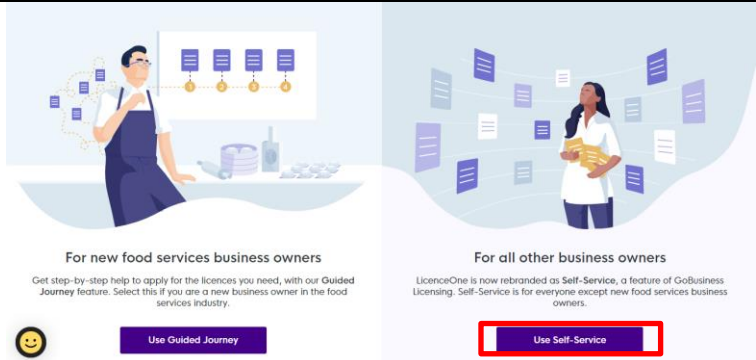
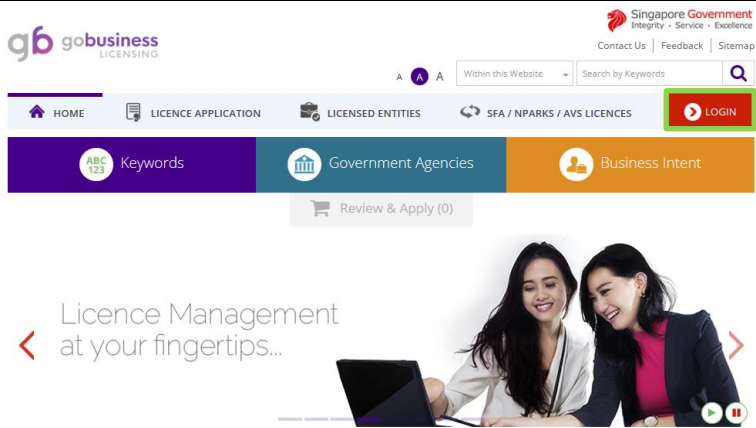


Step-by-Step Guide for Amendment of Certificate of Registration and Hotel-keeper's Licence

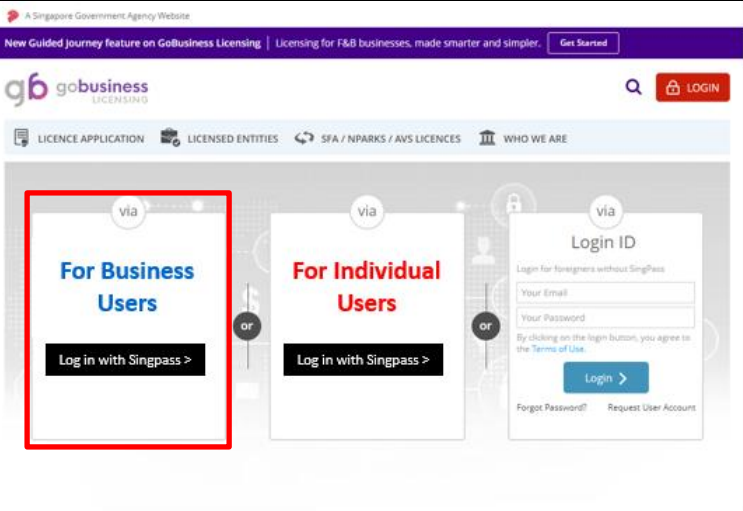
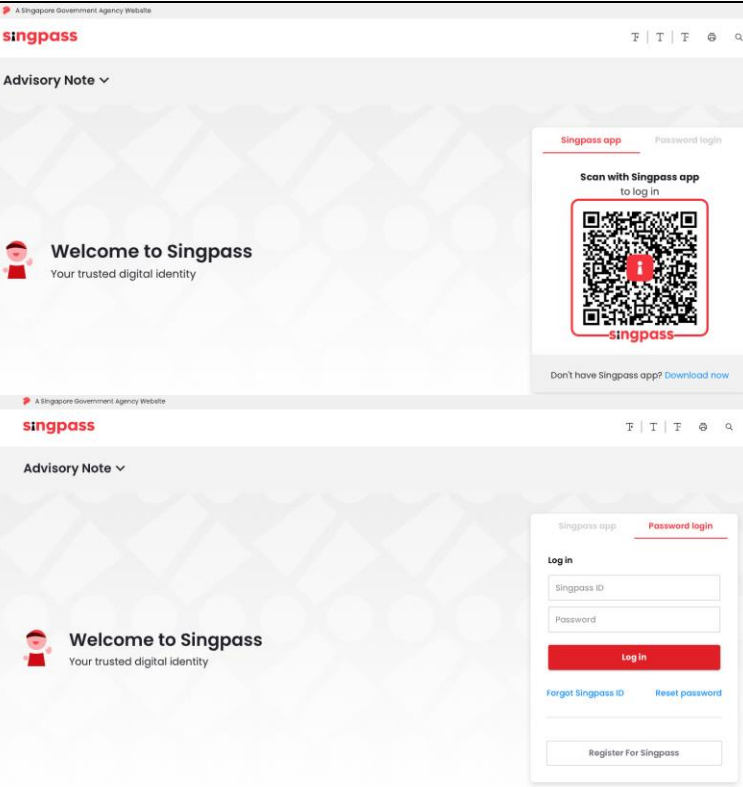

The authorised Singpass user may submit an amendment application to amend the Certificate of Registration and Hotel-keeper's Licence. The five different types of amendment profiles are:-

Amendment Profile ¹	Purpose
Change of Hotel Name	Change the name of the hotel
Change of Hotel-keeper	Appoint a new Hotel-keeper for the hotel
Update of Hotel Ownership	Update the Hotel's owner details
Update of Existing Hotel and /or Hotel-keeper's Information	Update the existing hotel and/or hotel-keeper's information
Update of Room Information	Update the Hotel rooms' information

Accessing GoBusiness Licensing

S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://gobusiness.gov.sg/licences and click on "Use Self-Service" under "For all other business owners"	
1a	Next, click on "Login"	

¹You can select multiple options to amend the details relating to the Certificate of Registration and/or Hotel-keeper. However, a new licence application is required if you select Change of Hotel Name, Hotel-keeper and Hotel Ownership in one application.

S/N	Step	Screenshot
2	Log in to GoBusiness Licensing using SingPass ²	
2a	Log in with SingPass ID and Password or scan the QR code with the SingPass app	
2b	Select the relevant UEN/Entity ID (if applicable)	

² From 11 April 2021, the login process for CorpPass will be changed to verify an individual's identity via Singpass first, before allowing the user to access and transact with government digital services. After clicking on 'Log in with Singpass', you will be directed to log in via Singpass, before gaining access to the digital service or selecting the relevant UEN identity to transact for. For more information, visit go.gov.sg/corporate-login

S/N	Step	Screenshot
3	<p>Click on “My Portfolio > Licence”</p> <p>Enter the Licence Number and Click on “Search”</p> <p>Click on “Action” > “Amend”</p>	<p>The screenshot shows the 'Licences' section of the GoBusiness Licensing portal. At the top, there's a navigation bar with icons for Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. The 'Licences' tab is active. Below the navigation bar, there's a search bar with the placeholder text 'Agency Name, Licence Name, Licence Number' and a 'SEARCH' button. A link 'Click here' is provided for viewing licences via GoBusiness Licensing. A table lists licences with columns: Licence Number, Licence Name, Licence Status, Issue Date, Expiry Date, Agency, and Action. The first licence is '50866' for 'Certificate of Registration and Hotel-keeper's Licence', with status 'Active' and issue date '13 Feb 2020'. A red box highlights the 'Action' dropdown menu, which has 'Amend' selected. A callout '1' points to the 'Click My Portfolio >> Licences' link, and a callout '2' points to the 'Click Action >> Amend' button.</p>
4	<p>Ensure that the Licence no. is correct. Select “Amendment of details in the Certificate of Registration and Hotel-keeper’s Licence” and Click on “Next”</p>	<p>The screenshot shows the 'Amend Licence' process. At the top, there's a progress bar with steps 1 to 7: 1. SELECT Licence(s), 2. AMENDMENT Profile, 3. ADD General Information, 4. PROVIDE Application Details, 5. UPLOAD Supporting Document(s), 6. REVIEW & SUBMIT Application (Payment If Applicable), and 7. ACKNOWLEDGEMENT. Step 2 is highlighted. Below the progress bar, the 'Hotels Licensing Board' is selected, and the 'Certificate of Registration and Hotel-keeper's Licence' is chosen. The 'Type of Amendment' is 'Amendment of details in the Certificate of Registration and Hotel-keeper's Licence'. The 'Licence No.' is '50866'. A red box highlights the 'Next' button, with a callout '3' pointing to 'Click Next'.</p>
5	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	<p>The screenshot shows the 'Amend Existing Licence' process. At the top, there's a 'Terms of Use' section. A red box highlights the 'Agree to Terms of Use' checkbox, with a callout '4' pointing to 'Agree to Terms of Use'. Below the 'Terms of Use' section, the 'Filer's Particulars' section is visible. It contains fields for Salutation, Name, ID Type, ID Number, Nationality, Gender, Date of Birth, Designation, Office Tel Number, Home Tel Number, Fax Number, Mobile Number, Email, and Alternative Email. A red box highlights the 'Next' button, with a callout '5' pointing to 'Click Next'.</p>

S/N	Step	Screenshot
6	Select the relevant “Amendment Profile” ³	

Change of Hotel Name


Pursuant to Hotels Licensing Regulations R(14)(2), the owner or licensee of a hotel shall not change the name of the hotel without the prior written approval of the Board.

S/N	Step	Screenshot
1	Select “Change of Hotel Name” under the Amend Profile section	
2	Enter the new Hotel Name by over-riding the existing name of the hotel.	
3	Scroll to the bottom of the page and Click on “Proceed”	

³ Based on the selected amendment profile, only the respective fields will be available for editing and the remaining fields will be greyed off.

S/N	Step	Screenshot
4	<p>Upload the e-notice⁴ according to the Notice template in PDF format. Do ensure that you have accurately entered the Name of Hotel.</p> <p>Further, please make sure that the Name of Hotel is the same as the Name of Hotel as per your application and on your hotel signage. The e-notice will typically be published on the HLB Website within 3 working days from when the e-notice is successfully uploaded.</p> <p>Next, upload other supporting documents (if any) and click “Next”.</p>	
5	<p>You may preview and print the application form at this screen.</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and click “Submit”.</p>	

⁴ Any notice of objection lodged with HLB within two weeks of the advertisement will be taken into account in the assessment of the application for a Certificate of Registration.

S/N	Step	Screenshot																
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).</p> <p>You may choose to print or close the acknowledgement page.</p>	<div><h3>Amend Existing Licence</h3><div><div></div><div><div>Submitted successfully: 1 application(s)</div><div>You will be notified of the approval of your application via SMS/Email.</div></div></div><div><div>Hotels Licensing Board</div><div>Certificate of Registration and Hotel-keeper's Licence</div><table><tr><td>Application Number</td><td>U2020033453</td><td>Application Status</td><td>Submitted (No Upfront Payment Required)</td></tr><tr><td>Submission Number</td><td>B2020267112</td><td>Payment Status</td><td>STAGE1 : N.A STAGE2 : PENDING</td></tr><tr><td>Submission Date</td><td>18/02/2020 10:41:07</td><td></td><td></td></tr><tr><td>Submission Name</td><td>B2020267112</td><td></td><td></td></tr></table></div><div><div>View your Applications and Status</div><div><div>NOTE</div><div>Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.</div><div>Please note that the "Submission Name" is for your personal reference only.</div><div>You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.</div></div><div><div>Click Print</div><div>PRINT</div><div>CLOSE</div><div>Click Close</div></div></div></div>	Application Number	U2020033453	Application Status	Submitted (No Upfront Payment Required)	Submission Number	B2020267112	Payment Status	STAGE1 : N.A STAGE2 : PENDING	Submission Date	18/02/2020 10:41:07			Submission Name	B2020267112		
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Submission Date	18/02/2020 10:41:07																	
Submission Name	B2020267112																	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”⁵ feature. Upon receiving all the required documents and placement of the advertisements⁶, the Secretariat will process the application which will take an average of two weeks.

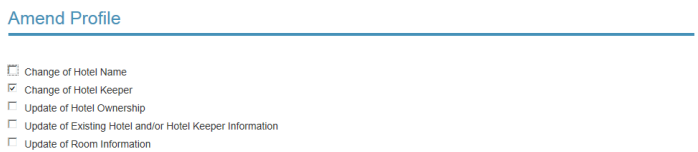
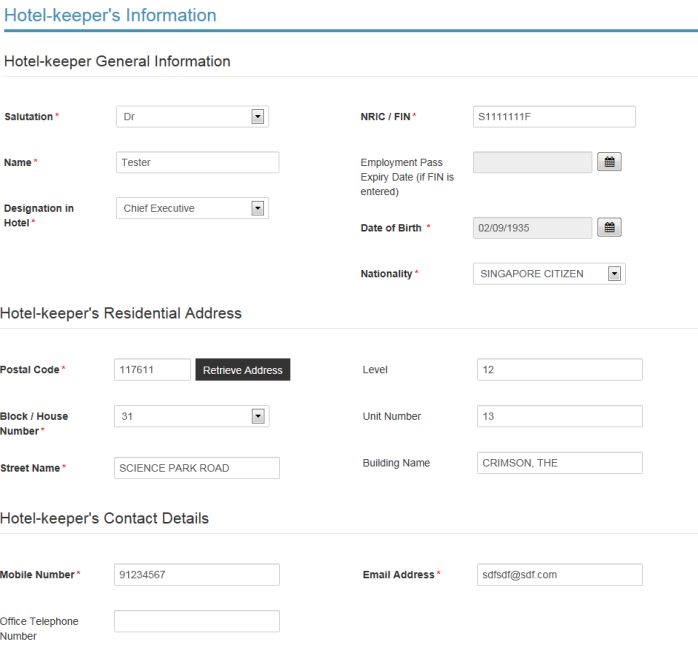
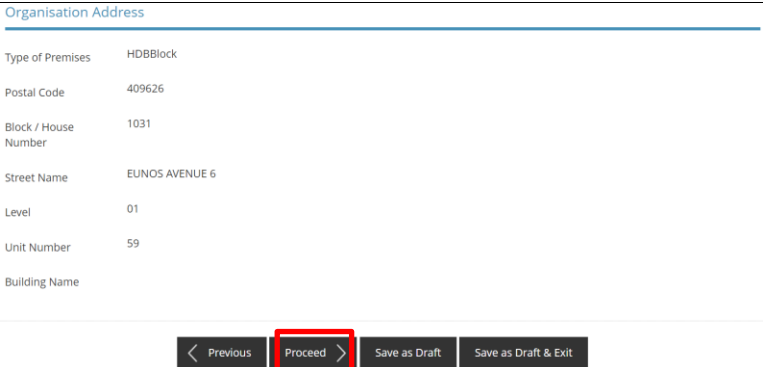
S/N	Step	Screenshot
7	<p>Once the application has been approved by the Board, you will receive an email notification on the approval. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing</p> <p><i>Note: Licence fees related to new, amendment, and renewal applications that are payable from 1 Jan 2021 to 31 Dec 2021 will be waived to help mitigate the impact of COVID-19.</i></p>	
8	For printing of licences, please refer to the Guide for Printing of Licences.	

⁵ Please refer to the step-by-step guide on “Request for Action”

⁶ Please note that the Board will only be able to process the application if there are no objections from the public within 14 days from the advertisement date

Change of Hotel-Keeper

Pursuant to Hotels Licensing Regulations R(14)(1), where any change is effected in the hotel-keeper of a hotel, the hotel owner shall notify the secretary in writing all the particulars of the change within 10 days of the effective date of such change.

S/N	Step	Screenshot
1	Select “Change of Hotel Keeper” under the Amend Profile section.	
2	Enter the new Hotel-keeper information such as Hotel-keeper General Information, Residential Address and Contact Details by over-riding the existing hotel-keeper’s information.	
3	Scroll to the bottom of the page and Click on “Proceed”.	

S/N	Step	Screenshot
4	Upload the supporting documents (e.g. Resume of proposed Hotel-keeper and/or copy of Employment Pass) and Click “Next”.	
5	<p>You may preview and print the application form at this screen.</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and click “Submit”.</p>	

S/N	Step	Screenshot																
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).</p> <p>You may choose to print or close the acknowledgement page.</p>	<div><h3>Amend Existing Licence</h3><div><div></div><div><div>Submitted successfully: 1 application(s)</div><div>You will be notified of the approval of your application via SMS/Email.</div></div></div><div><div>Hotels Licensing Board</div><div>Certificate of Registration and Hotel-keeper's Licence</div><table><tr><td>Application Number</td><td>U2020033453</td><td>Application Status</td><td>Submitted (No Upfront Payment Required)</td></tr><tr><td>Submission Number</td><td>B2020267112</td><td>Payment Status</td><td>STAGE1 : N.A STAGE2 : PENDING</td></tr><tr><td>Submission Date</td><td>18/02/2020 10:41:07</td><td></td><td></td></tr><tr><td>Submission Name</td><td>B2020267112</td><td></td><td></td></tr></table></div><div><div>View your Applications and Status</div><div><div>NOTE</div><div>Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.</div><div>Please note that the "Submission Name" is for your personal reference only.</div><div>You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.</div></div><div><div><div>Click Print</div><div>PRINT</div></div><div><div>Click Close</div><div>CLOSE</div></div></div></div></div>	Application Number	U2020033453	Application Status	Submitted (No Upfront Payment Required)	Submission Number	B2020267112	Payment Status	STAGE1 : N.A STAGE2 : PENDING	Submission Date	18/02/2020 10:41:07			Submission Name	B2020267112		
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The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”⁷ feature. Upon receiving all the required documents, the Secretariat will process the application which will take an average of two weeks.

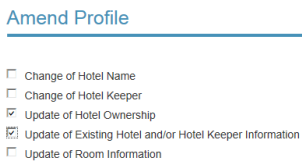
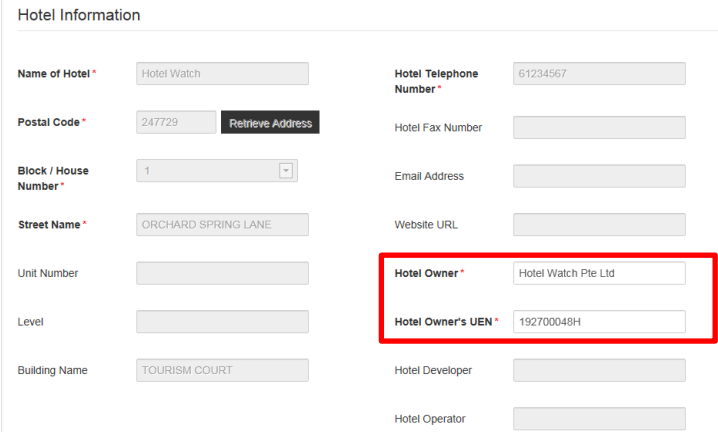
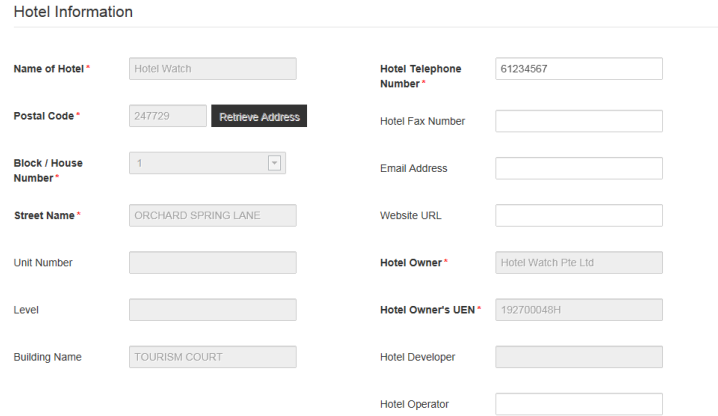
S/N	Step	Screenshot																					
7	<p>Once the application has been approved by the Board, you will receive an email notification on the approval. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing</p> <p><i>Note: Licence fees related to new, amendment, and renewal applications that are payable from 1 Jan 2021 to 31 Dec 2021 will be waived to help mitigate the impact of COVID-19.</i></p>	<p>The screenshot shows the 'Correspondences' section of the GoBusiness Licensing portal. At the top, there's a navigation bar with tabs: HOME, MY PORTFOLIO, LICENCE APPLICATION, and LICENSED ENTITIES. Below this is a menu with icons for Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. The 'Correspondences' tab is active. A search bar is present with the placeholder text 'Agency Name, Licence Name, Correspondence Name'. A 'SEARCH' button is to the right. Below the search bar is a table of correspondence entries. The first entry is 'HLB - Amendment Application Print Notification-Change of Hotel Name' with application number 'U1920029757', licence name 'Certificate of Registration and Hotel-keeper's Licence', application type 'Amend', delivery channel 'Email', agency 'Hotels Licensing Board', and sent date '08/03/2019 10:59:11'. The second entry is 'Licence Application Status Update Notification (to Applicant)' with the same application number, licence name, application type, delivery channel, agency, and sent date '08/03/2019 10:59:09'. Callout 1 points to the 'MY PORTFOLIO' tab and 'Correspondence' link. Callout 2 points to the search bar. Callout 3 points to the 'Click to view details' link for the first entry.</p> <table><thead><tr><th>Name</th><th>Application/Licence Number/RRN</th><th>Licence Name</th><th>Application Type</th><th>Delivery Channel</th><th>Agency</th><th>Sent Date</th></tr></thead><tbody><tr><td>HLB - Amendment Application Print Notification-Change of Hotel Name</td><td>U1920029757</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>08/03/2019 10:59:11</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>U1920029757</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>08/03/2019 10:59:09</td></tr></tbody></table>	Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	HLB - Amendment Application Print Notification-Change of Hotel Name	U1920029757	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	08/03/2019 10:59:11	Licence Application Status Update Notification (to Applicant)	U1920029757	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	08/03/2019 10:59:09
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8	For printing of licences, please refer to the Guide for Printing of Licences.																						

⁷ Please refer to the step-by-step guide on “Request for Action”

Update of Hotel Ownership

Update of Existing Hotel and/or Hotel Keeper Information

For update of Hotel Ownership⁸ or existing hotel and/or hotel-keeper information, these applications do not require approvals from the Board and will be auto-approved upon submission of the application.

S/N	Step	Screenshot
1	Select “Update of Hotel Ownership” or “Update of Existing Hotel and/or Hotel Keeper information” under the Amend Profile section.	 <p>Amend Profile</p> <ul style="list-style-type: none"> <input type="checkbox"/> Change of Hotel Name <input type="checkbox"/> Change of Hotel Keeper <input checked="" type="checkbox"/> Update of Hotel Ownership <input checked="" type="checkbox"/> Update of Existing Hotel and/or Hotel Keeper Information <input type="checkbox"/> Update of Room Information
2a	For Update of Hotel Ownership, input the new Hotel Owner information by over-riding the existing data.	 <p>Hotel Information</p> <p>Name of Hotel * Hotel Watch Hotel Telephone Number * 61234567</p> <p>Postal Code * 247729 Retrieve Address Hotel Fax Number</p> <p>Block / House Number * 1 Email Address</p> <p>Street Name * ORCHARD SPRING LANE Website URL</p> <p>Unit Number Hotel Owner * Hotel Watch Pte Ltd</p> <p>Level Hotel Owner's UEN * 192700048H</p> <p>Building Name TOURISM COURT Hotel Developer</p> <p>Hotel Operator</p>
2b	For Update of existing Hotel information, only the Hotel Tel Number, Hotel Fax Number, Email Address, Website URL can be updated.	 <p>Hotel Information</p> <p>Name of Hotel * Hotel Watch Hotel Telephone Number * 61234567</p> <p>Postal Code * 247729 Retrieve Address Hotel Fax Number</p> <p>Block / House Number * 1 Email Address</p> <p>Street Name * ORCHARD SPRING LANE Website URL</p> <p>Unit Number Hotel Owner * Hotel Watch Pte Ltd</p> <p>Level Hotel Owner's UEN * 192700048H</p> <p>Building Name TOURISM COURT Hotel Developer</p> <p>Hotel Operator</p>

⁸ Hotel Ownership means the company that owns the hotel or owns the business that operates the hotel. For e.g. Hotel XYZ is owned by Company A but Company B operates the hotel and applies for the hotel licence (i.e. Company B is the hotel licensee). Should Company A sell the Hotel XYZ to Company C, but Company B continues to operate the hotel, only an update of the Hotel Ownership is required. However, should Company C wish to take over the operations of the hotel from Company B, a new application for a Certification of Registration and Hotel Keeper's Licence is required as licenses are not transferable.

S/N	Step	Screenshot
	For Update of existing Hotel-keeper information, only the Hotel-keeper's Residential Address and Contact details can be updated.	
3	Scroll to the bottom of the page and Click on "Proceed".	
4	Upload the supporting documents (if any) and Click "Next".	

S/N	Step	Screenshot
5	<p>You may preview and print the application form at this screen.</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and Click “Submit”.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application). The application status will be reflected as “Approved”.</p> <p>You may choose to print or close the acknowledgement page.</p> <p>No payment is required for “Update of Hotel Ownership, Update of Existing Hotel and/or Hotel-keeper Information”.</p>	

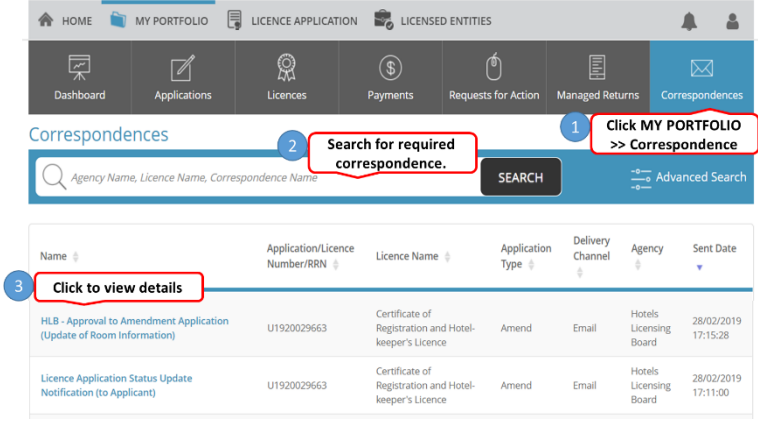
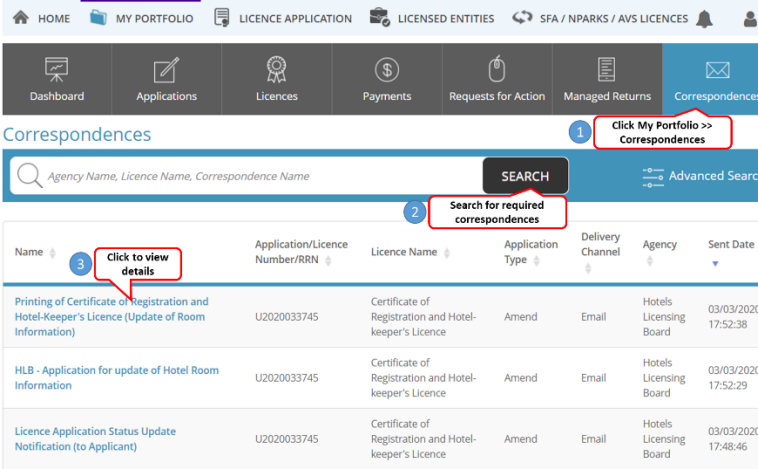
Update of Room Information

Should there be any changes to the hotel room information, please update the changes via GoBusiness Licensing.

S/N	Step	Screenshot
1	Select “Update of Room Information” under the Amend Profile section.	
2	Update the Room Information either by editing the existing data or adding new room category. The total number of rooms & beds will be updated automatically.	
3	Scroll to the bottom of the page and Click on “Proceed”.	
4	Upload the supporting documents (if any) and Click “Next”.	

S/N	Step	Screenshot
5	<p>You may preview and print the application form at this screen.</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and Click “Submit”.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).</p> <p>You may choose to print or close the acknowledgement page.</p>	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”⁹ feature. Upon receiving all the required documents, the Secretariat may request for an inspection and the application will take an average of two weeks for processing.

S/N	Step	Screenshot
7	<p>Once the application has been approved, you will receive an email notification on the approval. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing.</p> <p>No payment is required for “Update of Room Information”.</p>	 <p>The screenshot shows the 'Correspondences' section of the GoBusiness Licensing portal. The top navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', 'LICENSED ENTITIES', and a user profile icon. Below this is a secondary navigation bar with 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Correspondences' tab is active. A search bar is present with the placeholder text 'Agency Name, Licence Name, Correspondence Name'. A 'SEARCH' button is to the right of the search bar. Below the search bar is a table with columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. The first row of the table is highlighted with a red callout '3 Click to view details'. The second row of the table is 'HLB - Approval to Amendment Application (Update of Room Information)' with Application/Licence Number/RRN 'U1920029663', Licence Name 'Certificate of Registration and Hotel-keeper's Licence', Application Type 'Amend', Delivery Channel 'Email', Agency 'Hotels Licensing Board', and Sent Date '28/02/2019 17:15:28'. The third row is 'Licence Application Status Update Notification (to Applicant)' with Application/Licence Number/RRN 'U1920029663', Licence Name 'Certificate of Registration and Hotel-keeper's Licence', Application Type 'Amend', Delivery Channel 'Email', Agency 'Hotels Licensing Board', and Sent Date '28/02/2019 17:11:00'.</p>
7a	<p>If a change in number of rooms result in a change in the size of hotel, you will need to print both the Certificate of Registration and Hotel-Keeper’s Licence.</p> <p>For printing of licences, you may refer to the Guide for Printing of Licences.</p>	 <p>The screenshot shows the 'Correspondences' section of the GoBusiness Licensing portal. The top navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', 'LICENSED ENTITIES', 'SFA / NPARKS / AVS LICENCES', and a user profile icon. Below this is a secondary navigation bar with 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Correspondences' tab is active. A search bar is present with the placeholder text 'Agency Name, Licence Name, Correspondence Name'. A 'SEARCH' button is to the right of the search bar. Below the search bar is a table with columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. The first row of the table is highlighted with a red callout '3 Click to view details'. The second row of the table is 'Printing of Certificate of Registration and Hotel-Keeper's Licence (Update of Room Information)' with Application/Licence Number/RRN 'U2020033745', Licence Name 'Certificate of Registration and Hotel-keeper's Licence', Application Type 'Amend', Delivery Channel 'Email', Agency 'Hotels Licensing Board', and Sent Date '03/03/2020 17:52:38'. The third row is 'HLB - Application for update of Hotel Room Information' with Application/Licence Number/RRN 'U2020033745', Licence Name 'Certificate of Registration and Hotel-keeper's Licence', Application Type 'Amend', Delivery Channel 'Email', Agency 'Hotels Licensing Board', and Sent Date '03/03/2020 17:52:29'. The fourth row is 'Licence Application Status Update Notification (to Applicant)' with Application/Licence Number/RRN 'U2020033745', Licence Name 'Certificate of Registration and Hotel-keeper's Licence', Application Type 'Amend', Delivery Channel 'Email', Agency 'Hotels Licensing Board', and Sent Date '03/03/2020 17:48:46'.</p>

STB provides the Applicant with a platform to report any wrong-doings, unlawful conduct or malpractices of STB staff that are against the public interest. The details of STB’s whistleblowing framework is set out [here](#).

⁹ Please refer to the step-by-step guide on “Request for Action”