

**CITIZEN CHARTER  
TANGHALANG PASIGUEÑO**

**APPLICATION FOR RENTAL of: VENUE / BUS&COASTER**

This application process for rental of either venue or vehicle under Tanghalang Pasigueño will enable clients whether Pasigueños or non-Pasigueños a smooth and fast transaction and to avoid any misrepresentation or misunderstanding towards its process most especially when signing the Venue / Vehicular Agreement Form or when requesting for re-scheduled or refund.

*(Ang proseso ng aplikasyon para sa pag-upa ng alinman sa venue o sasakyan sa ilalim ng Tanghalang Pasigueño ay magbibigay-daan sa mga kliyente maging Pasigueños o hindi Pasigueños ng isang maayos at mabilis na transaksyon at maiwasan ang anumang maling paglalarawan o hindi pagkakaintindihan sa proseso nito lalo na kapag pumirma sa Venue / Vehicle Agreement Form o kapag humihiling para sa muling pag-iskedyul o pag-refund.)*

<b>Office or Division:</b>	Tanghalang Pasigueño
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	<p>Any requesting party/client who wishes to avail usage of Tanghalang Pasigueño as their venue of choice for their private occasions (birthdays, weddings, and the likes) seminars, meetings and others.</p> <p>Also, any request party/client who wishes to avail usage of vehicle either bus/coaster for excursions, services within or outside Metro Manila.</p> <p><i>(Ang sinumang humihiling na samahan / kliyente na nagnanais na magamit ang Tanghalang Pasigueño bilang kanilang venue para sa kanilang mga pribadong okasyon gaya ng kaarawan, kasal, mitings, seminars atbp.)</i></p> <p><i>(Gayundin, sinomang samahan/kliyente nagnanais na magamit ang pang transportasyon gaya ng bus ar coaster para sa pamamasyal sa loob at labas ng Kalakhang Maynila.)</i></p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b><u>By concerned parties involved</u></b></p> <p>1. Photocopy of (1) valid government issued ID</p> <p><i>(Kopya ng (1) ligal na ID na inisyu ng gobyerno )</i></p>	<p>1. By the concerned party / client who wishes to rent either venue or vehicle</p> <p><i>(Sa samahan / kliyente na nagnanais mag renta ng venue o sasakyan)</i></p>
<p>2. Duly Accomplished Form of Venue / Vehicular (Bus or Coaster) Usage Agreement Form</p> <p><i>( Maayos at Kumpletong Porma ng Kasunduan)</i></p>	<p>2. Tanghalang Pasigueño – Admin Office</p> <p><i>(Tanggapan ng Tanghalang Pasigueño)</i></p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Inquire thru the Admin Office the availability of preferred date and time</p> <p><i>(Magtanong sa pamamagitan ng Admin Office ng mga bakanteng petsa at oras. )</i></p>	<p>Check the availability of preferred date &amp; time of event and time. And discuss policies / rules and regulations to the client/s.</p> <p><i>(Tignan kung mayroong bakanteng petsa at oras batay sa kagustuhan ng kliyente.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 minutes</p> <p><i>(3 minuto)</i></p>	<p>Admin Staff</p> <p>Mr. Jojo Luna Ms. Aika Dare Ms. Rona Iruala Ms. Esmey Palma</p>
2	<p>If agreed with the possible date and time, client shall present government issued ID for verification purposes for the process of payment for the reservation.</p> <p>Also, the admin staff will discuss the policies / rules and regulations when renting / using said venue or vehicle.</p> <p><i>(Please take note that there are NO PENCIL BOOKING for either Venue/Vehicle. Only those with atleast 50 % down payment are entitled for reservation.)</i></p> <p><i>(Kung napagkasunduan sa posibleng petsa, magpapakita ang kliyente ng inisyu ng ID ng gobyerno para sa mga layunin ng pagpapatunay para sa proseso ng pagbayad ng pagpapareserba ng venue o sasakyan).</i></p> <p><i>Tatalakayin ng admin staff ang mga patakaran sa paggamit ng venue o sasakyan.</i></p> <p><i>(Mangyaring tandaan na hindi nagreserba ang opisina ng kahit anong petsa para sa venue o sasakyan. Ang mga kliyente lamang na nakapagbayad ng kahit 50% na paunang bayad ang may karapatang makapagpa reserba.)</i></p>	<p>Photocopy of government issued ID by the client</p> <p><i>(Kopya ng ligal na ID na inisyu ng gobyerno )</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 minutes</p> <p><i>(5 minuto)</i></p>	<p>Admin Staff</p> <p>Mr. Jojo Luna Ms. Aika Dare Ms. Rona Iruala Ms. Esmey Palma</p>

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3	<p>To pay to the Office of the City Treasurer of Pasig at least (50%) down payment of the total venue charge. After which, balance of (50%) shall be paid at least one (1) week before the actual event.</p> <p><i>(Upang magbayad sa Opisina ng City Treasurer ng Pasig ng hindi bababa sa (50%) down payment ng kabuuang singil sa venue. Pagkatapos nito, ang balanse ng (50%) ay babayaran kahit isang (1) linggo bago ang aktwal na kaganapan.)</i></p>	<p>To issue ORDER of PAYMENT with the client's details</p> <p><i>(Mag-issue ng <b>order of payment</b> kalakip ang mga detalye ng kliyente.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>15 minutes</p> <p><i>(15 minuto)</i></p>	<p>Admin Staff and City Treasurer's Office</p> <p>Mr. Jojo Luna Ms. Aika Dare Ms. Rona Iruala Ms. Esmey Palma</p>
4	<p>Client shall give a photocopy of the official receipt to the Admin Office of Tanghalang Pasigueño.</p> <p><i>(Ang kliyente ay dapat magbigay ng kopya ng opisyal na resibo sa opisina ng Tanghalang Pasigueño.)</i></p>	<p>Admin will process papers / documents.</p> <p><i>(Ipo-proseso ng opisina ng Tanghalang Pasigueño ang mga papeles.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 minutes</p> <p><i>(3 minuto)</i></p>	<p>Admin Staff</p> <p>Mr. Jojo Luna Ms. Aika Dare Ms. Rona Iruala Ms. Esmey Palma</p>
5	<p>After confirmation and approval, the client shall accomplish the Venue Usage Agreement Form which shall serve as the usage permit.</p> <p><i>(Matapos ang kumpirmasyon at pag-apruba, gagamitin ng kliyente ang Kasunduan sa Paggamit ng Venue o Sasakyan na magsisilbing permit.)</i></p>	<p>Client shall be given the original copy of the Venue/Vehicular Usage Agreement Form</p> <p>This form shall be presented to security personnel on the day of the use.</p> <p><i>(Bibigyan ang kliyente ng orihinal na kopya ng Kasunduan. Ito ang ipapakita sa <b>security personnel</b> sa mismong araw ng paggamit.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 minutes</p> <p><i>(3 minuto)</i></p>	<p>Admin Staff</p> <p>Mr. Jojo Luna Ms. Aika Dare Ms. Rona Iruala Ms. Esmey Palma</p>

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6	<p><b><u>IN CASE OF RESCHEDULE OF EVENT:</u></b> <b><u>(Kung sakaling magkaroon ng re-iskedyul):</u></b></p> <p>Client shall write a formal letter requesting re-schedule of event, stating the reason addressed to the OIC of Tanghalang Pasigueño</p> <p><i>(Ang kliyente ay magsusulat ng pormal na liham na isinasaad ang dahilan sa pag re-iskedyul ng kanyang event na naka-pangalan sa OIC ng Tanghalang Pasigueño).</i></p>	<p>Tanghalan HIGHLY DISCOURAGES cancellation/ changed of reserved schedules. If so, FORM of one-time RE-BOOKING shall be given to be filled up and subject to Tanghalan's availability.</p> <p><i>(Hindi iminumungkahi ng Tanghalan ang pagkakansela o pagpapabago ng mga nakalaang iskedyul. Kung magkaganon, bibigyan ng one-time form ang kliyente upang matugunan ang pagpalit ng iskyedul depende sa bakanteng iskdeyul ng Tanghalan.)</i></p>	<p>None <i>(Wala)</i></p>	<p>5 minutes <i>(5 minuto)</i></p>	<p>Admin Staff Mr. Jojo Luna Ms. Aika Dare Ms. Rona Iruala Ms. Esmey Palma</p>
7	<p><b><u>IN CASE OF REFUND OF EVENT:</u></b> <b><u>(Kung sakaling magkaroon ng refund):</u></b></p> <p>7.1 The Client shall write a formal letter addressed to the Office of the City Mayor thru the Officer in Charge of Tanghalan with a copy of receipt.</p> <p><i>(Magsusulat na pormal na liham ang kliyente na naka-address sa Opisina ng Punong Lungsod sa pamamagitan ng OIC ng Tanghalan na mayroon kopya ng pagkakatanggap ng opisina.)</i></p> <p>7.2 Await for the processing of refund, to various offices as stated.</p> <p><i>(Maghintay sa pagproseso ng naturang refund).</i></p>	<p>Tanghalan Admin shall attach a CERTIFICATION duly signed before forwarding the letter to the Office of the City Mayor, Treasury and Accounting.</p> <p>Admin staff shall coordinate with the client if cheque is already available for release.</p> <p><i>(Gagawa ng Sertipikasyon na pirmado ng OIC ng Tanghalan bago ipadala sa opisina ng Punong Lungsod, atbp. Makikipag ugnayan ang opisina ng Tanghalan kung mayroon nang tseke)</i></p>	<p>None <i>(Wala)</i></p>	<p>5 minutes <i>(5 minuto)</i></p> <p>10-15 working days <i>(10-15 araw)</i></p>	<p>Admin Staff Mr. Jojo Luna Ms. Aika Dare Ms. Rona Iruala Ms. Esmey Palma</p>

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	<p>7.3 Client shall go to City Treasurer Office for formal releasing of cheque (Bring Gov't issued I.D and Copy of Official Receipt).</p> <p><i>(Magpupunta ang kliyente sa Opisina ng Ingat-Yaman para sa pormal na pag isyu ng tseke. Marapat na magdala ng ID at OR)</i></p>			<p>10 minutes</p> <p><i>(10 minuto)</i></p>	
	<b><u>TOTAL</u></b>			<p><b>Reservation Process:</b> 29 minutes</p> <p><b>Reschedule Process:</b> 5 minutes</p> <p><b>Refund Process:</b> 10-15 working days</p>	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedbacks or suggestions	<p>Feedback may be sent thru e-mail @ tanghalanpasigueno07@gmail.com</p> <p><i>(Maaring ipadala ang mga <b>feedback</b> sa email na : tanghalanpasigueno07@gmail.com)</i></p>
How feedback is processed	<p>Feedback is processed thru a formal reply via email giving the admin office 24-48 hrs upon receipt of the email.</p> <p><i>(Naproseso ang <b>feedback</b> sa isang pormal na tugon sa pamamagitan ng email na nagbibigay sa tanggapan ng admin 24-48 oras sa pagtanggap ng email.)</i></p>
How to file a complaint	<p>Complaints may be sent thru e-mail @ tanghalanpasigueno07@gmail.com</p> <p><i>(Maaring ipadala ang mga reklamo sa email na : tanghalanpasigueno07@gmail.com)</i></p>

<p>How complaints are processed</p>	<p>Complaints are processed thru a formal reply via email giving the admin office 24-48 hrs upon receipt of the email.</p> <p><i>(Naproseso ang mga reklamo sa isang pormal na tugon sa pamamagitan ng email na nagbibigay sa tanggapan ng admin 24-48 oras sa pagtanggap ng email.)</i></p>
<p>Contact Information</p>	<p>You may contact us at e-mail address: tanghalanpasigueno07@gmail.com</p> <p><i>(Maaro kaming maabot sa email na : tanghalanpasigueno07@gmail.com)</i></p>