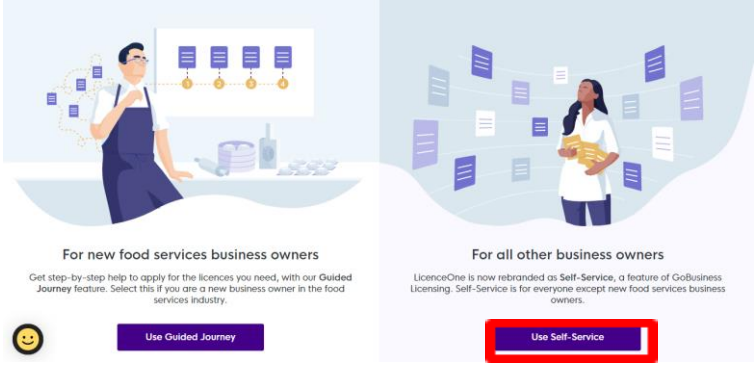
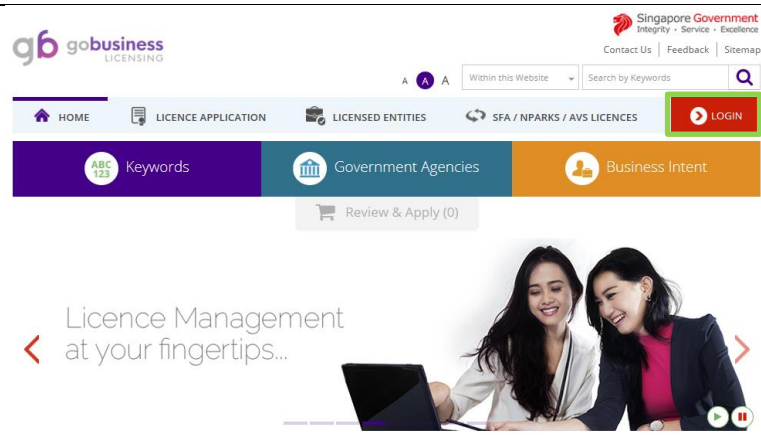
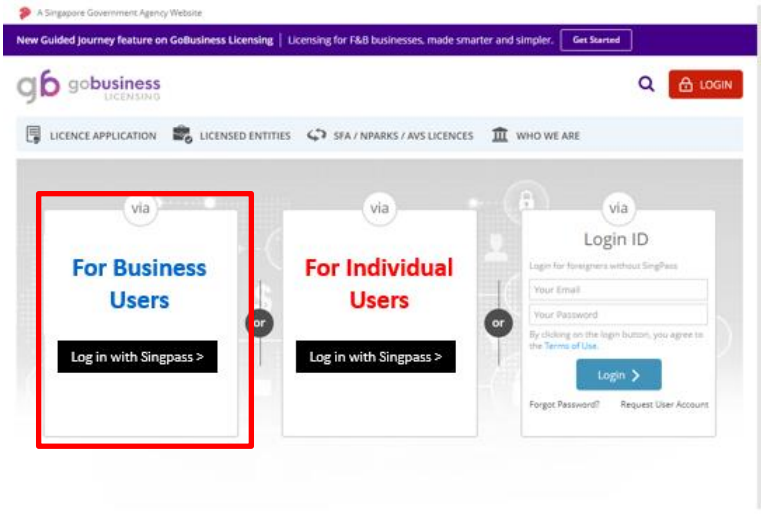
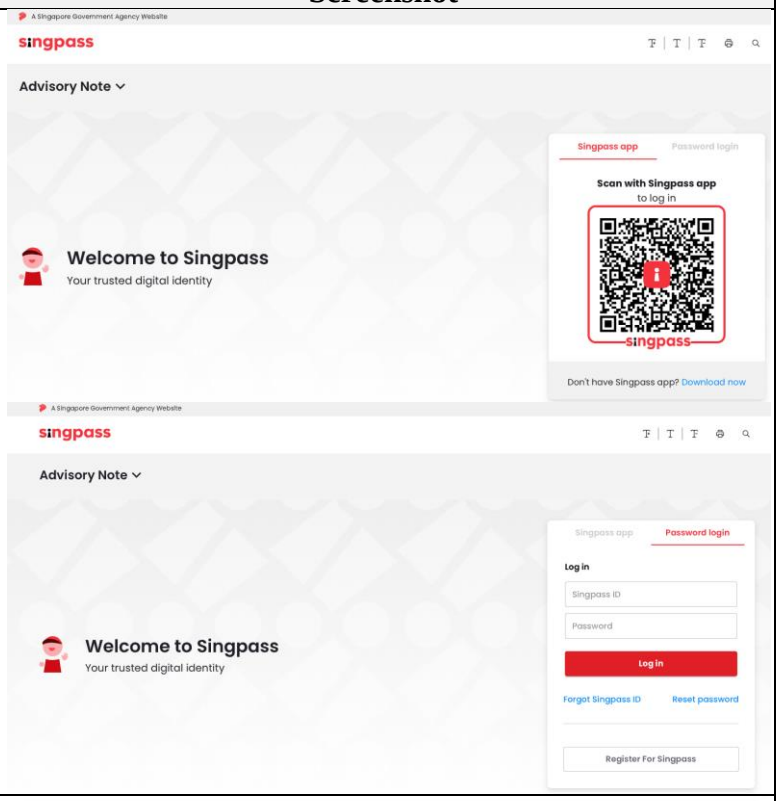
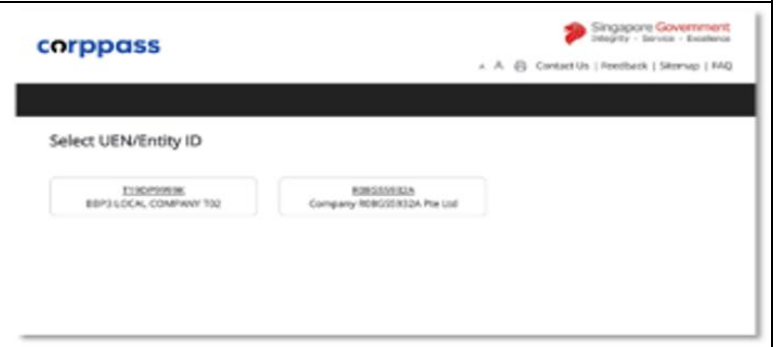
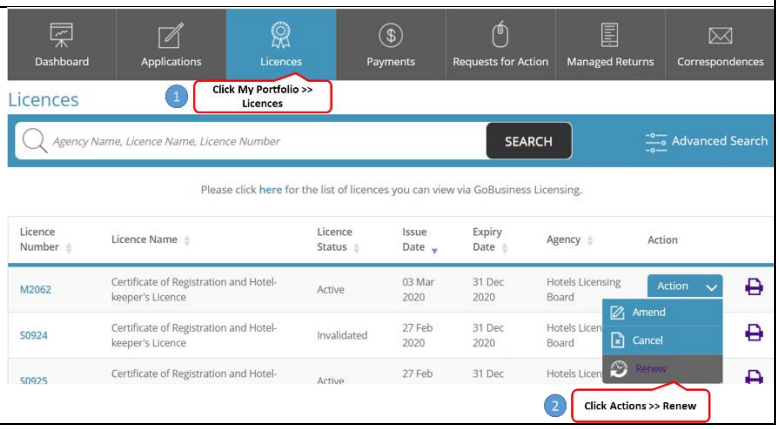
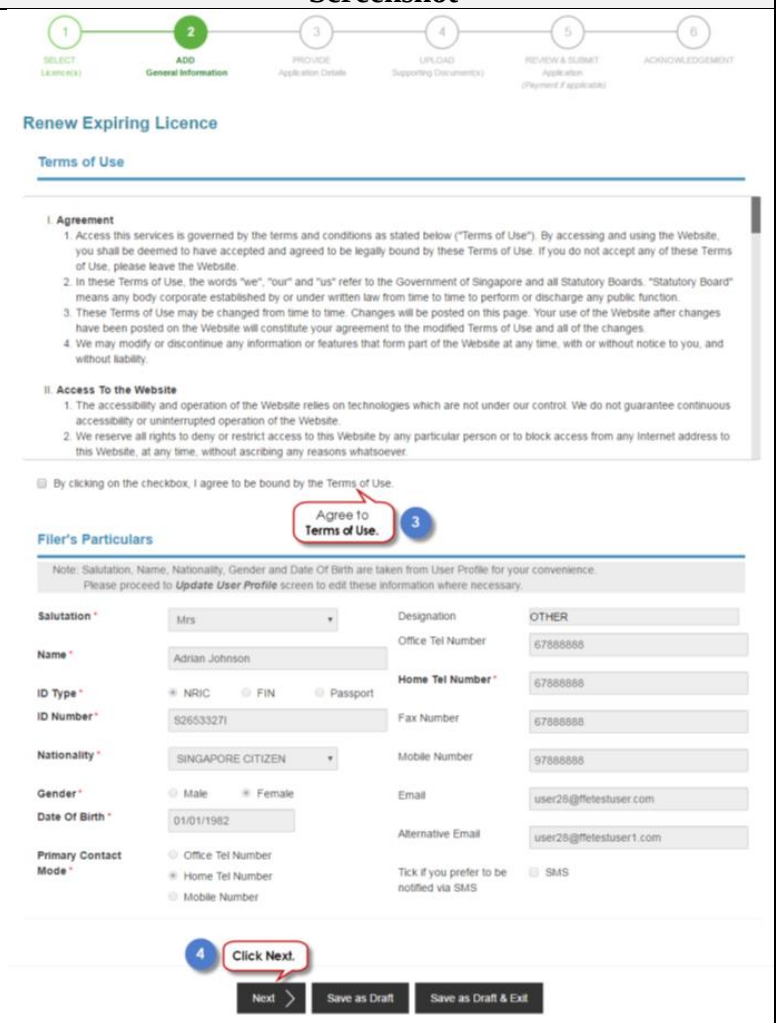
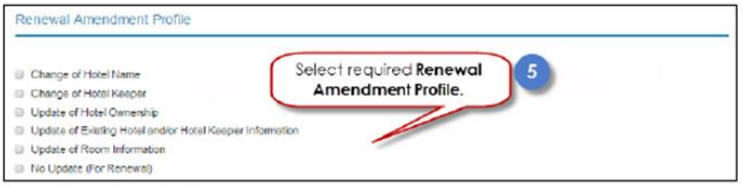
**Step-by-Step Guide for Renewal of**
**Certificate of Registration and Hotel-keeper's Licence**

The licence expires on 31 December annually and the licence renewal exercise starts from October each year. Hotels can only submit the licence renewal application from 1 October to 30 November. HLB will send the notice of renewal to hotels in early October and hotels are required to submit the renewal applications through GoBusiness Licensing.

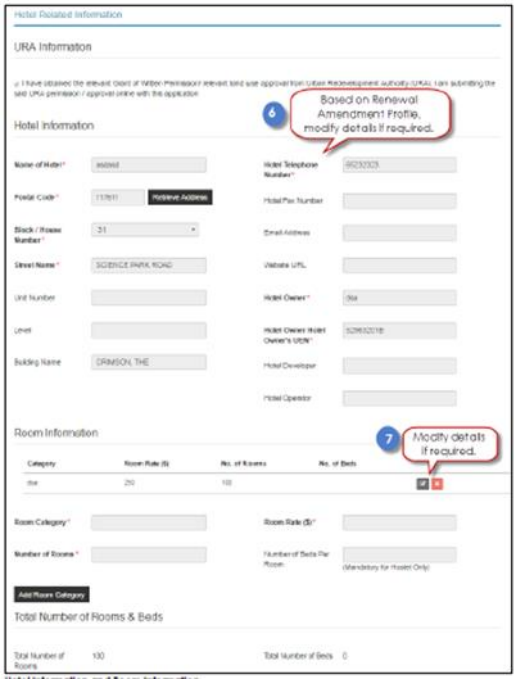
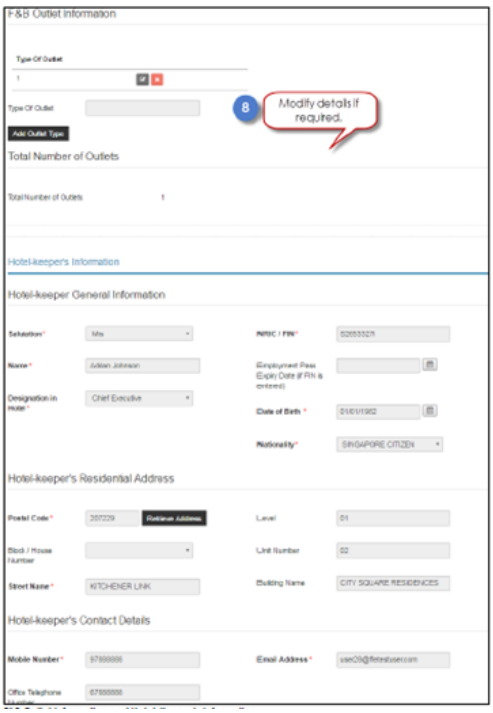
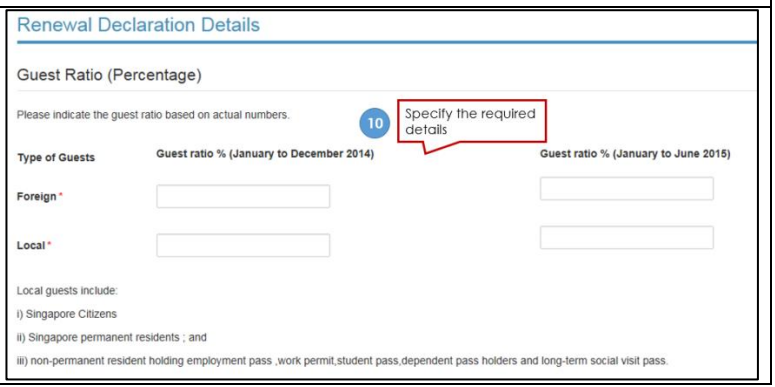
| S/N | Step | Screenshot |
|---|---|---|
| 1 | Go to GoBusiness Licensing website https://www.gobusiness.gov.sg/licences, and click on "Use Self-Service" under "For all other business owners" |  |
| 1a | Next, click on "Login" |  |
| 2 | Log in to GoBusiness Licensing using SingPass[1] |  |

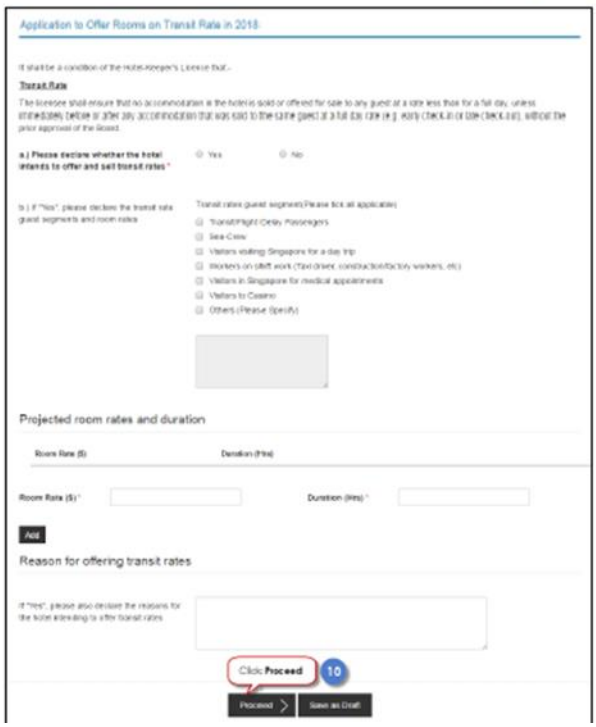
[1] From 11 April 2021, the login process for Corppass will be changed to verify an individual's identity via Singpass first, before allowing the user to access and transact with government digital services. After clicking on 'Log in with Singpass', you will be directed to log in via Singpass, before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

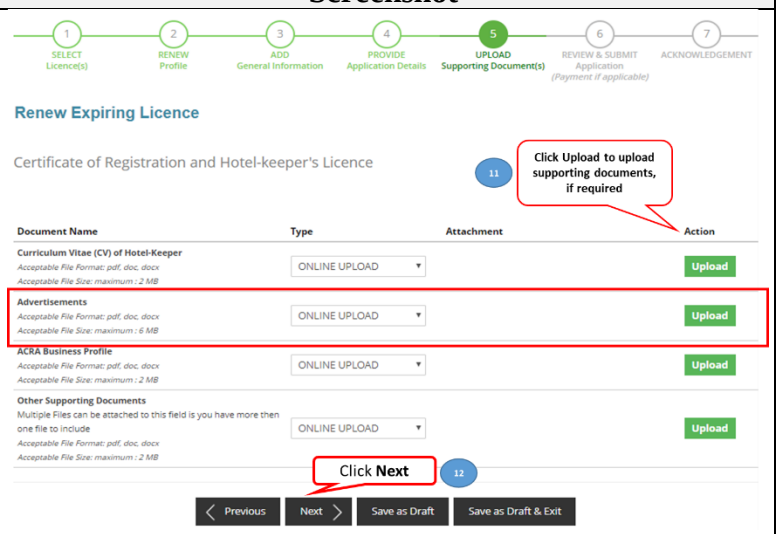
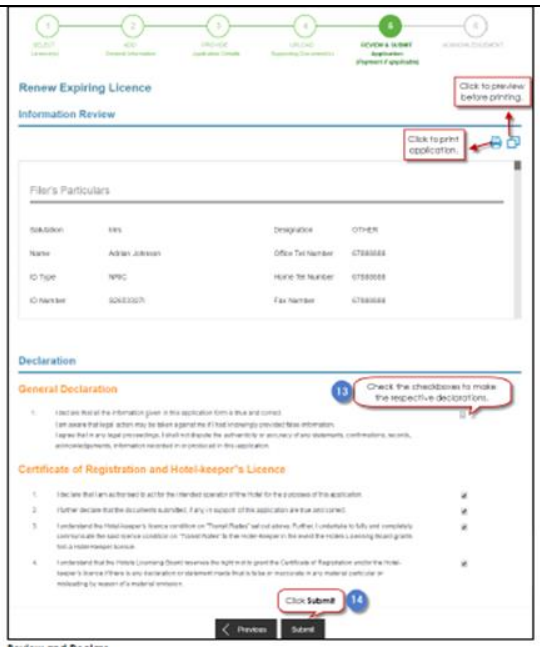
| S/N | Step | Screenshot |
|---|---|---|
| 2a | Log in with SingPass ID and Password or scan the QR code with the SingPass app |  |
| 2b | Select the relevant UEN/Entity ID (if applicable) |  |
| 3 | Click on "My Portfolio > Licence"<br><br>Enter the Licence Number and Click on "Search"<br><br>Click on "Action > Renew" |  |

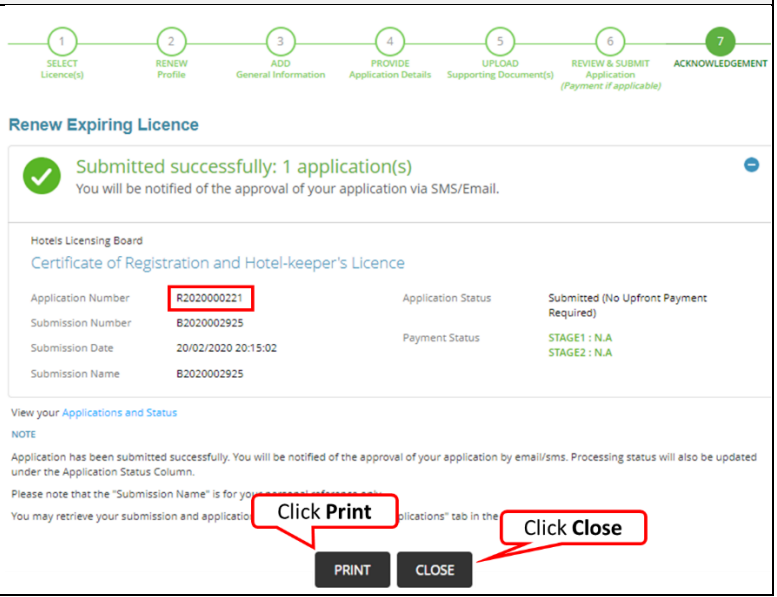
| S/N | Step | Screenshot |
|---|---|---|
| 4 | Select the checkbox to agree to the Terms of Use<br><br>Click on "**Next**" |  |
| 5 | You may amend the existing licence information by selecting the relevant amendment profile[2]<br><br>If there is no update to the existing licence information, please select "No Update (For Renewal)" |  |

[2] Please note that the any amendment made will only be reflected in the licence for the next year.

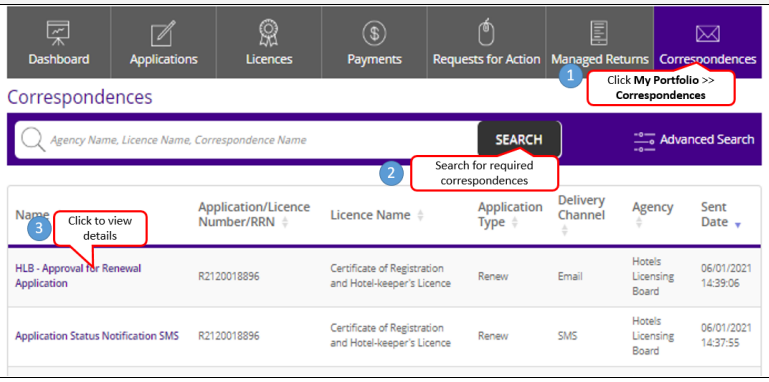
| S/N | Step | Screenshot |
|---|---|---|
| 6 | If an “Amendment Profile” is selected in the earlier screen, the relevant fields will be opened up for updating<br><br>If you selected “No Update (For Renewal)”, you may skip this step |  <br>  |
| 7 | Complete the Guest Ratio (Percentage) field |  |

| S/N | Step | Screenshot |
|---|---|---|
| 8 | If the hotel is currently offering rooms on transit rate, complete the section on “Transit rate Information”<br><br>If the hotel is currently not offering transit rates, this section will be greyed out | <br> |
| 9 | Select if the hotel has the intention to offer rooms on transit rate for the next licence period<br><br>If you select “Yes”, you are required to select the guest segment and specify the project room rates and duration<br><br>Click on “Proceed” once the section has been completed |  |

| S/N | Step | Screenshot |
|---|---|---|
| 10 | Upload the supporting documents (if any) and Click “Next”.<br><br>If you are submitting a change of hotel name with your renewal application, you will need to upload the e-notice according to the Notice template in PDF format. Ensure that you have provided accurate information in the e-notice. The e-notice will typically be published on the HLB Website within 3 working days from when the e-notice is successfully uploaded. |  |
| 11 | You may preview and print the application form at this screen.<br><br>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and Click on “Submit”.<br><br>*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.* |  |

| S/N | Step | Screenshot |
|---|---|---|
| 13 | The system will provide you with an acknowledgement page and an application number which starts with "R" (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).<br><br>You may choose to print or close the acknowledgement page |  |

The Secretariat may request for additional information or supporting documents (if any) via the "Request for Action"[3] feature. Upon receiving all the required documents and clarification (if any), the Secretariat will process the application.

| S/N | Step | Screenshot |
|---|---|---|
| 14 | Once the application has been approved, you will receive an email on the status of the renewal application. A copy of the correspondence can also be found under the "Correspondence" tab in GoBusiness Licensing. |  |
| 15 | For printing of licences, please refer to the Guide for Printing of Licences. | |

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.

[3] Please refer to the step-by-step guide on "Request for Action"