notice/Report of Activity/Event
5	Send request of Refundable Violation Deposit, if applicable	<p>Prepare the following documents relative to the Refund of Violation Deposit :</p> <ul style="list-style-type: none"> • Submit a Report of Activity/Event if the terms and conditions on lease of space were followed/observed • Prepare Disbursement Voucher 	5 minutes	Security Concessions		Report of Activity/Event Disbursement Voucher
6	Collect Refundable Violation Deposit	<ul style="list-style-type: none"> • Release check of Refundable Violation Deposit 	1 minute	Cashier		Check

END OF TRANSACTION

*Available upon request

G. ISSUANCE OF TICKET (RESTROOMS / SHOWER ROOMS)

What are the Requirements: None

Step	Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In- Charge	Fee	Forms
1	Buy ticket for the use of restroom / shower room	<ul style="list-style-type: none"> Issue ticket to the client 	5 seconds	CCP Housekeeping	P5.00 - Restroom P10.00 - Shower Room	Ticket
2	Use the restroom / shower room	<ul style="list-style-type: none"> Maintain sanitation 		CCP Housekeeping		

END OF TRANSACTION