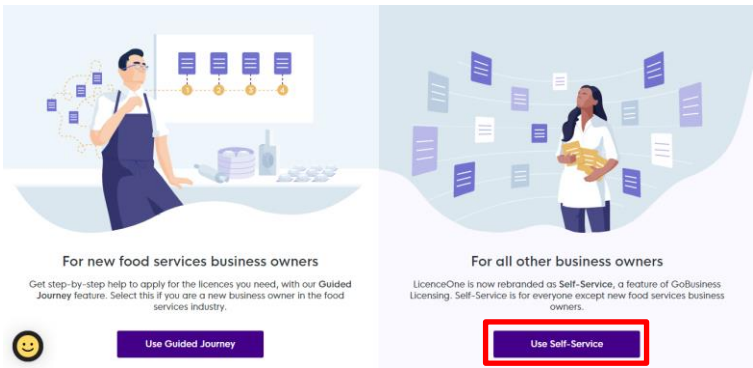
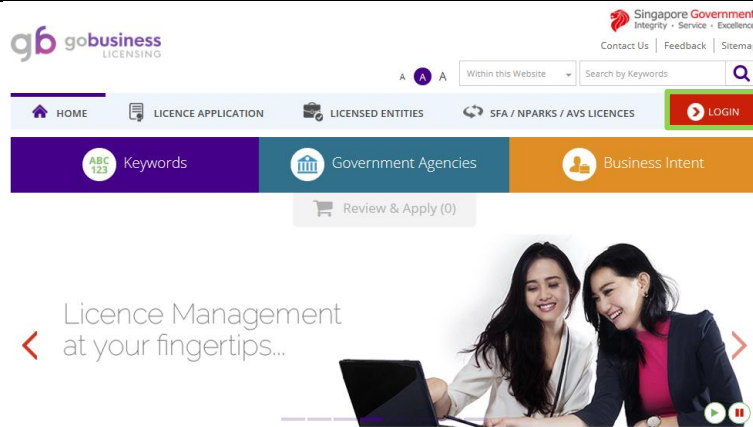
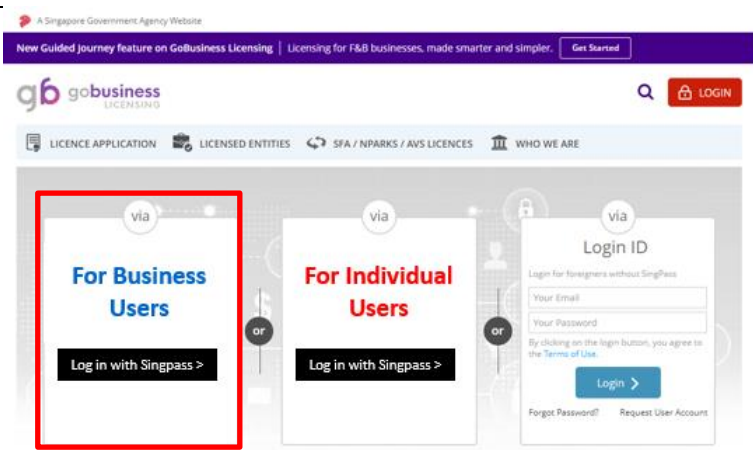
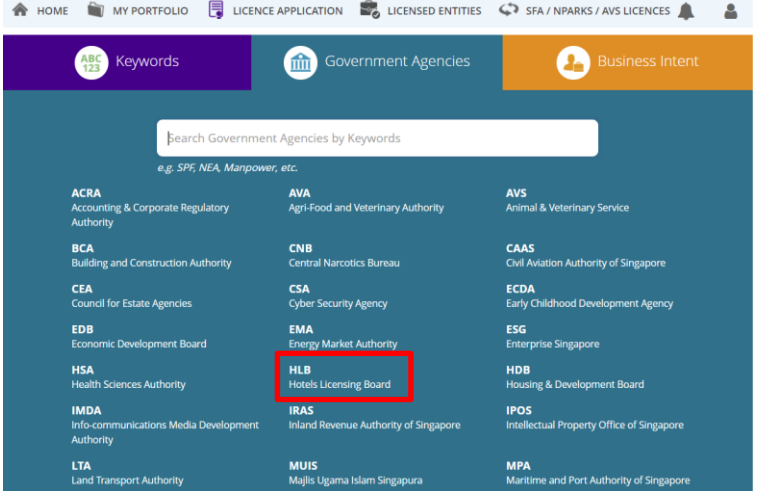
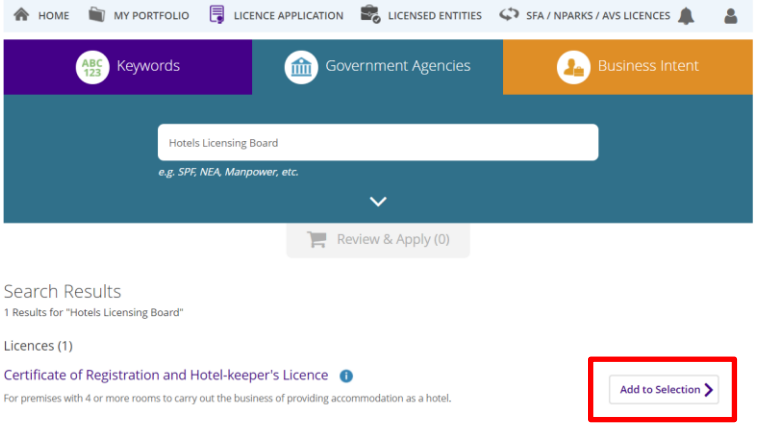
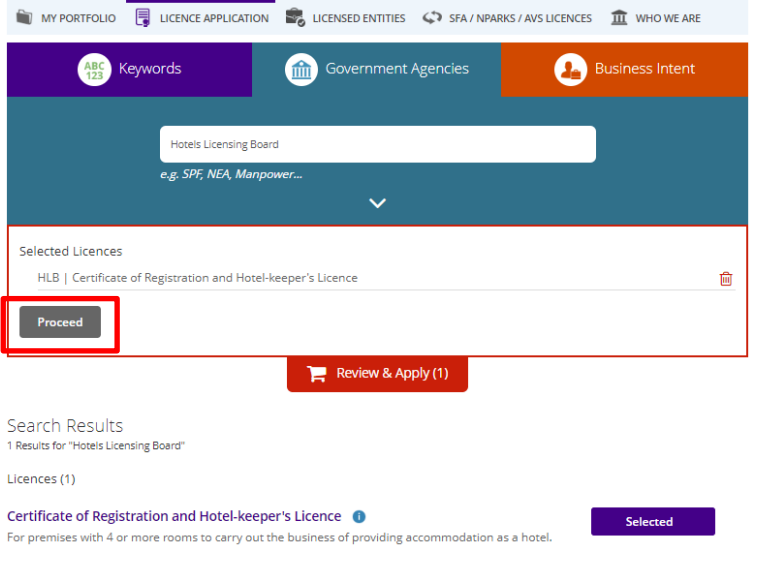


Step-by-Step Guide for New Application of Certificate of Registration and Hotel-keeper's Licence

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”	 <p>The screenshot shows the GoBusiness Licensing website interface. On the left, there's a section for 'For new food services business owners' with a 'Use Guided Journey' button. On the right, there's a section for 'For all other business owners' with a 'Use Self-Service' button, which is highlighted with a red rectangular box.</p>
2	Next, click on “Login”	 <p>The screenshot shows the GoBusiness Licensing website header. The 'Login' button is located in the top right corner, highlighted with a red rectangular box. Below the header, there's a navigation bar with links like 'HOME', 'LICENCE APPLICATION', 'LICENSED ENTITIES', and 'SFA / NPARKS / AVS LICENCES'. A search bar and a 'Review & Apply (0)' button are also visible.</p>
3	Log in to GoBusiness Licensing using SingPass ¹	 <p>The screenshot shows the GoBusiness Licensing website login page. There are three main login options: 'For Business Users', 'For Individual Users', and 'Login ID'. The 'For Business Users' option is highlighted with a red rectangular box, and it includes a 'Log in with Singpass >' button. The 'For Individual Users' option also has a 'Log in with Singpass >' button. The 'Login ID' option includes fields for email and password, and a 'Login >' button.</p>

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
6	Select “HLB – Hotels Licensing Board”	 <p>The screenshot shows the 'Government Agencies' section of a website. A search bar at the top is labeled 'Search Government Agencies by Keywords' with examples 'e.g. SPF, NEA, Manpower, etc.'. Below the search bar is a grid of government agencies. The 'HLB Hotels Licensing Board' is highlighted with a red box. Other agencies listed include ACRA, BCA, CEA, EDB, HSA, IMDA, LTA, AVA, CNB, CSA, EMA, IRAS, MUIS, AVS, CAAS, ECDA, ESG, HDB, IPOS, and MPA.</p>
7	Click on “Add to Selection”	 <p>The screenshot shows the search results for 'Hotels Licensing Board'. The search bar contains 'Hotels Licensing Board' and the results show '1 Results for "Hotels Licensing Board"'. Under 'Licences (1)', the 'Certificate of Registration and Hotel-keeper's Licence' is listed. The 'Add to Selection' button is highlighted with a red box.</p>
8	The selected licence will be listed, click on “Review & Apply”, followed by “Proceed”.	 <p>The screenshot shows the 'Selected Licences' section. It lists 'HLB Certificate of Registration and Hotel-keeper's Licence'. The 'Proceed' button is highlighted with a red box. Below this, there is a 'Review & Apply (1)' button. The search results section at the bottom shows '1 Results for "Hotels Licensing Board"'. The 'Certificate of Registration and Hotel-keeper's Licence' is listed with a 'Selected' status.</p>

S/N	Step	Screenshot
9	Click on “Apply”	
10	<p>Select</p> <ul style="list-style-type: none"> “Applicant/Licensee” if you are the proposed Hotel-keeper of the Hotel, or “On behalf of Licensee” if you are applying on behalf of the proposed Hotel-keeper² <p>View or enter the Applicant/Licensee’s details</p>	

² If you are applying on behalf of the Applicant/Licensee (Hotel-keeper), the authorized filer is required to enter the Applicant/Licensee (Hotel-keepers)’s details.

S/N	Step	Screenshot
11	<p>Enter the “Organisation Address”, “Organisation Contact Details” and “Mailing Address”</p> <p>Click “Next”</p>	
12	<p>Click “Start” to complete the Hotel, Hotel-keeper and Hotel General information</p>	
13	<p>Enter Hotel Related Information</p>	

S/N	Step	Screenshot
		<p>Room Information</p> <p>Added details will be listed here.</p> <p>Click to edit.</p> <p>Click to delete.</p> <p>Click Add Room Category.</p> <p>Specify the required details.</p> <p>Total No Of Rooms & Beds</p> <p>Total Number of Rooms: 10, Total Number of Beds: 0</p> <p>F&B Outlet Information</p> <p>Added details will be listed here.</p> <p>Click to edit.</p> <p>Click to delete.</p> <p>Specify the outlet type.</p> <p>Click Add Outlet Type.</p> <p>Total Number of Outlets: 1</p>
14	Enter Hotel-keeper's Information ³	<p>Hotel-keeper's Information</p> <p>Specify the required details.</p> <p>Hotel-keeper's General Information</p> <p>Salutation: Mr, NRIC / FIN: S1441957H, Name: First Last, Designation in Hotel: Chief Executive, Employment Pass Expiry Date: (if FIN is entered), Date of Birth: 30/11/1980, Nationality: Singapore</p> <p>Hotel-keeper's Residential Address</p> <p>Postal Code: 117611, Block / House Number: 31, Street Name: SCIENCE PARK ROAD, Level No., Unit Number, Building Name: CRIMSON, THE</p> <p>Hotel-keeper's Contact Details</p> <p>Mobile No.: 80479356, Office Tel. No., Email Address: public_user01@public.com</p>
15	Enter Hotel General Information	<p>Hotel General Information</p> <p>Guest Ratio</p> <p>Type of Guests: Foreign (90%), Local (10%)</p> <p>Specify Guest Ratio</p> <p>Explanatory Note:</p> <p>Locals include Singapore citizens, permanent residents and non-permanent residents. Singapore permanent residents refer to noncitizens who have been granted permanent residence in Singapore.</p> <p>Non permanent resident refer to employment pass holders, work permit holders, student pass holders, dependent pass holders and long-term social visit pass holders.</p>

³ If Hotel-keeper information had already been submitted in step #10, the relevant fields of information will be auto-populated here.

S/N	Step	Screenshot
16	<p>Select 'Yes' if the hotel is applying to charge transit rates.</p> <p>Follow steps 26 to 29 if the hotel is applying to charge transit rate. Click on 'Add Rates' after filling in information on Room Rate and Duration.</p> <p><i>Note: Steps 26 to 29 will only be applicable if hotel is applying to charge transit rates.</i></p>	
17	Click "Proceed"	

S/N	Step	Screenshot
18	<p>Upload the supporting documents and Click “Next”</p> <p>Note:</p> <ul style="list-style-type: none"> URA Grant of Written Permission is a mandatory document for submission of licence application. Upload the e-notice⁴ according to the Notice template in PDF format. Do ensure that you have accurately entered the Name of Hotel-keeper, Name of Hotel and Address of Hotel. 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>The screenshot shows the 'Apply for New Licence' form for a Certificate of Registration and Hotel-keeper's Licence. The form is at step 4, 'Upload Supporting Document(s)'. It lists various documents to be uploaded, including URA Grant of Written Permission, Temporary Occupation Permit (TOP) / Certificate of Statutory Completion (CSC), Temporary Fire Permit (TFP) / Fire Safety Certificate (FSC), Curriculum Vitae (CV) of Hotel Keeper, Advertisements, ACRA Business Profile, Cover Letter on Estimated Commencement Date, Filer Authorisation Letter, and Other Supporting Documents I and II. The 'Advertisements' row is highlighted with a red box, and a callout points to the 'Upload' button. Another callout points to the 'Upload' button for the 'URA Grant of Written Permission' document. A 'Click Next' button is visible at the bottom.</p>

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

S/N	Step	Screenshot																
19	<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>Apply for New Licence</p> <p>Information Review</p> <p>Click to print the application</p> <p>Click to preview before printing</p> <p>Hotel Related Information</p> <p>URA Information</p> <p>I have obtained the relevant Grant of Written Permission/ relevant land use approval from Urban Redevelopment Authority (URA). I am submitting the said URA permission / approval online with this application</p> <p>Hotel Information</p> <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 knowingly provided false information. I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, acknowledgements, information recorded in or produced in this application. <input checked="" type="checkbox"/></p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <p>1. I declare that I am authorised to act for the intended 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 the Hotel-keeper's licence condition on "Transit Rates" set out above. Further, I undertake to fully and completely communicate the said licence condition on "Transit Rates" to the Hotel-keeper in the event the Hotels Licensing Board grants him a Hotel-keeper licence. <input checked="" type="checkbox"/></p> <p>4. I understand that the Hotels Licensing Board reserves the right not to grant the Certificate of Registration and/or the Hotel-keeper's licence if there is any declaration or statement made that is false or inaccurate in any material or misleading by reason of a material omission. <input checked="" type="checkbox"/></p> <p>Click Submit</p> <p>Previous Submit</p>																
20	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “C” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application). You may choose to print or close the acknowledgement page.</p>	<p>Apply for New Licence</p> <p>Submitted successfully: 1 application(s) You will be notified of the approval of your application via SMS/Email.</p> <p>Hotels Licensing Board</p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <table><tr><td>Application Number</td><td>C2020119162</td><td>Application Status</td><td>Submitted (No Upfront Payment Required)</td></tr><tr><td>Submission Number</td><td>B2020267170</td><td>Payment Status</td><td>STAGE1 : N/A STAGE2 : PENDING</td></tr><tr><td>Submission Date</td><td>18/02/2020 15:57:46</td><td></td><td></td></tr><tr><td>Submission Name</td><td>B2020267170</td><td></td><td></td></tr></table> <p>View your Applications and Status</p> <p>NOTE</p> <p>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.</p> <p>Please note that the "Submission Name" is for your personal reference only.</p> <p>You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.</p> <p>Click Print</p> <p>PRINT CLOSE</p> <p>Click Close</p>	Application Number	C2020119162	Application Status	Submitted (No Upfront Payment Required)	Submission Number	B2020267170	Payment Status	STAGE1 : N/A STAGE2 : PENDING	Submission Date	18/02/2020 15:57:46			Submission Name	B2020267170		
Application Number	C2020119162	Application Status	Submitted (No Upfront Payment Required)															
Submission Number	B2020267170	Payment Status	STAGE1 : N/A STAGE2 : PENDING															
Submission Date	18/02/2020 15:57:46																	
Submission Name	B2020267170																	

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 publish of the e-notice⁶, the Secretariat will arrange with the applicant for a pre-opening inspection⁷ of the hotel. The processing of the application will take an average of two weeks upon the hotel passing the pre-opening inspection.

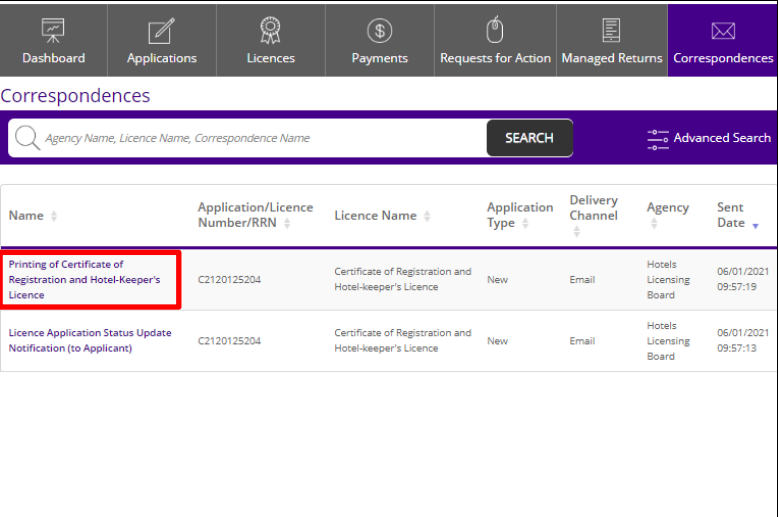
S/N	Step	Screenshot
21	<p>Once the application has been approved, you will receive an email notification on the approval, and the steps on where to locate your licence(s). A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing.</p> <p><i>Note: Licence fees 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' tab in the GoBusiness Licensing system. It features a navigation bar with icons for Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. Below the navigation bar is a search section with a search bar and a 'SEARCH' button. A table lists correspondence records with columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. Red callouts are present: 1. A box around the 'Click My Portfolio >> Correspondences' button. 2. A box around the 'Search for required correspondences' button. 3. A box around the 'Click to view details' link in the first row of the table.</p>
22	<p>The licence number can be found under the Application tab.</p>	<p>The screenshot shows the 'Application tab' in the GoBusiness Licensing system. It features a navigation bar with icons for HOME, MY PORTFOLIO, LICENCE APPLICATION, LICENSED ENTITIES, SFA / NPARKS / AVS LICENCES, and a user profile icon. Below the navigation bar is a section for 'Application Details' for a 'Certificate of Registration and Hotel-keeper's Licence'. The details include Application Number, Application Type, Application Status, Applicant, Filer, Business Operating Address, Submission Date, Company, Created Date, Submission Name, Remarks, and Licence Number. A red callout highlights the 'Licence Number' field, which contains the value 'L0962'.</p>

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 e-notice published date.

⁷ A pre-opening inspection will be carried out to ascertain if the hotel is ready for operations. Checks will include, but are not limited to:

- Furniture and fittings in most rooms
- Clearly visible hotel frontage & signage
- Reception counter or area for receiving guests
- Fully installed and operating security features
- Adherence to terms and conditions stated in URA's Written Permission and conditions laid down by other Government agencies

23	Once the payment has been made, you will receive a Printing of Licence Notification on the printing of the Certificate of Registration and Hotel-Keeper's Licence. A copy of the correspondence can also be found under the "Correspondence" tab in GoBusiness Licensing	 <p>The screenshot shows the 'Correspondences' tab selected in the top navigation bar. Below the navigation bar is a search bar with the placeholder text 'Agency Name, Licence Name, Correspondence Name' and a 'SEARCH' button. Below the search bar is a table with the following columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. The table contains two rows. The first row is highlighted with a red box and contains the text 'Printing of Certificate of Registration and Hotel-Keeper's Licence', 'C2120125204', 'Certificate of Registration and Hotel-keeper's Licence', 'New', 'Email', 'Hotels Licensing Board', and '06/01/2021 09:57:19'. The second row contains the text 'Licence Application Status Update Notification (to Applicant)', 'C2120125204', 'Certificate of Registration and Hotel-keeper's Licence', 'New', 'Email', 'Hotels Licensing Board', and '06/01/2021 09:57:13'.</p>
24	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](#).