ANNEX 10.1.18
BOOKING GUIDELINES
National Museum of the Philippines San Jose de Buenavista
Old Antique Provincial Capitol Building, Villavert Street
Barangay 8, San Jose de Buenavista, Antique

I. General Booking Guidelines

1. Groups of **10 pax and above** are required to make an advance booking at least three (3) working days prior to the preferred schedule through the following official channels of the National Museum of the Philippines-San Jose de Buenavista (NMP-Antique):

   Telephone Number: (036) 540-1300
   Mobile Number: 09109533277
   Email: antique@nationalmuseum.gov.ph

   *Please note that the NMP-San Jose de Buenavista Visitor Operations Booking Office is open for transactions from **Monday to Sunday** ***(except on selected religious holidays),*** **from 9:00 am to 5:00 pm only.**

2. Group tours may be scheduled from Monday to Sunday, depending on the availability of the museum guides.

3. **Group reservations** to the National Museum of the Philippines-San Jose de Buenavista are limited to **10** visitors per slot. Admission to the museum is guided by building capacity and availability. To ensure the best experience for everyone and to facilitate accommodation of walk-in visitors, **groups more than 10 pax** may be divided into smaller subgroups, either accommodated on the same day or scheduled on separate days as necessary.

4. Group tours will only be admitted on their scheduled time slots and are requested to arrive at least thirty (30) minutes ahead of schedule. Failure to arrive on time may result in a shortened tour duration and/or forfeiture of slots.

5. Strictly **"NO BOOKING, NO ADMISSION POLICY"** will be implemented. On the day changes will not be allowed nor be entertained. The NMP San Jose de Buenavista reserves the right to refuse entry to any visitor as it deems necessary.

II. Museum Guiding Services

1. Comprehensive Tour

For a detailed insight into the museum exhibits and collections, a comprehensive tour is available. This is perfect for visitors who have more time and a strong interest in exploring the museum's collections from a deeper and more comprehensive perspective.

For **comprehensive tour** requests, please write a letter addressed to the Officer-in-Charge of NMP San Jose de Buenavista, at least three (3) working days prior to the intended visit, and send it to antique@nationalmuseum.gov.ph. Letter of request may also be submitted personally to the booking office during regular business hours.

A maximum of **10 pax** is allowed per group to ensure the effective conduct of the comprehensive tour.

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Time Slots:

Comprehensive Tour
09:00 AM
10:00 AM
11:00 AM
01:00 PM
02:00 PM
03:00 PM
04:00 PM

To effectively facilitate engaging discussions and ensure a meaningful and enriching museum experience, each group is limited to **10 participants** per time slot, with up to four (4) time slots per group, allowing an aggregate total of 40 pax per single day transaction.

For confirmed comprehensive tour, a printed booking confirmation receipt and list of visitors' names must be presented upon arrival. In case of cancellation, prior notice must be submitted at least two (2) working days before the arranged visit. Group tours may only be rescheduled up to two (2) times, subject to approval and slot availability. Any further changes will not be entertained.

**Tour operators are required to provide the following documents when booking for the first time, including those whose accreditation had already expired:*

- *Company Profile*
- *Accreditation from the Department of Tourism (current, not expired)*
- *Name and Contact Information of the focal person*

**Schools, organizations and other institutions without assistance from tour operators may send their booking request via email using their official company email address.*

The NMP reserves the right to impose sanctions on concerned parties or refuse admission to groups habitually violating any of the provisions provided herein.

Types of Violations:

- No Show – Failure to arrive on the scheduled day
- Overbooking – Actual number of pax exceeds the reserved booking
- Document compliance violation
    i. Failure to present printed Booking Confirmation Receipt (Digital copies are NOT allowed)
    ii. Failure to present printed List of visitors' names (Digital copies are NOT allowed)
- Misrepresentation and dishonesty

Sanctions:

First Offense	Official written warning
Second Offense	One (1) month suspension of visit/booking privileges
Third Offense	Cancellation of visit/booking privileges. Reinstatement of said privileges may be permitted one (1) year thereafter

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III. Booking Request from Independent/Non-NMP Guides

Only designated museum guides of the NMP are allowed to conduct guided tours of the NMP galleries. Independent/Non-NMP guides who wish to conduct their business at NMP San Jose de Buenavista must first secure permission by submitting the following requirements via email at antique@nationalmuseum.gov.ph at least five (5) working days prior to the conduct of the requested museum guided tour:

- Request letter addressed to the museum's Officer-in-Charge
- Copy of tour script for fact checking
- Proof of accreditation from the Department of Tourism (DOT) or Institutional Affiliation
- Complete list of visitors

Only a maximum of 10 pax per guide will be permitted to ensure that the Independent/Non-NMP guide can effectively manage the group during the tour. A **Guide Permit Form (NMP-CMV-F-07)** will be issued once the request has been approved, valid exclusively for the scheduled date and time. Strictly **"NO PERMIT, NO CONDUCT OF GUIDED TOUR POLICY"** will be implemented. The guided tour will be observed and monitored by NMP frontline staff.

For confirmed tours, a printed guide permit form and list of visitors' names must be presented upon arrival. In case of cancellation, prior notice must be submitted at least two (2) working days before the arranged visit. Group tours may only be rescheduled up to two (2) times, subject to approval and slot availability. Any further changes will not be entertained.

Additional Information:

a. Please read and follow the **Museum Visitor Guidelines** at all times.
b. Parking spaces for cars and motorcycles are limited and available on a first-come, first-served basis.
c. Upon entry to the building, the group representative is required to present their valid identification card for verification.
d. All visitors and items are subject to security inspection. Baggage counters are available upon entry.
e. Infant bags and strollers are permitted.
f. Senior Citizens and PWDs may rest in the holding area while companions are in line at the Registration.
g. A seating area is provided within the activity zone, conveniently located near the baggage counter.
h. Comfort rooms and emergency exits are accessible at all times.
i. For medical concerns, a first aid kit is readily available.
j. Lost and found items may be filed at the Information Desk and will be endorsed to the Security Office. Unclaimed items will be subject to disposal after thirty (30) days.
k. The NMP reserves the right to refuse admission of persons and items that may threaten the security of the visitors, staff, and collections.

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Recommending Approval:

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Approved by:

JEREMY BARNS, CESO III
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