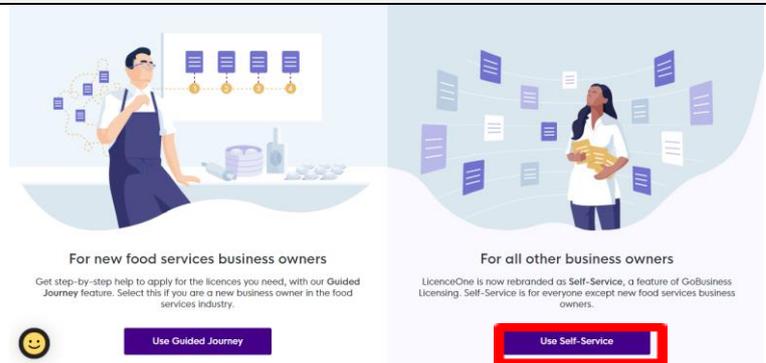
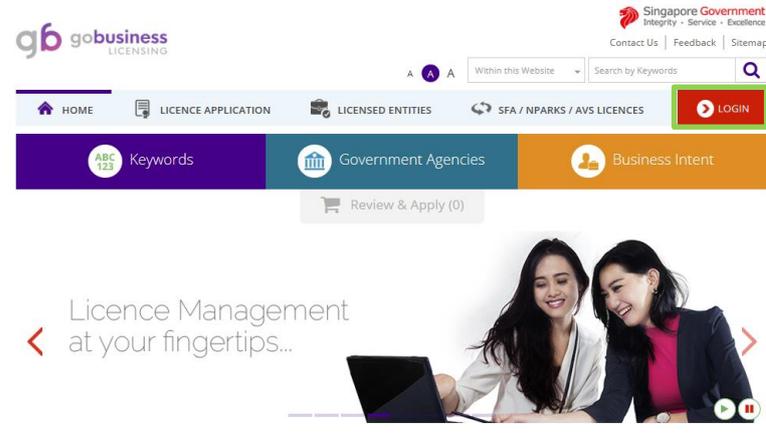
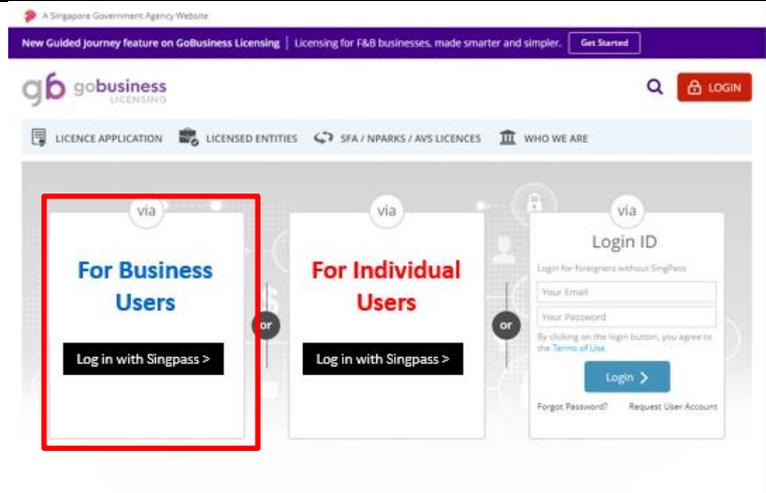
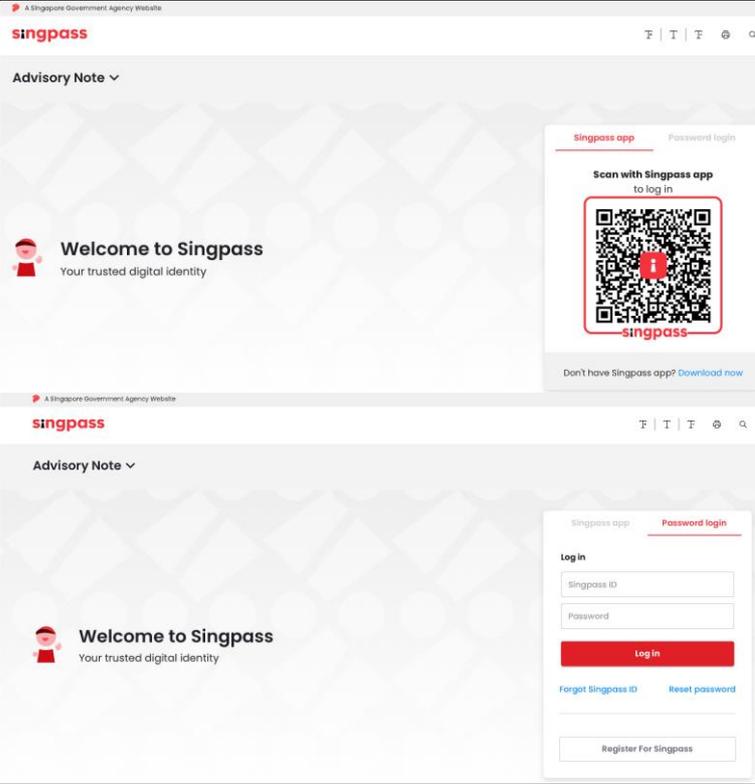
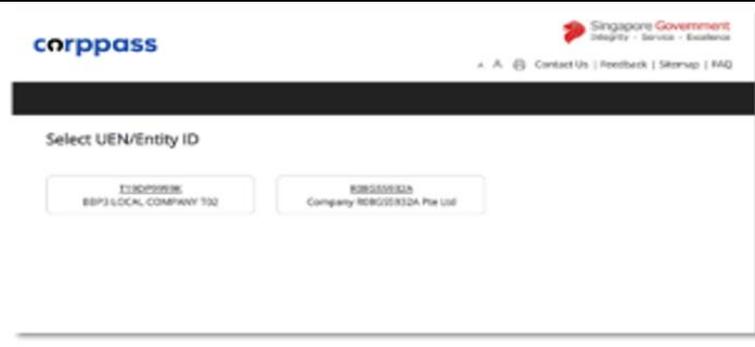
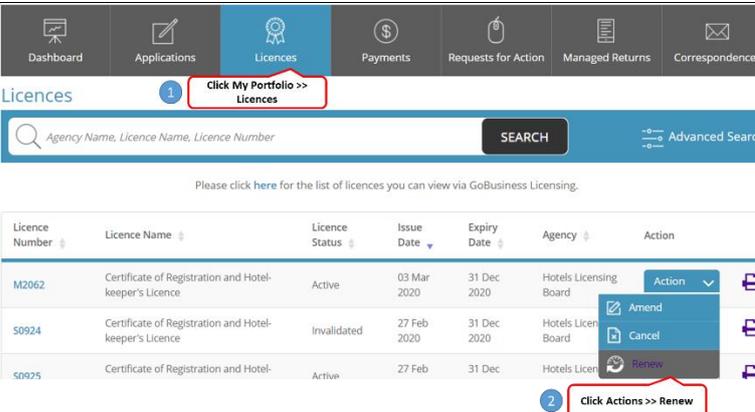


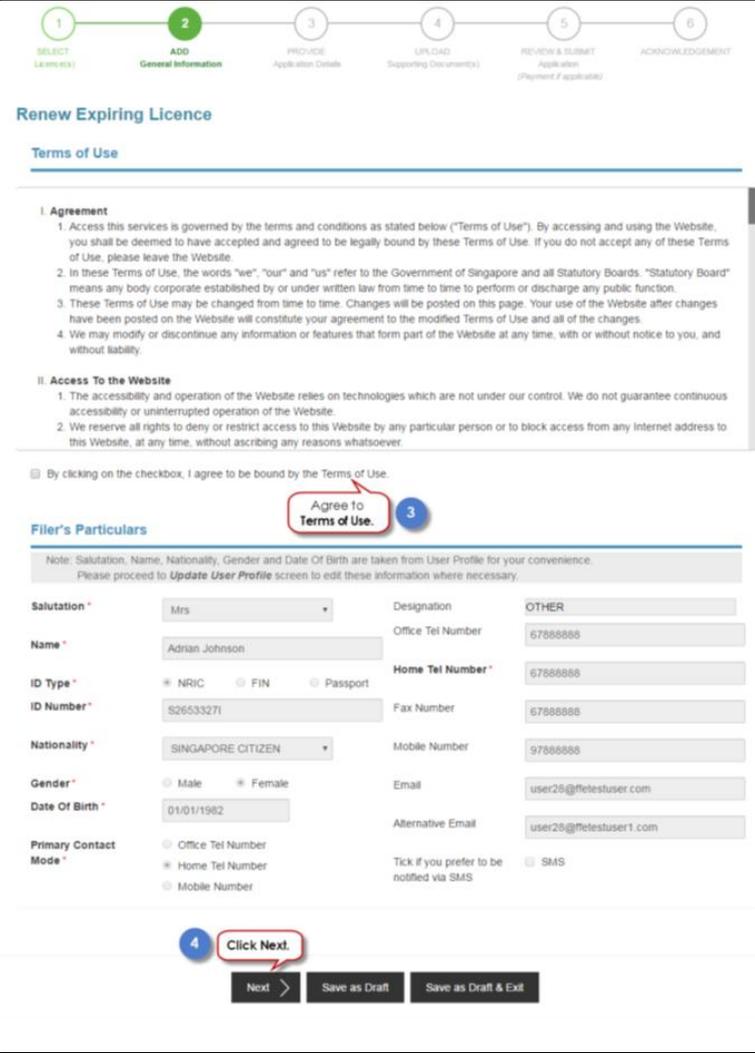
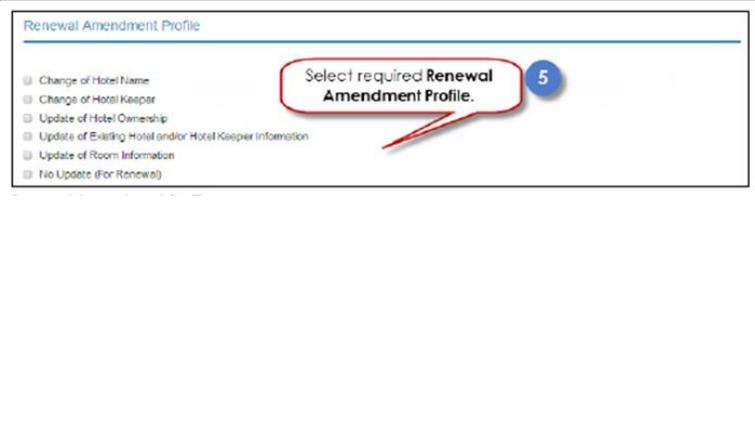
Step-by-Step Guide for Renewal of Certificate of Registration and Hotel-keeper's Licence

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”	 <p>The screenshot shows two main options for users. On the left, 'For new food services business owners' with a 'Use Guided Journey' button. On the right, 'For all other business owners' with a 'Use Self-Service' button highlighted by a red rectangular box. A small text note below the 'Use Self-Service' button states: 'LicenceOne is now rebranded as Self-Service, a feature of GoBusiness Licensing. Self-Service is for everyone except new food services business owners.'</p>
1a	Next, click on “Login”	 <p>The screenshot shows the GoBusiness Licensing homepage. The navigation bar includes 'HOME', 'LICENCE APPLICATION', 'LICENSED ENTITIES', 'SFA / NPARKS / AVS LICENCES', and a 'LOGIN' button highlighted with a red box. Below the navigation bar, there are sections for 'Keywords', 'Government Agencies', and 'Business Intent'. A banner at the bottom reads 'Licence Management at your fingertips...' with an image of two women looking at a laptop.</p>
2	Log in to GoBusiness Licensing using SingPass ¹	 <p>The screenshot shows the login page with three options: 'For Business Users', 'For Individual Users', and 'Login ID'. The 'For Business Users' option has a 'Log in with Singpass >' button highlighted with a red rectangular box. The 'For Individual Users' option also has a 'Log in with Singpass >' button. The 'Login ID' option includes fields for 'Your Email' and 'Your Password', and a 'Login >' button.</p>

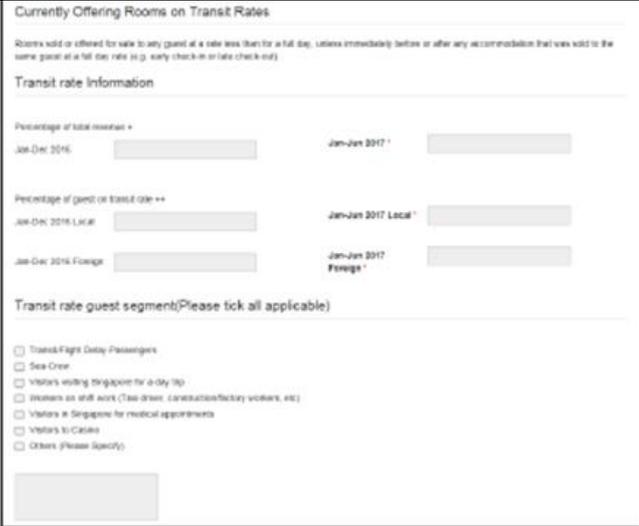
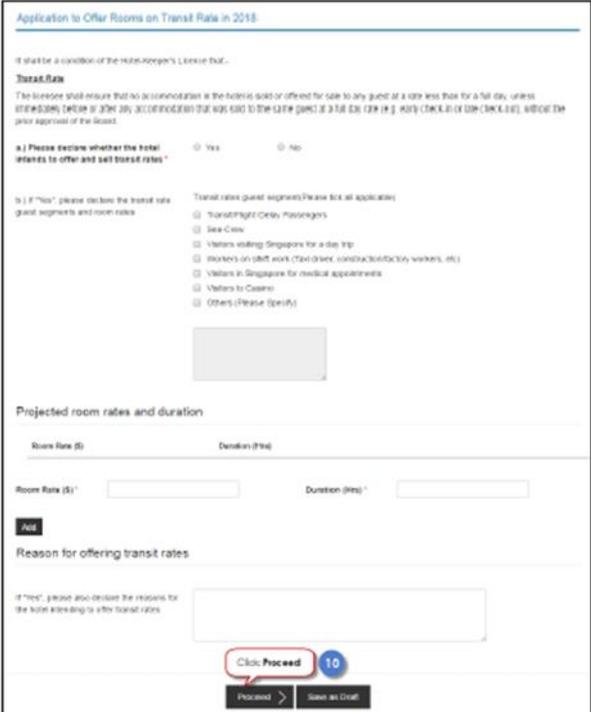
¹From 11 April 2021, the login process for Corppass will be changed to verify an individual's identity via Singpass first, before allowing the user to access and transact with government digital services. After clicking on 'Log in with Singpass', you will be directed to log in via Singpass, before gaining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

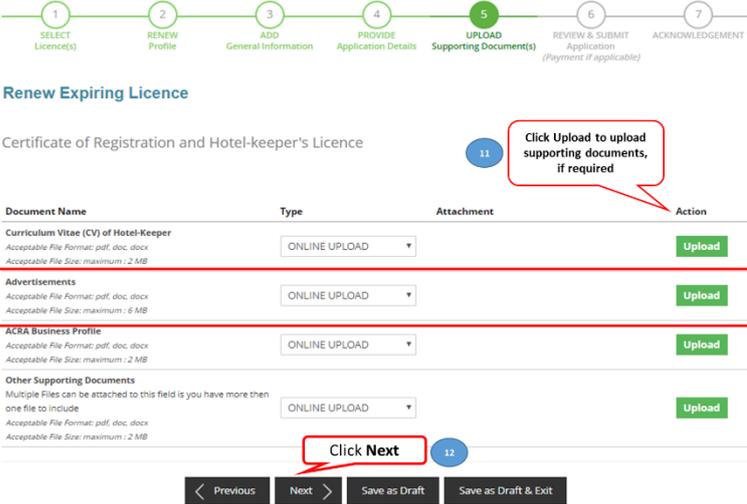
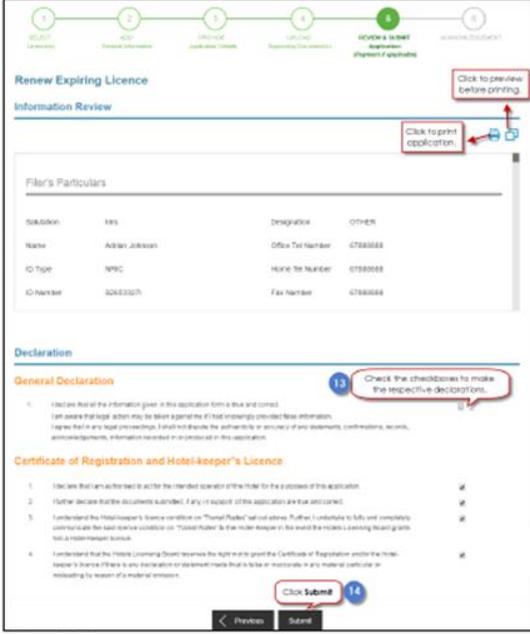
S/N	Step	Screenshot																												
2a	Log in with SingPass ID and Password or scan the QR code with the SingPass app	 <p>The top screenshot shows the Singpass login page with a QR code for app login. The bottom screenshot shows the same page but with the password login form visible, including fields for Singpass ID and Password, and a red 'Log in' button.</p>																												
2b	Select the relevant UEN/Entity ID (if applicable)	 <p>The screenshot shows the CorpPass 'Select UEN/Entity ID' page. There are two buttons: 'BUSINESS' (with subtext 'BEP LOCAL COMPANY TSD') and 'Company' (with subtext 'RONGGONGDA Pte Ltd').</p>																												
3	<p>Click on “My Portfolio > Licence”</p> <p>Enter the Licence Number and Click on “Search”</p> <p>Click on “Action > Renew”</p>	 <p>The screenshot shows the Licences page. The navigation menu has 'Licences' selected. A search bar is present. Below is a table of licences. The 'Action' dropdown for the first licence is open, showing 'Amend', 'Cancel', and 'Renew' options. Red boxes highlight the navigation path and the 'Renew' action.</p> <table border="1" data-bbox="646 1563 1401 1736"> <thead> <tr> <th>Licence Number</th> <th>Licence Name</th> <th>Licence Status</th> <th>Issue Date</th> <th>Expiry Date</th> <th>Agency</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>M2062</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>Active</td> <td>03 Mar 2020</td> <td>31 Dec 2020</td> <td>Hotels Licensing Board</td> <td>Amend, Cancel, Renew</td> </tr> <tr> <td>S0924</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>Invalidated</td> <td>27 Feb 2020</td> <td>31 Dec 2020</td> <td>Hotels Licen Board</td> <td>Amend, Cancel, Renew</td> </tr> <tr> <td>S0925</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>Active</td> <td>27 Feb 2020</td> <td>31 Dec 2020</td> <td>Hotels Licen Board</td> <td>Amend, Cancel, Renew</td> </tr> </tbody> </table>	Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Agency	Action	M2062	Certificate of Registration and Hotel-keeper's Licence	Active	03 Mar 2020	31 Dec 2020	Hotels Licensing Board	Amend, Cancel, Renew	S0924	Certificate of Registration and Hotel-keeper's Licence	Invalidated	27 Feb 2020	31 Dec 2020	Hotels Licen Board	Amend, Cancel, Renew	S0925	Certificate of Registration and Hotel-keeper's Licence	Active	27 Feb 2020	31 Dec 2020	Hotels Licen Board	Amend, Cancel, Renew
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S/N	Step	Screenshot
4	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	 <p>The screenshot shows a progress bar at the top with six steps: 1. SELECT (Licence(s)), 2. ADD (General Information), 3. PROVIDE (Application Details), 4. UPLOAD (Supporting Documents), 5. REVIEW & SUBMIT (Application (Payment if applicable)), and 6. ACKNOWLEDGEMENT. Step 2 is highlighted in green. Below the progress bar, the title is 'Renew Expiring Licence' and the sub-section is 'Terms of Use'. Under 'I. Agreement', there are four numbered points. Under 'II. Access To the Website', there are two numbered points. A checkbox is present with the text 'By clicking on the checkbox, I agree to be bound by the Terms of Use.' Below this, there is a section for 'Filer's Particulars' with a note and a list of fields: Salutation (Mrs), Name (Adrian Johnson), ID Type (NRIC), ID Number (S26533271), Nationality (SINGAPORE CITIZEN), Gender (Female), Date Of Birth (01/01/1982), Designation (OTHER), Office Tel Number (67888888), Home Tel Number (67888888), Fax Number (67888888), Mobile Number (97888888), Email (user28@fletestuser.com), Alternative Email (user28@fletestuser1.com), and Primary Contact Mode (Home Tel Number). At the bottom, there is a 'Click Next.' button and 'Save as Draft' and 'Save as Draft & Exit' buttons. A red callout box with a blue circle containing the number 3 points to the 'Agree to Terms of Use.' checkbox, and another red callout box with a blue circle containing the number 4 points to the 'Click Next.' button.</p>
5	<p>You may amend the existing licence information by selecting the relevant amendment profile²</p> <p>If there is no update to the existing licence information, please select “No Update (For Renewal)”</p>	 <p>The screenshot shows a section titled 'Renewal Amendment Profile'. Below the title, there is a list of amendment options with checkboxes: Change of Hotel Name, Change of Hotel Keeper, Update of Hotel Ownership, Update of Existing Hotel and/or Hotel Keeper Information, Update of Room Information, and No Update (For Renewal). A red callout box with a blue circle containing the number 5 points to the 'No Update (For Renewal)' option.</p>

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

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

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

S/N	Step	Screenshot																				
10	<p>Upload the supporting documents (if any) and Click “Next”.</p> <p>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.</p>	 <p>Renew Expiring Licence</p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <table border="1"> <thead> <tr> <th>Document Name</th> <th>Type</th> <th>Attachment</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Curriculum Vitae (CV) of Hotel-Keeper <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> <tr> <td>Advertisements <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 6 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> <tr> <td>ACRA Business Profile <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> <tr> <td>Other Supporting Documents <small>Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> </tbody> </table> <p>Navigation: < Previous, Next >, Save as Draft, Save as Draft & Exit</p>	Document Name	Type	Attachment	Action	Curriculum Vitae (CV) of Hotel-Keeper <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload	Advertisements <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 6 MB</small>	ONLINE UPLOAD		Upload	ACRA Business Profile <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload	Other Supporting Documents <small>Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
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11	<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 on “Submit”.</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>Renew Expiring Licence</p> <p>Information Review</p> <p>Filer's Particulars</p> <table border="1"> <thead> <tr> <th>Field</th> <th>Value</th> <th>Field</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>Adrian Johnson</td> <td>Office Tel Number</td> <td>67888888</td> </tr> <tr> <td>ID Type</td> <td>NRIC</td> <td>Home Tel Number</td> <td>67888888</td> </tr> <tr> <td>ID Number</td> <td>SDKES037H</td> <td>Fax Number</td> <td>67888888</td> </tr> </tbody> </table> <p>Declaration</p> <p>General Declaration</p> <p>1. I declare that all the information given in this application form is true and correct. I am aware that legal action may be taken against me if I had or changed provided false information. I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, attachments, information required or provided in this application.</p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <p>1. I declare that I am authorized to act for the named operator of the hotel for the purposes of this application. <input checked="" type="checkbox"/></p> <p>2. I further declare that the documents submitted, if any, in support of this application are true and correct. <input checked="" type="checkbox"/></p> <p>3. I understand that the Hotel-keeper's license is valid on "Travel Passes" set out above. I understand fully and completely that I am responsible for ensuring that the Hotel-keeper in this hotel is the holder of a valid license to grant entry to non-resident visitors. <input checked="" type="checkbox"/></p> <p>4. I understand that the Hotel-keeper's license is valid for the purposes of the Certificate of Registration under the Hotel-keeper's license. I declare that I am not aware of any information or documents that I have or may have in my possession or control that may be relevant to the issuance of a license to the hotel. <input checked="" type="checkbox"/></p> <p>Navigation: < Previous, Submit</p>	Field	Value	Field	Value	Name	Adrian Johnson	Office Tel Number	67888888	ID Type	NRIC	Home Tel Number	67888888	ID Number	SDKES037H	Fax Number	67888888				
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S/N	Step	Screenshot
13	<p>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).</p> <p>You may choose to print or close the acknowledgement page</p>	<p>The screenshot shows a progress bar at the top with 7 steps: 1. SELECT Licences(s), 2. RENEW Profile, 3. ADD General Information, 4. PROVIDE Application Details, 5. UPLOAD Supporting Document(s), 6. REVIEW & SUBMIT Application (Payments if applicable), and 7. ACKNOWLEDGEMENT. Below the progress bar, a green checkmark indicates 'Submitted successfully: 1 application(s)'. A table lists application details: Application Number (R202000221), Submission Number (B2020002925), Submission Date (20/02/2020 20:15:02), and Submission Name (B2020002925). At the bottom, there are 'PRINT' and 'CLOSE' buttons with red callouts.</p>

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	<p>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.</p>	<p>The screenshot shows a navigation menu with tabs: Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. The 'Correspondences' tab is active. Below the menu, there is a search bar with the placeholder text 'Agency Name, Licence Name, Correspondence Name' and a 'SEARCH' button. A table lists correspondence entries with columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date.</p>
15	<p>For printing of licences, please refer to the Guide for Printing of Licences.</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](#).

³ Please refer to the step-by-step guide on “Request for Action”