




**TOURISM  
INFRASTRUCTURE AND  
ENTERPRISE  
ZONE  
AUTHORITY**

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FOR : JETRO NICOLAS F. LOZADA  
Assistant Chief Operating Officer  
Assets Management Sector 

FROM : THE MANAGER  
Business Development Department

SUBJECT : WORK INSTRUCTION on the ONLINE RESERVATIONS PROCEDURE

DATE : January 22, 2020


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In view of the activation of the individual websites of TIEZA Operating Properties, we have prepared the work instruction of the Online Reservations Procedure. This new process of the Sales Division will provide our guests another platform for ease of doing business through online inquiries, bookings and/or payment via a third party payment gateway provider.

For your consideration and approval, Sir.

Thank you.

  
MA. EVELYNE A. FRANCISCO 

	<b>TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY</b>		
	<b>ONLINE RESERVATIONS PROCEDURE</b>	Effectivity Date	
		Revision Level	1
	<b>WORK INSTRUCTION</b>	Document Code	BUDD.WI.06

### A. Scope

This procedure applies to the effective and efficient management, monitoring and supervision of the online reservations system for TIEZA Operating Properties (with accommodation)

### B. Details

Responsible	Activity	Interface
Tourist/Client/ Guest/Party	<p>Start</p> <p>↓</p> <p>Visit the individual websites of TIEZA Operating Properties as follows:</p> <p>Banaue Hotel and Youth Hostel :  <a href="https://banauehotelandyouthhostel.com">https://banauehotelandyouthhostel.com</a>  Balicasag Island Dive Resort:  <a href="https://balicasagislanddiveresort.com">https://balicasagislanddiveresort.com</a>  Gardens of Malasag Eco Tourism Village  <a href="https://gardensofmalasagecotourismvillage.com">https://gardensofmalasagecotourismvillage.com</a></p> <p>↓</p> <p>Select the type of room to book then click BOOK button</p> <p>↓</p> <p>Proceed to the booking page (<u>Reservation Form</u>) and enter the booking date required (Check in and Check out) on the side calendar</p> <p>↓</p> <p>A</p>	Detail 1
		Detail 2
		Detail 3

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# TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

## ONLINE RESERVATIONS PROCEDURE

### WORK INSTRUCTION

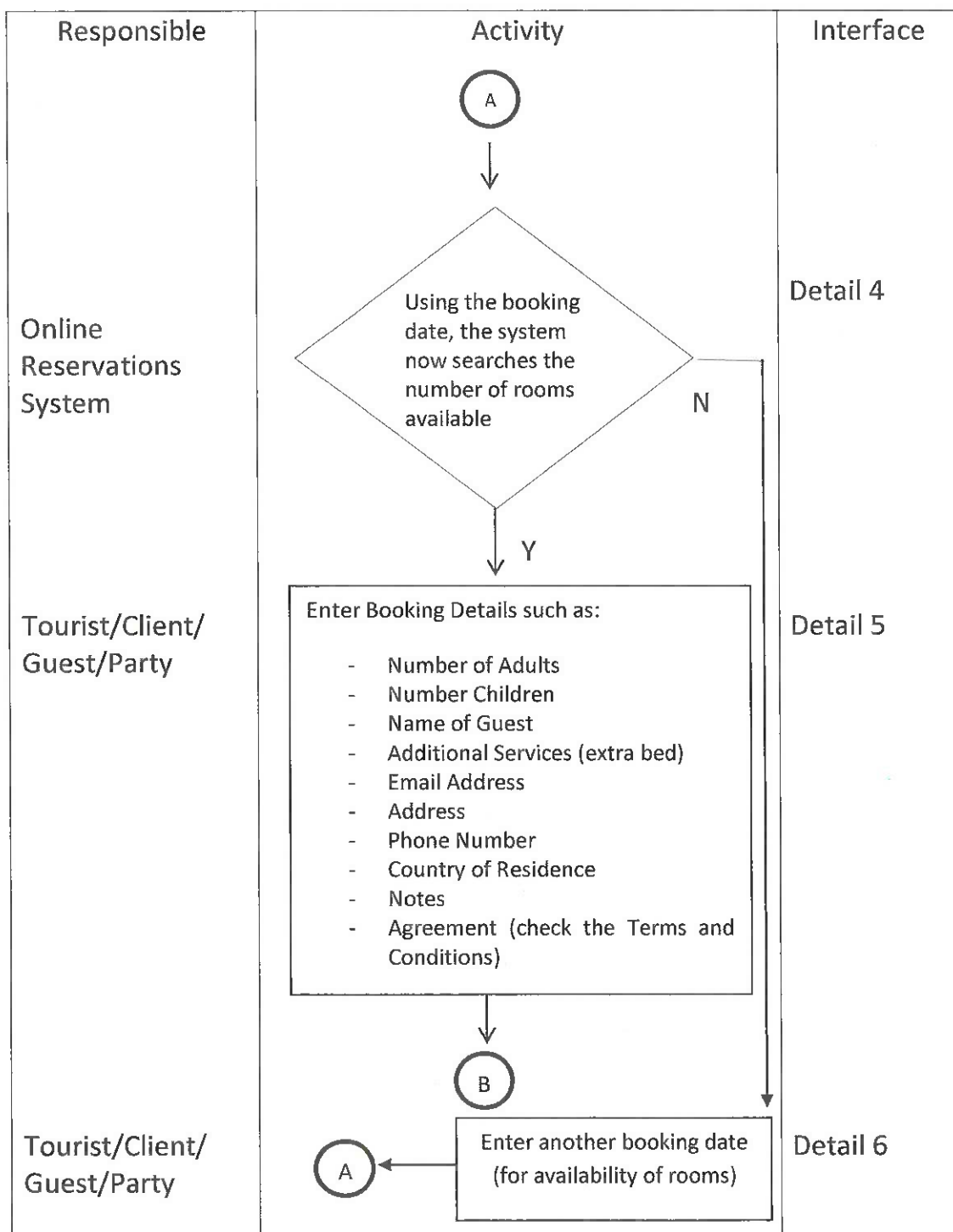
Effectivity Date

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Responsible	Activity	Interface
Online Reservations System	<p style="text-align: center;">B</p> <p>Accept the booking and establish the following:</p> <ul style="list-style-type: none"> <li>• A validation on the entered room reservation data</li> <li>• An agreement of the room rate/s and total charges due</li> <li>• An agreement on the method of payment</li> <li>• A statement of the hotel/resort cancellation policy</li> </ul>	Detail 7
Tourist/Client/Guest/Party	<p>Proceed to "<u>Payment Details</u>" Page and enter the following:</p> <ul style="list-style-type: none"> <li>- Name</li> <li>- Country/Region</li> <li>- Address</li> <li>- Email Address</li> <li>- Payment Option</li> <li>- Total Amount Due</li> </ul>	Detail 8
Third Party Payment Gateway Provider (Paynamics)	<p>Payment for the booking shall be made through a link from a 3<sup>rd</sup> party payment gateway provider (PAYNAMICS).</p> <p style="text-align: center;">C</p>	Detail 9

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# TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

## ONLINE RESERVATIONS PROCEDURE

### WORK INSTRUCTION

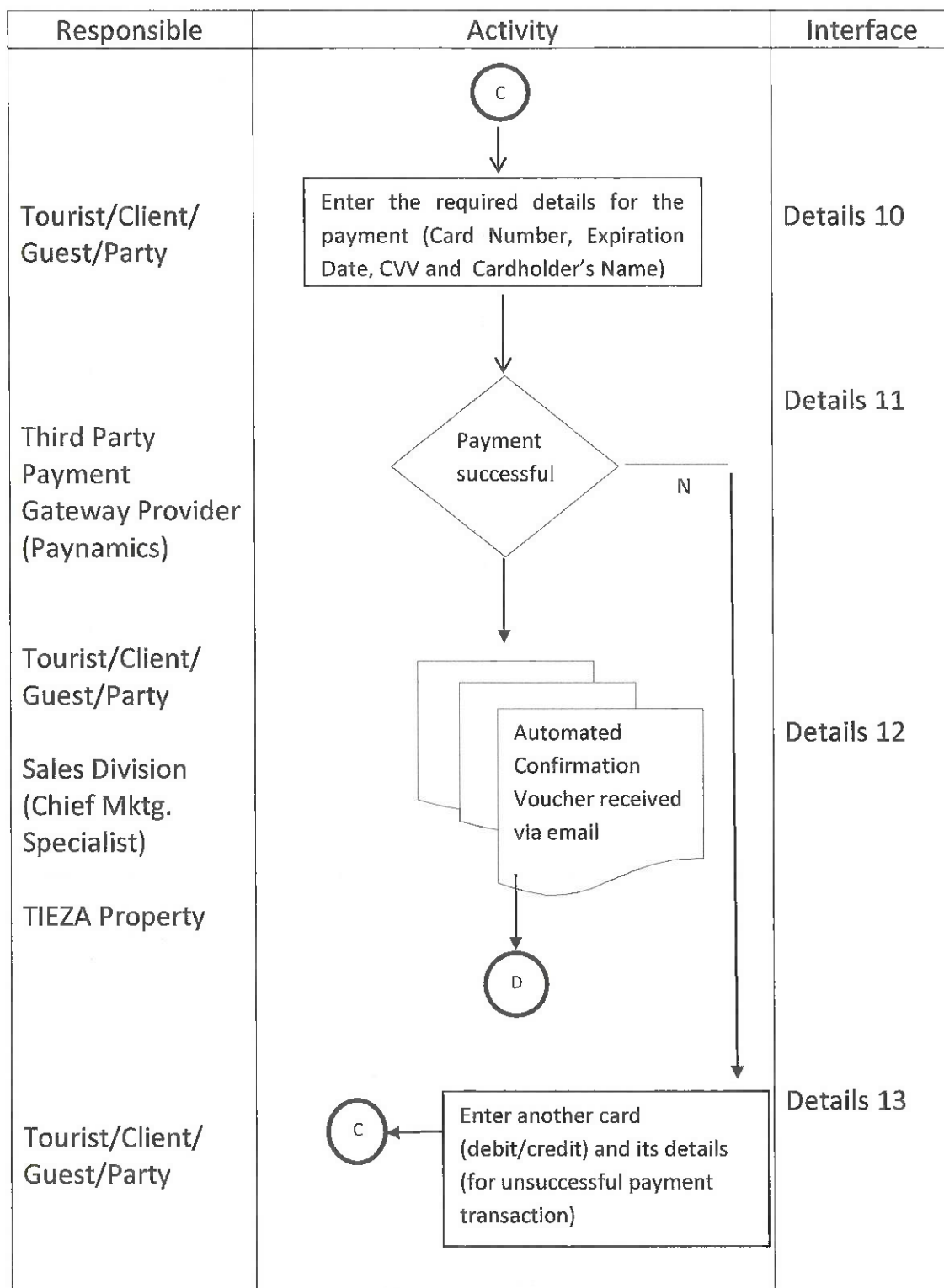
Effectivity Date

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1

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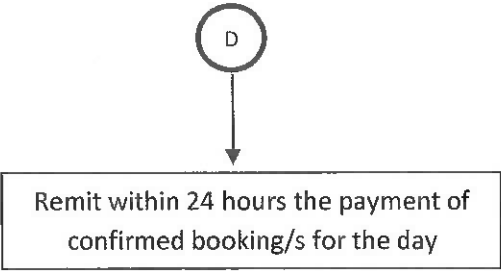
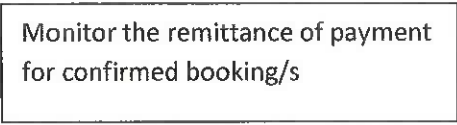
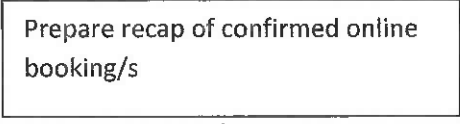
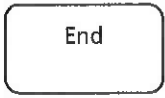
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Responsible	Activity	Interface
Third Party Payment Gateway Provider (Paynamics)		Detail 14
Treasury Division		Detail 15
Sales Division (Marketing Specialist)		Detail 16
		

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### C. Narrative

1. Rooms reservation may be made via ONLINE. Guests will have to visit the following websites:  
Banaue Hotel and Youth Hostel :  
<https://banauehotelandyouthhostel.com>  
Balicasag Island Dive Resort: <https://balicasagislanddiveresort.com>  
Gardens of Malasag Eco Tourism  
Village <https://gardensofmalasagecotourismvillage.com>
2. Based on the type of room offered in each TIEZA Operating Property, the guest will select what room/s to book.
3. Guest will proceed to the booking page ("Reservation Form") and enter the booking date required (Check in and Check out) on the side calendar provided.
4. Based on the check in/check out dates, the system now searches the room availability
5. If the date is available, the guest now enters the booking details such as:
  - Number of Adults
  - Number Children
  - Name of Guest
  - Additional Services (extra bed)
  - Email Address
  - Address
  - Phone Number
  - Country of Residence
  - Notes
  - Agreement (check the Terms and Conditions)

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6. In cases wherein room is not available for a particular date, the guest has the option to enter another date until such time the system can generate the room availability.

7. The Online Reservations System accepts the booking and establishes the following:

- \* A validation on the entered room reservation data
- \* An agreement of the room rate/s and total charges due
- \* An agreement on the method of the payment
- \* A statement of the hotel/resort cancellation policy

8. The guest will proceed to the "Payment Details" Page and enter the following:

- Name
- Country/Region
- Address
- Email Address
- Payment Option
- Total Amount Due

9. The payment for the room booking shall be made through a link from a 3<sup>rd</sup> party payment gateway provider (PAYNAMICS).

10. The guest enters the required details for the payment (Card Number, Expiration Date, CVV and Cardholder's Name)

11. The 3<sup>rd</sup> party payment gateway provider (PAYNAMAICS) will determine if the payment is successful or not.


12. An automated Confirmation Voucher shall be emailed to the guest, Sales Division and TIEZA Property once payment is successful.

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13. In cases wherein payment transaction is unsuccessful, the guest will use another debit/credit card and enter its details.

14. The 3<sup>rd</sup> party payment gateway provider shall remit within 24 hours the payment of confirmed booking/s for the day

15. The Treasury Division monitors the remittance of payment for confirmed booking/s

16. The Sales Division (Marketing Specialist) prepares a recap of all confirmed online bookings

#### D. Forms

Automated Confirmation Voucher

Reviewed by

  
**MA. EVELYNE A. FRANCISCO**  
 Manager  
 Business Development Department

Approved by:

  
**JETRO NICOLAS F. LOZADA**  
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 Assets Management Sector

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