

**CITIZEN CHARTER  
MAYBUNGA RAINFOREST PARK**

**Fitness Membership application**

The Fitness Center at Maybunga Rainforest Park provides a range of services, including access to the gym, cardio sessions (ZUMBA), and martial arts. It is open to all residents of Pasig.

<b>Office or Division:</b>	Maybunga Rainforest Park's 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 Fitness Form	Gym form is available at the 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 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. Signed 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 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	10 minutes	<ul style="list-style-type: none"> <li>Mariano, Troy</li> <li>Valencia, James</li> </ul> <b>Fitness Center Receptionist Staff</b>
2	Secure clearance from in-house nurse	<ul style="list-style-type: none"> <li>In-house nurse will interview the applicant for medical history</li> </ul>	NONE	10 minutes	<b>Rainforest In-house nurse</b>
2	Payment of fees	Issuance of Order of Payment and advise applicant to proceed to cashier for settling of fees	Membership fee = ₱ 300.00 Annual/renewal = ₱ 100.00  Senior Citizen = 20% discount	15 minutes	<ul style="list-style-type: none"> <li>Bonifacio, Johnson</li> <li>Manzolim, Marco</li> <li>Tee, James</li> <li>Singian, Arlene</li> </ul> <b>Receptionist Staff</b> <ul style="list-style-type: none"> <li>Arlante, Adelaida</li> <li>Perez, Jenina Jan</li> <li>Segoron, Jonel</li> <li>Victoria, Ricelda</li> </ul> <b>Treasury Staff</b>
3	Submission of Official Receipt (OR) at Fitness Receptionist	Encoding of Membership Form, photo shoot, issuance of Fitness ID	NONE	20 minutes	<ul style="list-style-type: none"> <li>Mariano, Troy</li> <li>Valencia, James</li> </ul> <b>Fitness Center Receptionist Staff</b>
TOTAL:			Membership fee = ₱ 300.00 Annual/renewal = ₱ 100.00  Senior Citizen = 20% discount	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 Rainforest Administration Office
How feedback is processed	Feedback is gathered and processed by the authorized 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 Rainforest Administration 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	Maybunga Rainforest Park can be reached to its temporary email account <a href="mailto:nepthaliesayson25@gmail.com">nepthaliesayson25@gmail.com</a> (still awaiting for new email provided by Management Information System Office (MISO))

## CITIZEN CHARTER MAYBUNGA RAINFOREST PARK

### How to avail Gym / Cardio Session

Maybunga Rainforest Park's Fitness Center provides a variety of services, including access to the gym and cardio sessions (ZUMBA), and it is open to all Pasigueños

<b>Office or Division:</b>	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. Maybunga Rainforest Park's Fitness ID	Maybunga Rainforest Park's Fitness Center
2. To avail the Senior Citizen discount, 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 Maybunga Rainforest Park's Fitness ID at the Receptionist	1. Verify Fitness ID presented 2. Check expiration, if expired, advice to renew membership. 3. Issuance of Order of Payment	NONE	15 minutes	<ul style="list-style-type: none"> <li>• Bonifacio, Johnson</li> <li>• Manzolim, Marco</li> <li>• Tee, James</li> <li>• Singian, Arlene</li> </ul> <p style="text-align: center;"><b>Receptionist Staff</b></p>
2	Present Order of Payment at Cashier's Office	Settling of Fees	Weights = ₱ 30.00 Cardio = ₱ 40.00 Martial Arts = ₱ 40.00 Locker = ₱ 5.00 Renewal = ₱ 100.00  Senior Citizen = 20% discount	10 minutes	<ul style="list-style-type: none"> <li>• Arlante, Adelaida</li> <li>• Perez, Jenina Jan</li> <li>• Segoron, Jonel</li> <li>• Victoria, Ricelda</li> </ul> <p style="text-align: center;"><b>Treasury Staff</b></p>
3	Submission of Official Receipt (OR) at Fitness Center	Check the Official Receipt (OR)  • If for renewal, fill-out renewal form	NONE	5 minutes	<ul style="list-style-type: none"> <li>• Mariano, Troy</li> <li>• Valencia, James</li> </ul> <p style="text-align: center;"><b>Fitness Center Receptionist Staff</b></p>
<b>TOTAL:</b>			Weights = ₱ 30.00 Cardio = ₱ 40.00 Martial Arts = ₱ 40.00 Locker = ₱ 5.00 Renewal = ₱ 100.00  Senior Citizen = 20% discount	30 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 Rainforest Administration Office
How feedback is processed	Feedback is gathered and processed by the authorized 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 Rainforest Administration 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	Maybunga Rainforest Park can be reached to its temporary email account <a href="mailto:nepthaliesayson25@gmail.com">nepthaliesayson25@gmail.com</a> (still awaiting for new email provided by Management Information System Office (MISO))

**CITIZEN CHARTER  
MAYBUNGA RAINFOREST PARK**

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

Maybunga Rainforest Park 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>	Maybunga Rainforest Park 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 Rainforest Park), go with the photos hoot</li> <li>• If the date is not-free (with exclusive use of Rainforest Park), 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> </ul> <ul style="list-style-type: none"> <li>• If the date is free (no exclusive use of Rainforest Park), 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	10 minutes	<ul style="list-style-type: none"> <li>• Bonifacio, Johnson</li> <li>• Manzolim, Marco</li> <li>• Tee, James</li> <li>• Singian, Arlene</li> </ul> <p><b>Receptionist Staff</b></p> <ul style="list-style-type: none"> <li>• Caballero, Jeffrey</li> <li>• Dalao, Julie Ann</li> <li>• Manasan, Phoebe</li> <li>• Mariano, Troy</li> <li>• Sadang, Angelita</li> <li>• Sayson, Nephthalie</li> <li>• Valencia, James</li> <li>• Villamin, Gemma</li> </ul> <p><b>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>• Tee, James</li> <li>• Singian, Arlene</li> </ul> <p><b>Receptionist Staff</b></p> <ul style="list-style-type: none"> <li>• Arlante, Adelaida</li> <li>• Perez, Jenina Jan</li> <li>• Segoron, Jonel</li> <li>• Victoria, Ricelda</li> </ul> <p><b>Treasury Staff</b></p>
3	Submission of Official Receipt (OR)	Recording of Official Receipt (OR)	NONE	5 minutes	<ul style="list-style-type: none"> <li>• Caballero, Jeffrey</li> <li>• Dalao, Julie Ann</li> <li>• Manasan, Phoebe</li> <li>• Mariano, Troy</li> <li>• Sadang, Angelita</li> <li>• Sayson, Nephthalie</li> <li>• Valencia, James</li> <li>• Villamin, Gemma</li> </ul> <p><b>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>	35 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 Rainforest Administration Office
How feedback is processed	Feedback is gathered and processed by the authorized 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 Rainforest Administration Office
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Contact Information	Maybunga Rainforest Park can be reached to its temporary email account <a href="mailto:nepthaliesayson25@gmail.com">nepthaliesayson25@gmail.com</a> (still awaiting for new email provided by Management Information System Office (MISO))

**CITIZEN CHARTER  
MAYBUNGA RAINFOREST PARK**

**Issuance of Park Amenities**

Maybunga Rainforest Park boasts an extensive array of recreational amenities that guests would surely appreciate.

<b>Office or Division:</b>	Maybunga Rainforest 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
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• 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			10 minutes	<ul style="list-style-type: none"> <li>• Bonifacio, Johnson</li> <li>• Manzolim, Marco</li> <li>• Tee, James</li> <li>• Singian, Arlene</li> </ul> <b>Receptionist Staff</b>
2	Payment at Cashier's Office	Issuance of Order of Payment and advise guest to proceed to cashier for settling of fees	<b>Amenity</b>	<b>Pasigüeños</b>	<b>Non-Pasigüeños</b>	10 minutes	<ul style="list-style-type: none"> <li>• Arlante, Adelaida</li> <li>• Perez, Jenina Jan</li> <li>• Segoron, Jonel</li> <li>• Victoria, Ricelda</li> </ul> <b>Treasury Staff</b>
			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 the Park Receptionist	Check the Official Receipt (OR)	NONE			5 minutes	Rainforest Park Receptionist
TOTAL			<b>Amenity (Park)</b>	<b>Pasigüeños</b>	<b>Non-Pasigüeños</b>	25 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 Rainforest Administration Office
How feedback is processed	Feedback is gathered and processed by the authorized 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 Rainforest Administration 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	Maybunga Rainforest Park can be reached to its temporary email account <a href="mailto:nepthaliesayson25@gmail.com">nepthaliesayson25@gmail.com</a> (still awaiting for new email provided by Management Information System Office (MISO))

**CITIZEN CHARTER  
MAYBUNGA RAINFOREST PARK**

**Issuance of Water Park Amenities**

Maybunga Rainforest Park has consistently been recognized as the top choice for swimming among residents of Pasig and nearby communities.

<b>Office or Division:</b>	Maybunga Rainforest Park 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
• 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
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• 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 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 cashier for payment	NONE			15 minutes	<ul style="list-style-type: none"> <li>Bonifacio, Johnson</li> <li>Manzolim, Marco</li> <li>Tee, James</li> <li>Singian, Arlene</li> </ul> <b>Receptionist Staff</b>
2	Payment at Cashier	Settling of fees	<b>Amenity (Water Park)</b> Swimming Pool Entrance Adult 100.00 150.00 Children (4 ft below) 50.00 100.00 Water Park cottages 500.00 500.00 Table with Umbrella and four (4) chairs 200.00 200.00 Table and four (4) chairs 100.00 100.00 SENIOR CITIZEN = 20% DISCOUNT	Pasigueños	Non-Pasigueños	15 minutes	<ul style="list-style-type: none"> <li>Arlante, Adelaida</li> <li>Perez, Jenina Jan</li> <li>Segoron, Jonel</li> <li>Victoria, Ricelda</li> </ul> <b>Treasury Staff</b>
3	Submission of Official Receipt (OR) at Water Park	Check the Official Receipt (OR) and assist the guest.	NONE			5 minutes	<b>Water Park Receptionist</b>
TOTAL			<b>Amenity (Water Park)</b> Swimming Pool Entrance Adult 100.00 1500.00 Children (4 ft below) 50.00 100.00 Water Park cottages 500.00 500.00 Table with Umbrella and four (4) chairs 200.00 200.00 Table and four (4) chairs 100.00 100.00 SENIOR CITIZEN = 20% DISCOUNT	Pasigueños	Non-Pasigueños	35 minutes	

### Feedback and Complaints

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## CITIZEN CHARTER MAYBUNGA RAINFOREST PARK

### Issuance of Venue Amenities

Maybunga Rainforest Park has consistently been a preferred venue for special occasions and gatherings.

<b>Office or Division:</b>	Maybunga Rainforest Park Administration
<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	10 minutes	<ul style="list-style-type: none"> <li>• Manasan, Phoebe</li> <li>• Sadang, Angelita</li> </ul> <p style="text-align: center;"><b>Venue Receptionist</b></p>		
2	Payment at Cashier	Issuance of Order of Payment and advise guest to proceed to cashier for settling of fees	Reservation Fee ₱ 500.00	15 minutes	<ul style="list-style-type: none"> <li>• Bonifacio, Johnson</li> <li>• Manzolim, Marco</li> <li>• Tee, James</li> <li>• Singian, Arlene</li> </ul> <p style="text-align: center;"><b>Receptionist Staff</b></p> <p style="text-align: center;">and</p> <ul style="list-style-type: none"> <li>• Arlante, Adelaida</li> <li>• Perez, Jenina Jan</li> <li>• Segoron, Jonel</li> <li>• Victoria, Ricelda</li> </ul> <p style="text-align: center;"><b>Treasury Staff</b></p>		
			Full Payment (Reservation fee will be deducted)				
			VENUE			FIRST THREE (3) HOURS	PER SUCEEDING 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					
New Pool / Round Pool (8am - 5pm)	10,000.00						
3	Submission of Official Receipt (OR) at Venue Receptionist	Checks and records the Official Receipt (OR)	NONE	5 minutes	<b>Venue Receptionist staff</b>		
TOTAL			Reservation Fee ₱ 500.00	30 minutes			
			FULL PAYMENT (Reservation fee will be deducted)				
			VENUE			FIRST THREE (3) HOURS	PER SUCEEDING 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	
New Pool / Round Pool (8am - 5pm)		10,000.00	

## 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 Rainforest Administration Office
How feedback is processed	Feedback is gathered and processed by the authorized 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 Rainforest Administration 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	Maybunga Rainforest Park can be reached to its temporary email account <a href="mailto:nepthaliesayson25@gmail.com">nepthaliesayson25@gmail.com</a> (still awaiting for new email provided by Management Information System Office (MISO))

**CITIZEN CHARTER  
MAYBUNGA RAINFOREST PARK**

**Exclusive use of Rainforest Park**

Maybunga Rainforest Park has been one of the favorite venue for special occasions and gatherings.

<b>Office or Division:</b>	Maybunga Rainforest Park Administration
<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 Rainforest Park	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		15 minutes	<ul style="list-style-type: none"> <li>• Manasan, Phoebe</li> <li>• Sadang, Angelita</li> </ul> <p style="text-align: center;"><b>Venue Receptionist</b></p>	
2	Payment at 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>• Tee, James</li> <li>• Singian, Arlene</li> </ul> <p style="text-align: center;"><b>Receptionist Staff</b></p> <p style="text-align: center;">and</p> <ul style="list-style-type: none"> <li>• Arlante, Adelaida</li> <li>• Perez, Jenina Jan</li> <li>• Segoron, Jonel</li> <li>• Victoria, Ricelda</li> </ul> <p style="text-align: center;"><b>Treasury Staff</b></p>
				4,000 persons above	500,000.00		
				3,000 persons above	400,000.00		
			Use of whole Rainforest 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 Venue Receptionist	Check the Official Receipt (OR) and record to the Record book	NONE		5 minutes	<ul style="list-style-type: none"> <li>• Manasan, Phoebe</li> <li>• Sadang, Angelita</li> </ul> <p style="text-align: center;"><b>Venue Receptionist</b></p>	
TOTAL			Use of Water Park only	Number of Persons	RATE	40 minutes	
				4,000 persons above	500,000.00		
				3,000 persons above	400,000.00		
			Use of whole Rainforest 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						

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