Step-by-Step Guide for <u>Renewal</u> 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.



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	Step Log in with SingPass ID and Password or scan the QR code with the SingPass app	Advisory Note Advisory Note Advisory Note Advisory Note Melcome to Singpass Your trusted digital identity Advisory Note Melcome to Singpass Advisory Note Melcome to Singpass Your trusted digital identity Melcome to Singpass Your trusted digital identity Melcome to Singpass Your trusted digital identity				Singpose op Scan w Singpose op Singpose of Singpose of Perget Singposes Forget Singposes	F T F C Singpass opp Password login Scan with Singpass app Loig in Singpass opp Don't have Singpass app? Download now F T F C Singpass app Password login Singpass app Password login Singpass app Password login Singpass app Password login Singpass app Password login Singpass app Password login Singpass app Password login Singpass app Password login Singpass app Password login Singpass app Password login Singpass app Password login Singpass app Password login Singpass app Password login			
2b	Select the relevant UEN/Entity ID (if applicable)	Selec	TUEN/Entity ID	BIBSS Company INBC	olista Olista A. Pie us	× A 8	Singler Service	ore Governme - berven - beake eck Sitemap i	40	
3	Click on "My Portfolio	E.	R R	(\$)	٢		Þ	\triangleleft	
	> Licence"	Dashboard	Applications Licences	Payr	ments I	Requests for Act	tion Managed Ret	urns Correspo	ondences	
	Enter the Licence Number and Click on "Search" Click on "Action > Renew"	Licences	Licences			SEAR	кн		d Search	
		Licence Number	Please click here for:	the list of licences Licence Status 6	: you can view Issue Date 💂	via GoBusiness Expiry Date 👙	Agency ϕ	Action		
		M2062	Certificate of Registration and Hotel- keeper's Licence	Active	03 Mar 2020	31 Dec 2020	Hotels Licensing Board	Action 🗸	Ð	
		50924	Certificate of Registration and Hotel- keeper's Licence	Invalidated	27 Feb 2020	31 Dec 2020	Hotels Licen Board	Amend Cancel	Ð	
		50925	Certificate of Registration and Hotel-	Active	27 Feb	31 Dec	Hotels Licen 🖉	Renew	A	

S/N	Step	Screenshot					
4	Select the checkbox to agree to the Terms of Use	1 2 3 4 6 6 SELECT Lamonds ADD General Information PROVIDE Applit alson Details UPL DAD Supporting Discurrent(s) RESERVA & SUBAT Applit alson (Propriet / applitude) ADVIDUE EDGEMENT Renew Expiring Licence Terms of Use					
	Click on " Next "						
		By clicking on the checkbox, I agree to be bound by the Terms of Use. Agree to Terms of Use. Salutation, Name, Nationally, Gender and Date Of Birth are taken from User Profile for your convenience. Please proceed to Update User Profile screen to edit these information where necessary.					
		Salutation * Mrs + Designation OTHER					
		Name * Adrian Johnson 0ffice Tel Number 6788888					
		ID Type* * NRIC O FIN O Passport 6788886					
		ID Number* \$26533271 Fax Number 67688888					
		Nationality * SINGAPORE CITIZEN * Mobile Number 97886888					
		Gender* O Male * Female Email user28@ffetestuser.com					
		Date Of Birth * 01/01/1982 Alternative Email user28@fetestuser1.com					
		Primary Contact Office Tel Number Tick If you prefer to be SMS Mode* Home Tel Number notified Via SMS Mobile Number					
		4 Click Next					
		Next > Save as Draft Save as Draft & Ext					
5	You may amend the existing licence information by selecting the relevant amendment profile ² If there is no update to the existing licence information, please select "No Update (For Renewal)"	Renewal Amendment Profile Change of Hotel Name Change of Hotel Name Update of Fileford Omensition Update of Room Information 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	Heter Related Information						
	Profile" is selected in	URA Information						
	the earlier screen, the	 I have learned the reward cost of videor threaden release table use (sponartism usan test-sequence without) usac learned table use (sequence without) use (sequence without) usac learned table use (sequence without) use (sequence without)						
	relevant fields will be	Hotel information						
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		Hotel-keeper's Residential Address						
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		Diese Australie (2000)						
7	Complete the Guest	Renewal Declaration Details						
	Ratio (Percentage) field	Guest Ratio (Percentage)						
		Please indicate the guest ratio based on actual numbers. Specify the required						
		Type of Guests Guest ratio % (January to December 2014) Guest ratio % (January to June 2015)						
		Foreign						
		Local*						
		Local guests include: 1) Singapore Citizens						
		ii) Singapore permanent residents ; and iii) non-permanent resident holding employment pass, work permit student pass dependent pass holdiers and inno-lerm social visit nass						
	1							

S/N	Step	Screenshot
8	If the hotel is currently	Currently Offering Rooms on Transit Rates
C	offering rooms on	Riteres sold or othered for sale to any gavel at a role law. Here for a field day, unless introducing before or after any exconnectables that was sold to the same grant at a full day role (e.g. same should be or late of the structure or late of the connectable).
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	section on "Transit rate	Preductings of table resonance +
	Information"	Jan-Der 2016
	momunon	Percentage of guest on transf case ++
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	not offering transit rates	Jan Dec 2016 Foreign dan Verage Freege '
	this section will be	Transit rate guest segment/Please tick all applicable)
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		Room Rates and duration (Jan-Jun 2017)
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	rooms on transit rate for	Transactions The locence shall ensure that no accommodation is the hoterois pold or othered for scale to any gued at a state less than for a fail day, unless
	the next licence period	Intrestates before at after any accommodation that was sale to the same guest at a full bay care (e.g. early check and care care), without the prior approximation of the locast.
		a.) Please declare whether the holds $= 0.5$ Ves $= 0.765$ indexes to other and said tones it rates "
	If you select "Yes", you	(b.) If "Nos", please declare the transforder. To not raise panel segment, Please lick all application
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	guest segment and	 Instruction of an angle property of a many type of a strategy of a strate
	specify the project room	Valans to Ceann Orans (Prese (cean)
	rates and duration	
	Click on "Proceed" once	Projected room rates and duration
	the section has been	Brown Hane (B) Denotion (Mina)
	completed	Room Rate (S) * Duration (Imp) *
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		Reason for offering transit rates
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		the koles kites long to a the topical rates
		Click Paseed 10
		Pocend > Save as Deat

S/N	Step	Screenshot					
10	Upload the supporting						
	documents (if any) and	SELECT RENEW ADD PROVIDE UPLOAD REVIEW & SUBMIT ACKNOWLEDGEMENT Licence(s) Profile General Information Application Details Supporting Document(s) Application (Pyrymer II Application)					
	Click "Next".	Renew Expiring Licence					
		Cartificate of Deviatestian and Listel Jaconsel Listense					
	If you are submitting a	supporting documents, if required					
	change of hotel name	Document Name Type Attachment Action					
	with your renewal	Curriculum Vitae (CV) of Hotel-Keeper Acceptable File Format: pdf, doc. doc. VILINE UPLOAD V					
	application, you will	Acceptable File Szer maximum : 2 MB Advertisements					
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	to 31 Dec 2021 will be	Anne Server Anne					
	waived to help mitigate						
	the impact of COVID-19.						

S/N	Step	Screenshot							
13	The system will provide you with an acknowledgement page	1 2 3 4 5 6 7 SELECT RENEW ADD PROVIDE URLDAD REVIEW & SUBMIT ACKNOWLEDGEMENT Licence(s) Profile General Information Application Details Supporting Document() Application (Payment of applicable) Acknowledgement							
	and an application number which starts with "P" (do take note	Renew Expiring Licence Submitted successfully: 1 application(s) You will be notified of the approval of your application via SMS/Email.							
	of this application number as it will be your reference number for any enquiries	Hotels Licensing Board Certificate of Registration and Hotel-keeper's Licence Application Number R202000221 Application Status Submitted (No Upfront Payment Required) Submission Number B2020002925 Payment Status STAGE1 : N.A STAGE2 : N.A Status Submission Name B202002925 Payment Status STAGE2 : N.A STAGE2 : N.A							
	application).	View your Applications and Status NOTE 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.							
	You may choose to print or close the acknowledgement page	Please note that the "Submission Name" is for you Click Print siteations" tab in the Click Close Print Stations" tab in the Click Close PRINT CLOSE							

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.

Step	Screenshot							
Once the application has		R	\$	Ó				
been approved, you will	Dashboard Application	ns Licences	Payments Re	quests for Action	Managed Re	turns Corre	espondences	
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GoBusiness Licensing.	Application Status Notification SMS	R2120018896	Certificate of Registration and Hotel-keeper's Licence	e Renew	SMS	Hotels Licensing Board	06/01/2021 14:37:55	
For printing of licences, please refer to the Guide for Printing of Licences.								
	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. For printing of licences, please refer to the Guide for Printing of Licences.	StepOnce 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.Correspondence Name Licence Name details HB-Approval To Renewal Application Status Notification Status Notification Status Notification StatusFor printing of licences, please refer to the Guide for Printing of Licences.Application Status Notification Status	StepConce 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.Correspondence Name Agency Name, Licence Name, Correspondence Name Application/Licence Number/RN \$ Papication Status Notification SMSFor printing of licences, please refer to the Guide for Printing of Licences.Reney Name, Licence Name Application Status Notification SMS	StepScreensingOnce 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.Image: Correspondence Name Application/Licence Number/RRN \$Image: Correspondence Name Correspondence NameFor printing of licences, please refer to the Guide for Printing of Licences.PaymentsRelation SMSRelation SMS<	StepStreenshotOnce 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.Image: Correspondence NameImage: Correspondence NameStackFor printing of licences, please refer to the Guide for Printing of Licences.Image: Correspondence Application Status Notification Status Nation	StepStreetistionOnce 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.Image: Correspondence NameImage: Correspondence NameImage: Correspondence can also be found under the "Correspondence" tab in GoBusiness Licensing.Image: Correspondence NameApplication/Licence Number/RRN %Image: Correspondence NameFor printing of licences, please refer to the Guide for Printing of Licences.Image: Correspondence Number (Ration Status Notification St	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.Image: Correspondence can Application Status Notification SMSRelia Correspondence NameStatus of Renewal Application/Licence Correspondence NameStatus of the required Correspondence Correspondence NameStatus </td	

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 <u>here</u>.

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