

**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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned parties involved	
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 Home Address is at Pasig City 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

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. Katunayan na residente ng Pasig, ipakita ang anumang ID <ul style="list-style-type: none"> • Kung residente ng Pasig, magpatuloy sa numero 2 • Kung hindi residente ng Pasig, ipaliwanag na ang RAVE Fitness Center ay para sa Pasigueños lamang 2. Tignan ang edad ng aplikante <ul style="list-style-type: none"> • Kung ang edad ay 12 hanggang 18, sabihan na ipasa ang school ID, pahintulot mula sa Magulang or Taga-alaga (Guardian) at kopya ng valid I.D. 3. Suriin ang application form at ipaliwanag ang regulasyon ng RAVE Fitness	NONE	20 minuto	Rave Fitness Center Admin Staff Bonifacio, Johnson Dalao, Julie Ann Manasan, Phoebe Mariano, Troy Robbine Perez, Jenina Jan Sayson, Nephthalie Villamin, Gemma
2	Payment of fees	Paggawa ng Order of Payment at magbayad sa RAVE Cashier	WEIGHTS = ₱ 30.00 CARDIO = ₱ 40.00 MARTIAL ARTS = ₱ 40.00 LOCKER = ₱ 5.00 SENIOR CITIZEN = 10% DISCOUNT	20 minuto	Receptionist Staff Arlante, Adelaida Bariza, Emellito Segoron, Jonel Singian, Arlene F. Valencia, James C. Victoria, Ricelda / Treasury Staff
3	Submission of Official Receipt (OR)	Pag-encode ng mga detalye sa Membership Form, photo shoot, at paggawa ng RAVE Fitness Temporary ID.	NONE	30 minuto	Rave Fitness Center Admin Staff Bonifacio, Johnson Dalao, Julie Ann Manasan, Phoebe Mariano, Troy Robbine Perez, Jenina Jan Sayson, Nephthalie Villamin, Gemma
TOTAL:			WEIGHTS = ₱ 30.00 CARDIO = ₱ 40.00 MARTIAL ARTS = ₱ 40.00 LOCKER = ₱ 5.00 SENIOR CITIZEN = 10% DISCOUNT	1 oras at 10 minuto	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa RAVE Admin Office
Paano ang puna o komento ay napropose	Ang mga puna at komento ay iipunin at ipropose ng pinahintulatang RAVE Administration Staff. Ang mga ulat ng Customer Feedback ay aayusin, irerehistro at imonitor ang mga kilos.
Paano mag-file ng reklamo	Ang kliyente ay mag-file ng Incident Report at ipapasa sa RAVE Admin Office
Paano na proposes ang reklamo	Lahat ng reklamong natanggap, binigkas lamang o may pormal na sulat ay ipapadala sa kaukulang Area Supervisor na aksyon sa naturang reklamo at magbibigay ng kaukulang paliwanag sa kliyente sa isasagawang solusyon o aksyon para maresolba ang reklamo.
Impormasyon saan makipag-ugnayan	Ang opisina ng RAVE ay maaaring sulatan o tawagan sa ganitong paraan email account @RAVEOfficial@gmail.com o kaya sa text at 09683353972

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned party involved	
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. Suriin kung hanggang kailan lamang ang membership, kung ito ay paso na, sabihan ang miyembro na magapply o irenew ang membership. 3. Pag iisyu ng Order of Payment	NONE	20 minuto	Rave Receptionist staff Arlante, Adelaida Bariza, Emellito Segoron, Jonel Singian, Arlene F. Valencia, James C. Victoria, Ricelda
2	Present Order of Payment at RAVE Cashier	Bayaran ang kaukulang fees	WEIGHTS = ₱ 30.00 CARDIO = ₱ 40.00 MARTIAL ARTS = ₱ 40.00 LOCKER = ₱ 5.00 ANUAL/RENEWAL FEE = ₱ 100.00 SENIOR CITIZEN = 10% DISCOUNT	20 minuto	Treasury Staff
3	Submission of Official Receipt (OR) at RAVE Fitness Center	Suriin ang Official Receipt (OR)	NONE	10 minuto	Rave Fitness Center Admin Staff Bonifacio, Johnson Dalao, Julie Ann Manasan, Phoebe Mariano, Troy Robbine Perez, Jenina Jan Sayson, Nephthalie Villamin, Gemma
TOTAL:			WEIGHTS = ₱ 30.00 CARDIO = ₱ 40.00 MARTIAL ARTS = ₱ 40.00 LOCKER = ₱ 5.00 ANUAL/RENEWAL FEE = ₱ 100.00 SENIOR CITIZEN = 10% DISCOUNT	50 minuto	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa RAVE Admin Office
Paano ang puna o komento ay napropose	Ang mga puna at komento ay iipunin at ipropose ng pinahintulatang RAVE Administration Staff. Ang mga ulat ng Customer Feedback ay aayusin, irerehistro at imonitor ang mga kilos.
Paano mag-file ng reklamo	Ang kliyente ay mag-file ng Incident Report at ipapasa sa RAVE Admin Office
Paano na proposes ang reklamo	Lahat ng reklamong natanggap, binigkas lamang o may pormal na sulat ay ipapadala sa kaukulang Area Supervisor na aksyon sa naturang reklamo at magbibigay ng kaukulang paliwanag sa kliyente sa isasagawa g solusyon o aksyon para maresolba ang reklamo.
Impormasyon saan makipag-ugnayan	Ang opisina ng RAVE ay maaaring sulatan o tawagan sa ganitong paraan email account @RAVEOfficial@gmail.com o kaya sa text at 09683353972

**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)

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Photo shoot	
By concerned parties involved (to avail the Pasig rate)	
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 Home address is at Pasig City 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

Shooting and Flyers/Brochures for Promotions

None

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Application of Event	<p>1. Photoshoot</p> <ul style="list-style-type: none"> If Pasig resident, apply the Pasig rate If non-Pasig resident, apply the non-Pasig rate <p>1.1 Check the date of event</p> <ul style="list-style-type: none"> If the date is free (no exclusive use of RAVE), go with the photoshoot If the date is not-free (with exclusive use of RAVE), advise to change the date <p>2. Shooting</p> <ul style="list-style-type: none"> Rates are same for Pasigueños and non-Pasigueños <p>2.1 Check the date of Shooting</p> <ul style="list-style-type: none"> If the date is free (no exclusive use of RAVE), go with the shooting If the date is not-free (with exclusive use of RAVE), advise to change the date <p>3. Flyers/Brochures for Promotions</p> <ul style="list-style-type: none"> Rates are same for Pasigueños and non-Pasigueños 	NONE	20 minuto	<p>Rave Administration Staff</p> <p>Bonifacio, Johnson Dalao, Julie Ann Manasan, Phoebe Mariano, Troy Robbine Perez, Jenina Jan Sayson, Nephthalie Villamin, Gemma</p>
2	Payment of fees	Issuance of Order of Payment and advise guest to proceed to cashier for settling of fees	<p>Photo Shoot Fee Pasigueños = ₱ 100.00 / head Non-Pasigueños = ₱ 200.00 / head</p> <p>Shooting</p> <ul style="list-style-type: none"> Whole Day (8 hours)= ₱ 50,000.00 5 Hours/Half Day = ₱ 30,000.00 2 Hours = ₱ 15,000.00 <p>Flyers/Brochures for Promotions Whole day - sampling = ₱ 500.00 Park are with electricity = ₱ 1,000.00</p>	20 minuto	<p>Receptionist Staff</p> <p>Arlante, Adelaida Bariza, Emellito Segoron, Jonel Singian, Arlene F. Valencia, James C. Victoria, Ricelda</p> <p>/ Treasury Staff</p>
3	Submission of Official Receipt (OR)	Recording of Official Receipt (OR)	NONE	15 minuto	<p>Rave Administration Staff</p> <p>Bonifacio, Johnson Dalao, Julie Ann Manasan, Phoebe Mariano, Troy Robbine Perez, Jenina Jan Sayson, Nephthalie Villamin, Gemma</p>
TOTAL:			<p>Photo Shoot Fee Pasigueños = ₱ 100.00 / head Non-Pasigueños = ₱ 200.00 / head</p> <p>Shooting</p> <ul style="list-style-type: none"> Whole Day (8 hours)= ₱ 50,000.00 5 Hours/Half Day = ₱ 30,000.00 2 Hours = ₱ 15,000.00 <p>Flyers/Brochures for Promotions Whole day - sampling = ₱ 500.00 Park are with electricity = ₱ 1,000.00</p>	55 minuto	

* During pandemic, client must submit a letter of intent and approval from City Administration

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa RAVE Admin Office
Paano ang puna o komento ay napropose	Ang mga puna at komento ay iipunin at ipropose ng pinahintulatang RAVE Administration Staff. Ang mga ulat ng Customer Feedback ay aayusin, irerehistro at imonitor ang mga kilos.
Paano mag-file ng reklamo	Ang kliyente ay mag-file ng Incident Report at ipapasa sa RAVE Admin Office
Paano na proposes ang reklamo	Lahat ng reklamong natanggap, binigkas lamang o may pormal na sulat ay ipapadala sa kaukulang Area Supervisor na aksyon sa naturang reklamo at magbibigay ng kaukulang paliwanag sa kliyente sa isasagawa g solusyon o aksyon para maresolba ang reklamo.
Impormasyon saan makipag-ugnayan	Ang opisina ng RAVE ay maaaring sulatan o tawagan sa ganitong paraan email account @RAVEOfficial@gmail.com o kaya sa text at 09683353972

**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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned party involved (to avail the Pasig rate)	
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 Home Address is at Pasig City 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 minuto	Rave Receptionist staff Arlante, Adelaida Bariza, Emellito Segoron, Jonel Singian, Arlene F. Valencia, James C. Victoria, Ricelda
2	Payment at RAVE Cashier	Issuance of Order of Payment and advise guest to proceed to cashier for settling of fees	Amenity	Pasigueños	Non-Pasigueños	20 minuto	Treasury Staff
			Mini-Train ride	20.00	30.00		
			Mini-Zoo entrance fee	20.00	30.00		
			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) minuto	40.00	50.00		
			Wall Climbing / Rappelling (1 hour)	50.00	100.00		
			BMX / Skateboard / Obstacle course				
			First (1st) hour	FREE	50.00		
			per succeeding hour or fraction there off	50.00	50.00		
			SENIOR CITIZEN = 10% DISCOUNT				
3	Submission of Official Receipt (OR) at RAVE Administration Office	Check the Official Receipt (OR)	NONE			5 minuto	Rave Admin Receptionist Bonifacio, Johnson Dalao, Julie Ann Manasan, Phoebe Mariano, Troy Robbina Perez, Jenina Jan Sayson, Nephthalie Villamin, Gemma
TOTAL			Amenity (RAVE Park)	Pasigueños	Non-Pasigueños	45 minuto	
			Mini-Train ride	20.00	30.00		
			Mini-Zoo entrance fee	20.00	30.00		
			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) minuto	40.00	50.00		
			Wall Climbing / Rappelling (1 hour)	50.00	100.00		
			BMX / Skateboard / Obstacle course				
			First (1st) hour	FREE	50.00		
			per succeeding hour or fraction there off	50.00	50.00		
			SENIOR CITIZEN = 10% DISCOUNT				

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa RAVE Admin Office
Paano ang puna o komento ay napropose	Ang mga puna at komento ay iipunin at ipropose ng pinahintulatang RAVE Administration Staff. Ang mga ulat ng Customer Feedback ay aayusin, irerehistro at imonitor ang mga kilos.
Paano mag-file ng reklamo	Ang kliyente ay mag-file ng Incident Report at ipapasa sa RAVE Admin Office
Paano na proposes ang reklamo	Lahat ng reklamong natanggap, binigkas lamang o may pormal na sulat ay ipapadala sa kaukulang Area Supervisor na aksyon sa naturang reklamo at magbibigay ng kaukulang paliwanag sa kliyente sa isasagawa g solusyon o aksyon para maresolba ang reklamo.
Impormasyon saan makipag-ugnayan	Ang opisina ng RAVE ay maaaring sulatan o tawagan sa ganitong paraan email account @RAVEOfficial@gmail.com o kaya sa text at 09683353972

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

Issuance of RAVE Water Park Amenities

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned party involved (to avail the Pasig rate)	
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 Home Address is at Pasig City 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
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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
• 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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• 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 water park amenity to avail and inform the rates / fees 4. Issuance of Order of Payment	NONE			20 minuto	Rave Receptionist Staff Arlante, Adelaida Bariza, Emellito Segoron, Jonel Singian, Arlene F. Valencia, James C. Victoria, Ricelda
2	Payment at RAVE Cashier	Issuance of Order of Payment and advise guest to proceed to cashier for settling of fees	Amenity (Water Park) Swimming Pool Entrance Adult 50.00 100.00 Children (4 ft below) 20.00 30.00 Rapids Adult 50.00 50.00 Children (4 ft below) 50.00 50.00 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 = 10% DISCOUNT	Pasigueños	Non-Pasigueños	20 minuto	Treasury Staff
3	Submission of Official Receipt (OR) at RAVE Water Park	Check the Official Receipt (OR)	NONE			5 minuto	Rave Admin Receptionist Bonifacio, Johnson Dalao, Julie Ann Manasan, Phoebe Mariano, Troy Robbine Perez, Jenina Jan Sayson, Nephthalie
TOTAL			Amenity (Water Park) Swimming Pool Entrance Adult 50.00 100.00 Children (4 ft below) 20.00 30.00 Rapids Adult 50.00 50.00 Children (4 ft below) 50.00 50.00 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 = 10% DISCOUNT	Pasigueños	Non-Pasigueños	45 minuto	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa RAVE Admin Office
Paano ang puna o komento ay naproposeo	Ang mga puna at komento ay iipunin at iproposeo ng pinahintulutang RAVE Administration Staff. Ang mga ulat ng Customer Feedback ay aayusin, irehistro at imonitor ang mga kilos.
Paano mag-file ng reklamo	Ang kliyente ay mag-file ng Incident Report at ipapasa sa RAVE Admin Office
Paano na proposes ang reklamo	Lahat ng reklamong natanggap, binigkas lamang o may pormal na sulat ay ipapadala sa kaukulang Area Supervisor na aaksyon sa naturang reklamo at magbibigay ng kaukulang paliwanag sa kliyente sa isasagawa g solusyon o aksyon para maresolba ang reklamo.

Impormasyon saan makipag-ugnayan

Ang opisina ng RAVE ay maaaring sulatan o tawagan sa ganitong paraan email account @RAVEOfficial@gmail.com o kaya sa text at 09683353972

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

Office or Division:	RAVE Admin
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	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 of date and time is available 3. Ask for guest to fill-out the reservation/venue form	NONE	20 minuto	Rave Venue Receptionist Bonifacio, Johnson Dalao, Julie Ann Manasan, Phoebe Mariano, Troy Robbina Perez, Jenina Jan Sayson, Nephthalie																																																																											
2	Payment at RAVE Cashier	Issuance of Order of Payment and advise guest to proceed to cashier for settling of fees	<table border="1"> <tr> <td colspan="3">Reservation Fee ₱ 500.00</td> </tr> <tr> <td colspan="3">Full Payment</td> </tr> <tr> <td>VENUE</td> <td>FIRST THREE (3) HOURS</td> <td>PER SUCCEEDING HOURS THERE OFF</td> </tr> <tr> <td>Picnic Ground/ Camp Site Rental</td> <td>1,000.00</td> <td>500.00</td> </tr> <tr> <td>Boating Lagoon Pavilion Rental</td> <td></td> <td></td> </tr> <tr> <td> DAYTIME</td> <td>3,000.00</td> <td>500.00</td> </tr> <tr> <td> NIGHT TIME (5PM - 10PM)</td> <td>4,000.00</td> <td>500.00</td> </tr> <tr> <td> With cottages / View Decks additional</td> <td>500.00</td> <td>500.00</td> </tr> <tr> <td colspan="3">Boating Lagoon Pavilion Rental with Boating</td> </tr> <tr> <td colspan="3">WEEKDAYS</td> </tr> <tr> <td> DAYTIME</td> <td>4,000.00</td> <td>500.00</td> </tr> <tr> <td> NIGHT TIME (5PM - 10PM)</td> <td>5,000.00</td> <td>500.00</td> </tr> <tr> <td> With cottages / View Decks additional</td> <td>500.00</td> <td>500.00</td> </tr> <tr> <td colspan="3">WEEKENDS</td> </tr> <tr> <td> DAYTIME</td> <td>6,000.00</td> <td>500.00</td> </tr> <tr> <td> NIGHT TIME (5PM - 10PM)</td> <td>7,000.00</td> <td>500.00</td> </tr> <tr> <td> With cottages / View Decks additional</td> <td>500.00</td> <td>500.00</td> </tr> <tr> <td>Amphitheatre Rental</td> <td>4,000.00</td> <td>500.00</td> </tr> <tr> <td>Park Pavilion Rental</td> <td>3,000.00</td> <td>500.00</td> </tr> <tr> <td>Senior Citizen's Park with Cottages</td> <td>2,500.00</td> <td>500.00</td> </tr> <tr> <td>Kids and Tots Activity Area Rental</td> <td>1,500.00</td> <td>500.00</td> </tr> <tr> <td>Cafeteria</td> <td>4,000.00</td> <td>500.00</td> </tr> <tr> <td>Gym Cardio Area</td> <td>8,000.00</td> <td>1,000.00</td> </tr> <tr> <td>Round Pool (8am - 5pm)</td> <td></td> <td>10,000.00</td> </tr> <tr> <td>Picnic Groove</td> <td></td> <td>2,200.00</td> </tr> </table>	Reservation Fee ₱ 500.00			Full Payment			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	Amphitheatre Rental	4,000.00	500.00	Park Pavilion Rental	3,000.00	500.00	Senior Citizen's Park with Cottages	2,500.00	500.00	Kids and Tots Activity Area Rental	1,500.00	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	20 minuto	RAVE Receptionist Arlante, Adelaida Bariza, Emellito Segoron, Jonel Singian, Arlene F. Valencia, James C. Victoria, Ricelda and Treasury Staff
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3	Submission of Official Receipt (OR) at RAVE Fitness Center	Check and record the Official Receipt (OR)	NONE	5 minuto	Rave Admin Receptionist Bonifacio, Johnson Dalao, Julie Ann Manasan, Phoebe Mariano, Troy Robbine Perez, Jenina Jan Sayson, Nepthalie
TOTAL	Reservation Fee ₱ 500.00				45 minuto
	FULL PAYMENT				
	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		
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Kids and Tots Activity Area Rental	1,500.00	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			

* Reservation Fee will be deducted to the Venue Rental upon full payment

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa RAVE Admin Office
Paano ang puna o komento ay napropose	Ang mga puna at komento ay iipunin at ipropose sa RAVE Administration Staff. Ang mga ulat ng Customer Feedback ay aayusin, irehistro at imonitor ang mga kilos.
Paano mag-file ng reklamo	Ang kliyente ay mag-file ng Incident Report at ipapasa sa RAVE Admin Office
Paano na proposes ang reklamo	Lahat ng reklamang natanggap, binigkas lamang o may pormal na sulat ay ipapadala sa kaukulang Area Supervisor na aaksyon sa naturang reklamo at magbibigay ng kaukulang paliwanag sa kliyente sa isasagawa g solusyon o aksyon para maresolba ang reklamo.
Impormasyon saan makipag-ugnayan	Ang opisina ng RAVE ay maaaring sulatan o tawagan sa ganitong paraan email account @RAVEOfficial@gmail.com o kaya sa text at 09683353972

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

Exclusive use of RAVE

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

Office or Division:	RAVE Admin
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasiguenos and Non- Pasiguenos

#	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 minuto	Rave Receptionist staff Bonifacio, Johnson Dalao, Julie Ann Manasan, Phoebie Mariano, Troy Robbine Perez, Jenina Jan Sayson, Nephthalie	
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 minuto	Treasury Staff
				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 minuto	Rave Admin Receptionist Bonifacio, Johnson Dalao, Julie Ann Manasan, Phoebie Mariano, Troy Robbine Perez, Jenina Jan Sayson, Nephthalie	
TOTAL			Use of Water Park only	Number of Persons	RATE	45 minuto	
				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

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa RAVE Admin Office
Paano ang puna o komento ay napropose	Ang mga puna at komento ay iipunin at ipropose ng pinahintulatang RAVE Administration Staff. Ang mga ulat ng Customer Feedback ay aayusin, irehistro at imonitor ang mga kilos.
Paano mag-file ng reklamo	Ang kliyente ay mag-file ng Incident Report at ipapasa sa RAVE Admin Office
Paano na proposes ang reklamo	Lahat ng reklamong natanggap, binigkas lamang o may pormal na sulat ay ipapadala sa kaukulang Area Supervisor na aksyon sa naturang reklamo at magbibigay ng kaukulang paliwanag sa kliyente sa isasagawa g solusyon o aksyon para maresolba ang reklamo.
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**CITIZEN CHARTER
RAINFOREST ADVENTURE EXPERIENCE PARK (RAVE)**

Educational Tour Package

RAVE has been one of the destination of Educational Tour within the National Capital Region

Office or Division:	RAVE Admin
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigüeños and Non- Pasigüeños

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID			PROCESSING TIME	PERSON RESPONSIBLE
1	Application for Educational Tour	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 minuto	Rave Receptionist staff
2	Payment at RAVE Cashier	Issuance of Order of Payment and advise client to proceed to cashier for payment		Pasigüeños	Non-Pasigüeños	20 minuto	Receptionist / Treasury Staff
			Educational Tour per person	20.00	40.00		
			Educational Tour with Entrance to Mini-Train, Mini-Zoo and Butterfly House per bus (Including Tour Guide fee)	1,500.00	1,500.00		
		Educational Tour with Entrance to Mini-Train, Mini-Zoo and Butterfly House per bus (Including Tour Guide fee) plus Swimming	additional 50.00 / head	additional 100.00 / head			
3	Submission of Official Receipt (OR) at RAVE Admin	Check the Official Receipt (OR) and record to the Record book	NONE			5 minuto	Rave Admin Receptionist
TOTAL				Pasigüeños	Non-Pasigüeños	45 minuto	
			Educational Tour per person	20.00	40.00		
			Educational Tour pre with Entrance to Mini-Train, Mini-Zoo and Butterfly House per bus (Including Tour Guide fee)	1,500.00	1,500.00		
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Paano mag-file ng reklamo	Ang kliyente ay mag-file ng Incident Report at ipapasa sa RAVE Admin Office
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CA's NOTES

Ok with this.