

# Mabuhay!

FROM  
SP-SUPPORT OPS PHL



SPS PHL



Hello and welcome to SP-Support PHL! We've compiled some crucial information that will assist you during your visit.

**PRE-ARRIVAL PROCEDURES**

- Before 72 hrs or upon arrival in MNL, register in eTravel (<https://etravel.gov.ph>)
  - The eTravel Card is a digital platform that streamlines the process of health declaration and contact tracing for travelers from the time they leave their home country to their arrival at their final destination in the Philippines.

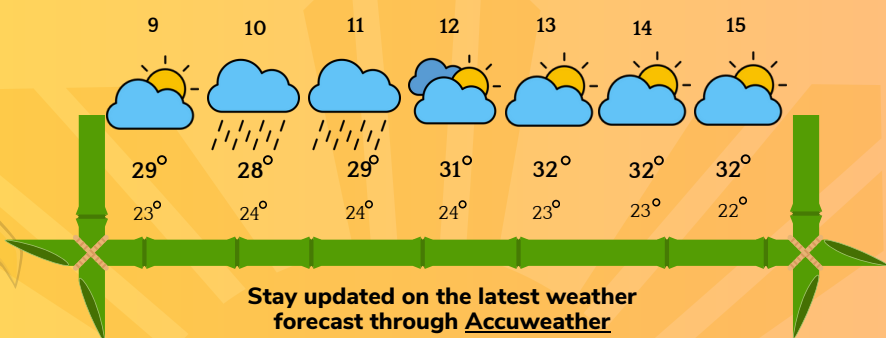
**RECOMMENDED APPS**

- Transportation: We recommend to download the Grab App. You may connect your debit or credit card for payment.
- eSIM: You may download the Airalo App for access to mobile data, call, and text services. Data plans are provided to stay connected to the internet while traveling in the Philippines.

**WEATHER CONDITION & RECOMMENDED ATTIRE**

- The Philippines has a tropical climate so summer clothes are recommended.
- Bringing an umbrella is recommended for possible rains.
- A light jacket would also be recommended as it can get cold in the office during the day.
- Building dress code (4 E-Com Center) recommends Business Casual attire to office.

**7 Day Weather Forecast: February 9 to 15, 2025**





From the airport, Lanson Place and Conrad Hotel are just a 15-20 minute drive (3.8 miles). Conrad is located inside the Mall of Asia Complex, 100 meters away from one of the largest malls in the world, SM Mall of Asia, while Lanson is 900 meters away from it. Lanson is just a 5 min. walk to MNL13, while Conrad is a 10 min. walk.

**MNL13 Location - West Tower, Four E-com Center, Block 22, Harbor Drive, Mall of Asia Complex, Pasay City**

#### Hotel Location

- Lanson Place - Lanson Place, Mall of Asia Complex, Palm Coast Avenue, cor Seaside Blvd, Pasay City
- Conrad Hotel - Conrad Manila, Seaside Boulevard, Coral Way, Pasay City





## LOCAL CULTURAL NUANCES

- **Communication Style:** Filipinos, while very warm, are generally shy and will always try to express their thoughts, opinions/ideas diplomatically and with humility. They tend to avoid interrupting others and are attentive to posture, body language, facial expression and tone/inflection of voice to draw & find meaning. Filipinos are also overly polite and rarely give a straight “No” or negative response.
- **Approaching Locals:** If you wish to approach a local, such as cab drivers, service workers/commercial establishment personnel but you don’t know their name yet, for females you can address them as “ate” (pronounced as “ah-teh”, means “older sister”), and for males, “kuya” (pronounced as “koo-yah,” means “older brother”).
- **Traffic & Getting Around:** The metro cities are very congested and so expect traffic on main roads and highways. Tricycles, jeepneys and buses are the most common types of local transportation. Taxis are also widely available and we recommend you to download Grab (car or taxi). You may download the Grab app here:
- **Cashless Payment Options:** Cash is still the preferred mode of payment in the Philippines and while a lot of the bigger establishments & sit down restaurants accept Credit Card payments, best to carry some change (\$10-\$20) with you just in case.
- **Tipping Culture:** Tipping is not a common practice in the Philippines since some restaurants already include a service charge in the bill, so tipping, while optional, is appreciated based on the quality of service provided (Php50 - Php100).
- **Bag Inspections:** For security purposes, some establishments will require a bag inspection and some even deploy an x-ray scanner similar to airport scanners. No need to be alarmed — it’s all standard protocol to ensure safety & security.
- **Haggling:** Haggling is something that every Filipino knows how to do since we place a high value on savings. In some local stalls called “tiangge”(bazaar/flea market), haggling is still very much the norm. If you get the chance to visit a “tiangge”, the best way to haggle if you are buying for pearls or native merchandise, is to be friendly & establish rapport before asking to lower the price reasonably. Note that not all will agree to lower the price and, if you do not both agree to a fair price, walk away and try to look for a better deal elsewhere.



**\*Please note that the Philippines strictly enforces Executive Order No. 26 which imposes strict standards for designated smoking areas (DSAs) in the entire country, please ask your hotel concierge and/or dining servers for DSAs & adhere to the smoking guidelines to avoid penalties & citations;**



## WHILE IN MANILA

### Handcrafted Local Souvenirs

- KULTURA SM Mall of Asia – Operating Hours: 10:00AM to 10:00PM Monday-Sunday

### Museums, Theatres & Tours

- The Theatre at Solaire: February 14, 2025, The Apo Hiking Society: Betting on Love
- Metropolitan Museum of Manila: Operating Hours: 11am-6pm Tuesday-Friday; 10am-6pm Saturday-Sunday
- Manila Old and New: Sightseeing Tour (Intramuros and Fort Santiago): Operating Hours: 8am-12nn
- National Museum of the Philippines: Operating Hours: 9am-6pm Tuesday-Sunday

### Entertainment/Shopping/Dining/Cinemas

- S Maison Mall – Operating Hours: 10:00 AM - 10:00 PM Monday-Sunday
- City of Dreams Manila - Operating Hours: 5:00 PM - 11:00 PM Monday-Friday; 11:00 AM - 11:00 PM Saturday-Sunday
- SM Mall of Asia – Operating Hours: 10:00AM to 10:00PM Monday-Sunday

### Quick Getaways

- Tagaytay – is one of the country's most popular destinations for domestic tourism because of its scenery and cooler climate provided by its altitude. Tagaytay is relatively close to the capital city of Manila, only 37m away, and a 90 minute drive from your hotel - providing an easy escape from the heat of the huge metropolis.
  - Things to Do: Taal Volcano Sightseeing, Coffee Shop Hopping (for Coffee Lovers), Multi-cultural dining options
- Palawan - is a beach province that is a very popular tourist destination due to its unique combination of biodiversity, stunning scenery, and cultural richness. From pristine beaches and crystal-clear waters to lush forests and stunning limestone cliffs, Palawan is a nature lover's dream.
  - Airport Code: PPS - Puerto Princesa International Airport
  - Recommended Airlines: AirAsia, Cebu Pacific, Philippine Airlines
  - Things to Do: Quick beach trip, scuba diving, hiking
- Boracay - often locally shortened to Bora, is a resort island in the Western Visayas region of the Philippines, located 0.8 kilometers (0.50 mi) off the northwest coast of Panay. To get there, you have to take a 90 minute flight to Caticlan. Apart from its white sand beaches, Boracay is also famous for being one of the world's top destinations for relaxation and in 2014 was awarded as the top of the "Best Islands in the World" list published by the international magazine Condé Nast Traveler.
  - Airport Code: MPH - Godofredo P. Ramos Airport or Caticlan Airport
  - Recommended Airlines: AirAsia, Cebu Pacific, Philippine Airlines
  - Things to Do: Aside from lounging in the pristine waters of Boracay and the fantastic night life it offers, leisure activities include horseback riding, scuba diving, diving helmet, snorkeling, windsurfing, kiteboarding, cliff diving, parasailing.



**\*Please let us know if you are interested to visit some of these great locations and we'll gladly help and arrange the trip for you!**



# *Maraming Salamat!*

*"The Philippines is a land rich in natural resources, scenic locales, and friendly smiles. Here, everybody is welcome to be part of the fun - from the captivating coastlines to the creative native crafts, to the unique gastronomic experience, you will find the kind of fun that is uniquely yours."*

