

CITIZEN'S CHARTER

OFFICE OF THE

CITY TOURISM

CITIZEN'S CHARTER

Front Line Services	Procedures	Maximum Time Concluded	Responsible Persons	Requirements	Fee/Charges
<p>Assist and Accommodate Visitors</p> <p>Client: Local and Foreign Guests</p>	<p>Welcome Visitors at the Isabela City Tourism Office</p> <p>Assigned focal person to assist the needs of the visitors: pass, accommodation, assign tour guide and bangkeros</p> <p>Process necessary travel and visitors requirement such as police assistance (for Lampinigan travel)</p> <p>Endorse visitors to accredited tourist guide, bangkeros and accommodation enterprise</p> <p>*For foreign guests, copy of the passport and other pertinent documents must be sent to the local police office</p>	<p>20 minutes to one day</p> <p>*one day is for the processing of police officer's assistance and escort</p>	<p>CTO Operations Specialist Tourism Associate Tourism Specialist</p> <p>Everyone in the Tourism Office</p> <p>Assigned tourism associate for each attraction</p>	<p>Tour Package Lampinigan and Isabela City Forest Park Pass Updated sheets on tourism enterprises such as room rates, food establishment and activities Updated boat schedules and fares Proposed Itinerary for tourists to be finalized with tour guides</p>	<p>There will be NO fee to be collected in the Isabela City Tourism Office.</p> <p>Externally, here are the cost which will be paid directly to the stakeholders:</p> <p>P500/tour guide/destination</p> <p>Other Fees: Refer to the Tour Package List</p>
<p>Request for Data and Statistics</p>	<p>A letter of intent will be sent to the Tourism Office addressed to the head of the Office</p> <p>The letter should be received accordingly and will be endorsed to the head of the Office</p> <p>Letter will be evaluated</p> <p>Response should be given as soon as possible and should not reach more than three days without any action</p>	<p>1-3 days</p>	<p>CTO Liaison Officer</p>	<p>Letter of Intent/Request Letter</p>	<p>None</p>



HAPIsabela

PLANNING TO GO TO
LAMPINIGAN ISLAND?

4 Simple Steps To Remember



LAMPINIGAN ISLAND TOUR PASS or (LIT PASS)

1. Visitors should get their LIT Pass at the Isabela City Tourism Office, a day before their desired tour. Walk-Ins are highly discouraged.
2. For visitors going on weekends, please get your LIT Pass at the Isabela City Tourism Office, from Monday to Friday (8AM to 5PM).

PNP/COASTGUARD/MARITIME CLEARANCE



1. Present the approved LIT Pass copies to the offices of Coastguard and Maritime.
2. Present Necessary Identification Cards or ID for all travelling Guests.
3. Seek the clearance of the Coastguard after LIT pass and boat inspection.
4. One or two Police Officers will accompany the guest/s going to Lampinigan Island.

LIFE JACKETS



1. No Life Jacket = No Travel to Lampinigan.
2. Get your Life Jacket from the Coast Guard Office.
3. Be sure to return the Life Jacket to Coastguard after use.

OTHER REMINDERS

1. Please coordinate with the Isabela City Tourism Office for the Sea Boat, PNP personnel and Tour Guide.
2. Stop bringing Trash into the Island.
3. Boat Operators and visitors travelling without the pass, registration, documents and those who will violate these rules will be apprehended and necessary sanctions will be fined.



Isabela City Tourism Office

Gmail: isabelacity.tourism@gmail.com

FB: [@isabelacitytourism](https://www.facebook.com/isabelacitytourism)

Isabela City

Sun and Sand

**TOUR
PACKAGE**



Marang-Marang

Mangrove Groove



₱ 499.00 /pax
(good for 5-6 pax)

Inclusions:
(Bangka, Mangrove Lagoon Tour, Fish Feeding,
Floating Cottage, Entrance Fee, Tour Guide,
Seafood Lunch*)

₱ 449.00 /pax
(good for 8-9 pax)

White Beach

With in your reach

Inclusions:
(Bangka, Multicab, Entrance,
Cottage, Tour Guide, Seafood Lunch*)

₱ 599.00 /pax
(good for 10 pax)

₱ 749.00 /pax
(good for 5-6 pax)



Lampinigan

Island Fun

₱ 799.00 /pax
(good for 10 pax)

Inclusions:
(Bangka, Tour Guide, 2 Police Personnel, Seafood Lunch*)

₱ 1,199.00 /pax
(good for 5-6 pax)

2 Day

Isabela City Island Experience

Marang-Marang-White Beach-Lampinigan

₱ 1,499.00 /pax

(good for 10 pax)
Exclusive: thorough accommodation and dinner

₱ 2,399.00 per pax (good for 5-6 pax)

*Prices may change without
prior notice*

For more details contact:
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