

**CITIZEN CHARTER**  
**RAINFOREST ADVENTURE EXPERIENCE PARK (RAVE)**

Issuance of Fitness Membership

RAVE Fitness Center offers various services such as Gym, Cardio Sessions (ZUMBA) including Martial Arts and is open to all Pasigueños.

<b>Office or Division:</b>	RAVE Fitness Center
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasig residents (Pasigueños)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>By concerned parties involved</b>	
1. Accomplished RAVE Fitness Form	RAVE Gym form is available at the RAVE Fitness Center
2. Scanned copy of at least one I.D. card (front and dorsal side) of the applicant, valid (not expired) on the date of transaction and <b>Home Address is at Pasig City</b> as follows	
• Driver' License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/ Student Driver's Permit	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS I.D.;	SSS
• GSIS I.D. (UMID);	GSIS
• Voter's I.D. / Voter's Certification;	COMELEC
• BIR/Tax payer's I.D. (ATM type/TIN card type with picture);	
• PhilHealth I.D. ( <i>must have the bearer's name, clear picture, signature and PhilHealth number</i> );	PhilHEALTH
• Company/Office I.D.;	Requesting party's Company/Office
• School I.D.;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture)	PNP
• Postal I.D.	PhilPost
• Barangay I.D.;	Barangay where the requesting party resides
• N.B.I. Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD I.D.	Social Welfare and Development Office
• Solo Parent I.D.	Office of the Senior Citizen's Affairs of the Municipality/City where the requesting party resides
• Senior Citizen's I.D.;	
• Alien Certificate of Registration Identity Card (ACR i-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT)	CSC RO where the requesting party took the exam

By consent of the parents or guardian of the parties concerned if under aged.	
1. Accomplished RAVE Gym form	Same as indicated above
2. Scanned copy of any valid original I.D. card (front and dorsal side) of the concerned party;	Same as indicated above
3. Authorization letter from the requesting party concerned;	Requesting party
4. Scanned copy of any valid original I.D. card (front and dorsal side) of the parent or guardian;	Same as indicated above

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Accomplishment of RAVE Gym form	1. Verify ID presented <ul style="list-style-type: none"> <li>If Pasig resident proceed to 2</li> <li>If non-Pasig resident, inform gym is open only to Pasigueños</li> </ul> 2. Check age of the applicant <ul style="list-style-type: none"> <li>If aged is between 12 to 18 years old, advice to present school ID, letter of consent from Parent or Guardian as well as scanned copy of valid I.D.</li> </ul> 3. Check the application form and discuss the Fitness rules	NONE	20 minutes	<ul style="list-style-type: none"> <li>Mariano, Troy Robbina</li> <li>Patrick Garcia</li> </ul> Rave Fitness Center Admin Staff
2	Payment of fees	Issuance of Order of Payment and advise applicant to proceed to RAVE Cashier for settling of fees	Membership fee = ₱ 300.00 Annual/renewal = ₱ 100.00  Senior Citizen = 20% discount	20 minutes	<ul style="list-style-type: none"> <li>Bonifacio, Johnson</li> <li>Manzolim, Marco</li> <li>Perez, Jenina Jan</li> <li>Tee, James</li> </ul> Receptionist Staff / Treasury Staff
3	Submission of Official Receipt (OR)	Encoding of Membership Form, photo shoot, issuance of RAVE Fitness ID	NONE	20 minutes	<ul style="list-style-type: none"> <li>Mariano, Troy Robbina</li> <li>Patrick Garcia</li> </ul> Rave Fitness Center Admin Staff
TOTAL:			Membership fee = ₱ 300.00 Annual/renewal = ₱ 100.00  Senior Citizen = 20% discount	1 hour	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop box located at the RAVE Admin Office
How feedback is processed	Feedback is gathered and processed by the authorized RAVE Administration Staff. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	The client will file and submit an Incident Report at the RAVE Admin Office
How complaints are processed	Complaints received, whether verbal or written shall be referred / forwarded to concerned Area Supervisor who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	RAVE can be reached to its official email account nephthaliesayson25@gmail.com (still awaiting for new email)

**CITIZEN CHARTER**  
**RAINFOREST ADVENTURE EXPERIENCE PARK (RAVE)**

How to avail Gym / Cardio Session

RAVE Fitness Center offers various services such as Gym and Cardio Sessions (ZUMBA) and is open to all Pasigueños.

<b>Office or Division:</b>	RAVE Fitness Center
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasig residents (Pasigueños)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>By concerned party involved</b>	
1. RAVE Fitness ID	RAVE Fitness Center
2. To avail the Senior Citizen to the concerned party must present the Senior Citizen's I.D.	Office of the Senior Citizen's Affairs of the Municipality/City where the requesting party resides

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the RAVE Fitness ID at the Receptionist	1. Verify RAVE Fitness ID presented 2. Check expiration, if expire advice to renew membership. 3. Issuance of Order of Payment	NONE	20 minutes	<ul style="list-style-type: none"> <li>• Bonifacio, Johnson</li> <li>• Manzolim, Marco</li> <li>• Perez, Jenina Jan</li> <li>• Tee, James</li> <li>• Victoria, Ricelda</li> </ul> Rave Receptionist staff
2	Present Order of Payment at RAVE Cashier	Settling of Fees	Weights = ₱ 30.00 Cardio = ₱ 40.00 Martial Arts = ₱ 40.00 Locker = ₱ 5.00  Senior Citizen = 20% discount	20 minutes	<ul style="list-style-type: none"> <li>• Arlante, Adelaida</li> <li>• Paguio, Marcelo</li> <li>• Segoron, Jonel</li> <li>• Singian, Arlene</li> </ul> Rave Treasury staff
3	Submission of Official Receipt (OR) at RAVE Fitness Center	Check the Official Receipt (OR)	NONE	10 minutes	<ul style="list-style-type: none"> <li>• Mariano, Troy Robbine</li> <li>• Patrick Garcia</li> </ul> Rave Fitness Center Admin Staff
<b>TOTAL:</b>			Weights = ₱ 30.00 Cardio = ₱ 40.00 Martial Arts = ₱ 40.00 Locker = ₱ 5.00  Senior Citizen = 20% discount	50 minutes	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop box located at the RAVE Admin Office
How feedback is processed	Feedback is gathered and processed by the authorized RAVE Administration Staff. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	The client will file and submit an Incident Report at the RAVE Admin Office
How complaints are processed	Complaints received, whether verbal or written shall be referred / forwarded to concerned Area Supervisor who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	RAVE can be reached to its official email account nepthaliesayson25@gmail.com (still awaiting for new email)

**CITIZEN CHARTER**  
**RAINFOREST ADVENTURE EXPERIENCE PARK (RAVE)**

Shooting (TV, Movie, Commercials, Ads), Photo shoot and Flyers/Brochures for Promotions

RAVE has been one of the favorite location for Photo shoot (Pre-nuptial, birthdays) and Shooting (Commercial, TV shows and movies)

<b>Office or Division:</b>	RAVE Administration
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasigueños and Non- Pasigueños.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Photo shoot</b>	
<b>By concerned parties involved (to avail the Pasig rate)</b>	
1. Scanned copy of at least one I.D. card (front and dorsal side) of the applicant, valid (not expired) on the date of transaction and <b>Home address is at Pasig City</b> as follows	
• Driver' License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/ Student Driver's Permit	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS I.D.;	SSS
• GSIS I.D. (UMID);	GSIS
• Voter's I.D. / Voter's Certification;	COMELEC
• BIR/Tax payer's I.D. (ATM type/TIN card type with picture);	
• PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHEALTH
• Company/Office I.D.;	Requesting party's Company/Office
• School I.D.;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture)	PNP
• Postal I.D.	PhilPost
• Barangay I.D.;	Barangay where the requesting party resides
• N.B.I. Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD I.D.	Social Welfare and Development Office
• Solo Parent I.D.	Office of the Senior Citizen's Affairs of the Municipality/City where the requesting party resides
• Senior Citizen's I.D.;	
• Alien Certificate of Registration Identity Card (ACR i-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
<b>Shooting and Flyers/Brochures for Promotions</b>	
None	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Application of Event	<p><b>1. Photo shoot</b></p> <ul style="list-style-type: none"> <li>If Pasig resident, apply the Pasig rate</li> <li>If non-Pasig resident, apply the non-Pasig rate</li> </ul> <p>1.1 Check the date of event</p> <ul style="list-style-type: none"> <li>If the date is free (no exclusive use of RAVE), go with the photoshoot</li> <li>If the date is not-free (with exclusive use of RAVE), advise to change the date</li> </ul> <p><b>2. Shooting</b></p> <ul style="list-style-type: none"> <li>Rates are same for Pasigueños and non-Pasigueños</li> <li>If the date is free (no exclusive use of RAVE), go with the shooting</li> </ul> <p><b>3. Flyers/Brochures for Promotions</b></p> <ul style="list-style-type: none"> <li>Rates are same for Pasigueños and non-Pasigueños</li> </ul>	NONE	20 minutes	<ul style="list-style-type: none"> <li>Bonifacio, Johnson</li> <li>Manzolim, Marco</li> <li>Perez, Jenina Jan</li> <li>Tee, James</li> <li>Victoria, Ricelda</li> </ul> <p>Rave Receptionist staff</p> <p>Dalao, Julie Ann Caballero, Jeffrey Manasan, Phoebe Sadang, Angelita Sayson, Nephthalie Villamin, Gemma</p> <p><b>Rave Administration Staff</b></p>
2	Payment of fees	Issuance of Order of Payment and advise guest to proceed to cashier for settling of fees	<p><b>Photo Shoot Fee</b> Pasigueños = ₱ 100.00 / head Non-Pasigueños = ₱ 200.00 / head</p> <p><b>Shooting</b></p> <ul style="list-style-type: none"> <li>Whole Day (8 hours)= ₱ 50,000.00</li> <li>5 Hours/Half Day = ₱ 30,000.00</li> <li>2 Hours = ₱ 15,000.00</li> </ul> <p><b>Flyers/Brochures for Promotions</b> Whole day - sampling = ₱ 500.00 Park are with electricity = ₱ 1,000.00</p>	20 minutes	<ul style="list-style-type: none"> <li>Bonifacio, Johnson</li> <li>Manzolim, Marco</li> <li>Perez, Jenina Jan</li> <li>Tee, James</li> <li>Victoria, Ricelda</li> </ul> <p><b>Rave Receptionist staff</b></p> <ul style="list-style-type: none"> <li>Arlante, Adelaida</li> <li>Paguio, Marcelo</li> <li>Segoron, Jonel</li> <li>Singian, Arlene</li> </ul> <p>Rave Treasury staff</p>
3	Submission of Official Receipt (OR)	Recording of Official Receipt (OR)	NONE	15 minutes	<p>Dalao, Julie Ann Caballero, Jeffrey Manasan, Phoebe Sadang, Angelita Sayson, Nephthalie Villamin, Gemma</p> <p><b>Rave Administration Staff</b></p>
TOTAL:			<p><b>Photo Shoot Fee</b> Pasigueños = ₱ 100.00 / head Non-Pasigueños = ₱ 200.00 / head</p> <p><b>Shooting</b></p> <ul style="list-style-type: none"> <li>Whole Day (8 hours)= ₱ 50,000.00</li> <li>5 Hours/Half Day = ₱ 30,000.00</li> <li>2 Hours = ₱ 15,000.00</li> </ul> <p><b>Flyers/Brochures for Promotions</b> Whole day - sampling = ₱ 500.00 Park are with electricity = ₱ 1,000.00</p>	55 minutes	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop box located at the RAVE Admin Office
How feedback is processed	Feedback is gathered and processed by the authorized RAVE Administration Staff. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	The client will file and submit an Incident Report at the RAVE Admin Office
How complaints are processed	Complaints received, whether verbal or written shall be referred / forwarded to concerned Area Supervisor who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	RAVE can be reached to its official email account nepthaliesayson25@gmail.com (still awaiting for new email)

**CITIZEN CHARTER  
RAINFOREST ADVENTURE EXPERIENCE PARK (RAVE)**

Issuance of RAVE Park Amenities

RAVE Park has a wide range of recreation amenities that guest would appreciate.

<b>Office or Division:</b>	RAVE Park
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasigueños and Non- Pasigueños.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>By concerned party involved (to avail the Pasig rate)</b>	
1. Scanned copy of at least one I.D. card (front and dorsal side) of the applicant, valid (not expired) on the date of transaction and <b>Home Address is at Pasig City</b> as follows	
• Driver' License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/ Student Driver's Permit	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS I.D.;	SSS
• GSIS I.D. (UMID);	GSIS
• Voter's I.D. / Voter's Certification;	COMELEC
• BIR/Tax payer's I.D. (ATM type/TIN card type with picture);	
• PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHEALTH
• Company/Office I.D.;	Requesting party's Company/Office
• School I.D.;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture)	PNP
• Postal I.D.	PhilPost
• Barangay I.D.;	Barangay where the requesting party resides
• N.B.I. Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD I.D.	Social Welfare and Development Office
• Solo Parent I.D.	Office of the Senior Citizen's Affairs of the Municipality/City where the requesting party resides
• Senior Citizen's I.D.;	
• Alien Certificate of Registration Identity Card (ACR i-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID			PROCESSING TIME	PERSON RESPONSIBLE
1	Present the valid-ID at the Receptionist	1. Verify valid-ID presented 2. Check the home address, to avail the Pasig rate 3. Ask for the amenity to avail and inform the rates / fees 4. Issuance of Order of Payment	NONE			20 minutes	<ul style="list-style-type: none"> <li>Bonifacio, Johnson</li> <li>Manzolim, Marco</li> <li>Perez, Jenina Jan</li> <li>Tee, James</li> <li>Victoria, Ricelda</li> </ul> <b>Rave Receptionist staff</b>
2	Payment at RAVE Cashier	Issuance of Order of Payment and advise guest to proceed to cashier for settling of fees	<b>Amenity</b>	<b>Pasigueños</b>	<b>Non-Pasigueños</b>	20 minutes	<ul style="list-style-type: none"> <li>Arlante, Adelaida</li> <li>Paguio, Marcelo</li> <li>Segoron, Jonel</li> <li>Singian, Arlene</li> </ul> Rave Treasury staff
			Butterfly house entrance fee	20.00	30.00		
			Flower Field	10.00	10.00		
			aMazed Garden	10.00	10.00		
			Boat rental for fifteen (15) minutes	40.00	50.00		
			Wall Climbing / Rappelling (1 hour)	50.00	100.00		
			SENIOR CITIZEN = 20% DISCOUNT				
3	Submission of Official Receipt (OR) at RAVE Administration Office	Check the Official Receipt (OR)	NONE			5 minutes	Rave Park Receptionist
TOTAL			<b>Amenity (RAVE Park)</b>	<b>Pasigueños</b>	<b>Non-Pasigueños</b>	45 minutes	
			Butterfly house entrance fee	20.00	30.00		
			Flower Field	10.00	10.00		
			aMazed Garden	10.00	10.00		
			Boat rental for fifteen (15) minutes	40.00	50.00		
			Wall Climbing / Rappelling (1 hour)	50.00	100.00		
			SENIOR CITIZEN = 20% DISCOUNT				

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop box located at the RAVE Admin Office
How feedback is processed	Feedback is gathered and processed by the authorized RAVE Administration Staff. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	The client will file and submit an Incident Report at the RAVE Admin Office
How complaints are processed	Complaints received, whether verbal or written shall be referred / forwarded to concerned Area Supervisor who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	RAVE can be reached to its official email account <a href="mailto:nepthaliesayson25@gmail.com">nepthaliesayson25@gmail.com</a> (still awaiting for new email)

**CITIZEN CHARTER  
RAINFOREST ADVENTURE EXPERIENCE PARK (RAVE)**

Issuance of RAVE Water Park Amenities

RAVE has been one of the favorite location for swimming for Pasig residents and nearby communities.

<b>Office or Division:</b>	RAVE Water Park
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasigueños and Non- Pasigueños.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>By concerned party involved (to avail the Pasig rate)</b>	
1. Scanned copy of at least one I.D. card (front and dorsal side) of the applicant, valid (not expired) on the date of transaction and <b>Home Address is at Pasig City</b> as follows	
• Driver' License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/ Student Driver's Permit	LTO
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• Voter's I.D. / Voter's Certification;	COMELEC
• BIR/Tax payer's I.D. (ATM type/TIN card type with picture);	
• PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHEALTH
• Company/Office I.D.;	Requesting party's Company/Office
• School I.D.;	Requesting party's school
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• HDMF Transaction Card;	HDMF
• PWD I.D.	Social Welfare and Development Office
• Solo Parent I.D.	Office of the Senior Citizen's Affairs of the Municipality/City where the requesting party resides
• Senior Citizen's I.D.;	
• Alien Certificate of Registration Identity Card (ACR i-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID			PROCESSING TIME	PERSON RESPONSIBLE
1	Swimming Reservation at RAVE Receptionist	1. Ask for the date of swimming, water park amenity to avail and number of guest 2. Verify valid-ID presented 3. Check the home address, to avail the Pasig rate 4. Compute and inform the rates / fees 5. Issuance of Order of Payment 6. Advise to proceed to RAVE cashier for payment	NONE			20 minutes	<ul style="list-style-type: none"> <li>Bonifacio, Johnson</li> <li>Manzolim, Marco</li> <li>Perez, Jenina Jan</li> <li>Tee, James</li> <li>Victoria, Ricelda</li> </ul> <b>Rave Receptionist staff</b>
2	Payment at RAVE Cashier	Settling of fees	<b>Amenity (Water Park)</b> Swimming Pool Entrance Adult 100.00 Children (4 ft below) 50.00 Water Park cottages 500.00 Table with Umbrella and four (4) chairs 200.00 Table and four (4) chairs 100.00 SENIOR CITIZEN = 20% DISCOUNT	<b>Pasigüeños</b> 100.00 50.00 500.00 200.00 100.00	<b>Non-Pasigüeños</b> 150.00 100.00 500.00 200.00 100.00	20 minutes	<ul style="list-style-type: none"> <li>Arlante, Adelaida</li> <li>Paguio, Marcelo</li> <li>Segoron, Jonel</li> <li>Singian, Arlene</li> </ul> <b>Rave Treasury staff</b>
3	Submission of Official Receipt (OR) at RAVE Water Park	Check the Official Receipt (OR) and assist the guest.	NONE			5 minutes	<b>RAVE Water Park Receptionist</b>
<b>TOTAL</b>			<b>Amenity (Water Park)</b> Swimming Pool Entrance Adult 100.00 Children (4 ft below) 50.00 Water Park cottages 500.00 Table with Umbrella and four (4) chairs 200.00 Table and four (4) chairs 100.00 SENIOR CITIZEN = 20% DISCOUNT	<b>Pasigüeños</b> 100.00 50.00 500.00 200.00 100.00	<b>Non-Pasigüeños</b> 1500.00 100.00 500.00 200.00 100.00	45 minutes	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop box located at the RAVE Admin Office
How feedback is processed	Feedback is gathered and processed by the authorized RAVE Administration Staff. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	The client will file and submit an Incident Report at the RAVE Admin Office
How complaints are processed	Complaints received, whether verbal or written shall be referred / forwarded to concerned Area Supervisor who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	RAVE can be reached to its official email account <a href="mailto:nepthaliesayson25@gmail.com">nepthaliesayson25@gmail.com</a> (still awaiting for new email)

**CITIZEN CHARTER**  
**RAINFOREST ADVENTURE EXPERIENCE PARK (RAVE)**

Issuance of RAVE Venue Amenities

RAVE has been one of the favorite venue for special occasions and gatherings

<b>Office or Division:</b>	RAVE Admin
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasigueños and Non- Pasigueños.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID			PROCESSING TIME	PERSON RESPONSIBLE	
1	Venue Reservation	1. Verify event, date and time of event 2. Check if the venue is available 3. Ask for guest to fill-out the reservation/venue form	NONE			20 minutes	Caballero, Jeffrey Manasan, Phoebe Sadang, Angelita  Rave Administration Staff	
2	Payment at RAVE Cashier	Issuance of Order of Payment and advise guest to proceed to cashier for settling of fees	Reservation Fee ₱ 500.00			20 minutes	<ul style="list-style-type: none"> <li>• Bonifacio, Johnson</li> <li>• Manzolim, Marco</li> <li>• Perez, Jenina</li> <li>• Tee, James</li> <li>• Victoria, Ricelda</li> </ul> Rave Receptionist staff  and  <ul style="list-style-type: none"> <li>• Arlante, Adelaida</li> <li>• Paguio, Marcelo</li> <li>• Segoron, Jonel</li> <li>• Singian, Arlene</li> </ul> Rave Treasury staff	
			Full Payment (Reservation fee will be deducted)					
			VENUE	FIRST THREE (3) HOURS	PER SUCCEEDING HOURS THERE OFF			
			Picnic Ground/ Camp Site Rental	1,000.00	500.00			
			Boating Lagoon Pavilion Rental					
			DAYTIME	3,000.00	500.00			
			NIGHT TIME (5PM - 10PM)	4,000.00	500.00			
			With cottages / View Decks additional	500.00	500.00			
			Boating Lagoon Pavilion Rental with Boating					
			WEEKDAYS					
			DAYTIME	4,000.00	500.00			
			NIGHT TIME (5PM - 10PM)	5,000.00	500.00			
			With cottages / View Decks additional	500.00	500.00			
			WEEKENDS					
DAYTIME	6,000.00	500.00						
NIGHT TIME (5PM - 10PM)	7,000.00	500.00						
With cottages / View Decks additional	500.00	500.00						
Cafeteria	4,000.00	500.00						
Gym Cardio Area	8,000.00	1,000.00						
Round Pool (8am - 5pm)	10,000.00							
Picnic Groove		2,200.00						
3	Submission of Official Receipt (OR) at RAVE Fitness Center	Check and record the Official Receipt (OR)	NONE			5 minutes	Rave Receptionist staff	
TOTAL			Reservation Fee ₱ 500.00			45 minutes		
			FULL PAYMENT (Reservation fee will be deducted)					
			VENUE	FIRST THREE (3) HOURS	PER SUCCEEDING HOURS THERE OFF			
			Picnic Ground/ Camp Site Rental	1,000.00	500.00			
			Boating Lagoon Pavilion Rental					
			DAYTIME	3,000.00	500.00			
			NIGHT TIME (5PM - 10PM)	4,000.00	500.00			
			With cottages / View Decks additional	500.00	500.00			

Boating Lagoon Pavilion Rental with Boating			
WEEKDAYS			
DAYTIME	4,000.00	500.00	
NIGHT TIME (5PM - 10PM)	5,000.00	500.00	
With cottages / View Decks additional	500.00	500.00	
WEEKENDS			
DAYTIME	6,000.00	500.00	
NIGHT TIME (5PM - 10PM)	7,000.00	500.00	
With cottages / View Decks additional	500.00	500.00	
Cafeteria	4,000.00	500.00	
Gym Cardio Area	8,000.00	1,000.00	
Round Pool (8am - 5pm)		10,000.00	
Picnic Groove (8am - 5pm)		2,200.00	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop box located at the RAVE Admin Office
How feedback is processed	Feedback is gathered and processed by the authorized RAVE Administration Staff. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	The client will file and submit an Incident Report at the RAVE Admin Office
How complaints are processed	Complaints received, whether verbal or written shall be referred / forwarded to concerned Area Supervisor who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	RAVE can be reached to its official email account <a href="mailto:nepthaliesayson25@gmail.com">nepthaliesayson25@gmail.com</a> (still awaiting for new email)

**CITIZEN CHARTER  
RAINFOREST ADVENTURE EXPERIENCE PARK (RAVE)**

Exclusive use of RAVE

RAVE has been one of the favorite venue for special occasions and gatherings.

<b>Office or Division:</b>	RAVE Admin
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasigueños and Non- Pasigueños

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE	
1	Application of Exclusive use of RAVE	1. Check the Letter of Intent from the client 2. Check the request date if available and the number of visitors 3. Inform the rates based on the number of visitors	NONE		20 minutes	Caballero, Jeffrey Manasan, Phoebe Sadang, Angelita Sayson, Nephthalie Villamin, Gemma  <b>Rave Administration Staff</b>	
2	Payment at RAVE Cashier	Issuance of Order of Payment and advise client to proceed to cashier for payment	Use of Water Park only	Number of Persons	RATE	20 minutes	<ul style="list-style-type: none"> <li>• Bonifacio, Johnson</li> <li>• Manzolim, Marco</li> <li>• Perez, Jenina</li> <li>• Tee, James</li> <li>• Victoria, Ricelda</li> </ul> <b>Rave Receptionist staff</b>  and  <ul style="list-style-type: none"> <li>• Arlante, Adelaida</li> <li>• Paguio, Marcelo</li> <li>• Segoron, Jonel</li> <li>• Singian, Arlene</li> </ul> <b>Rave Treasury staff</b>
				4,000 persons above	500,000.00		
				3,000 persons above	400,000.00		
			Use of whole RAVE Park and Water Park	2,000 persons above	300,000.00		
				10,000 persons above	1,500,000.00		
				5,000 persons above	1,000,000.00		
				2,500 persons above	800,000.00		
1,000 persons above	300,000.00						
3	Submission of Official Receipt (OR) at RAVE Admin	Check the Official Receipt (OR) and record to the Record book	NONE		5 minutes	Caballero, Jeffrey Manasan, Phoebe Sadang, Angelita Sayson, Nephthalie Villamin, Gemma  <b>Rave Administration Staff</b>	
TOTAL			Use of Water Park only	Number of Persons	RATE	45 minutes	
				4,000 persons above	500,000.00		
				3,000 persons above	400,000.00		
			Use of whole RAVE Park and Water Park	2,000 persons above	300,000.00		
				10,000 persons above	1,500,000.00		
				5,000 persons above	1,000,000.00		
				2,500 persons above	800,000.00		
1,000 persons above	300,000.00						

## Feedback and Complaints

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