

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

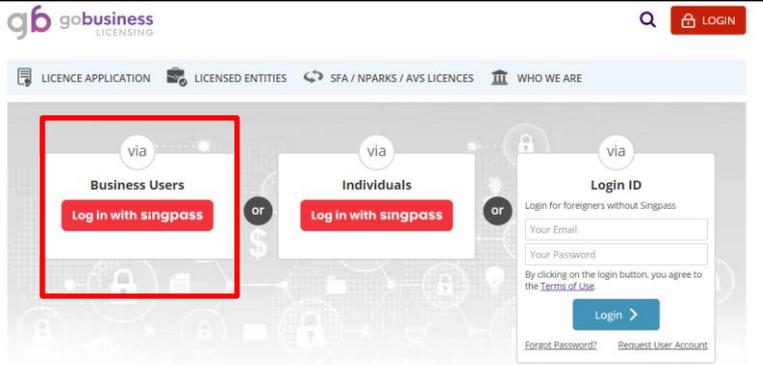
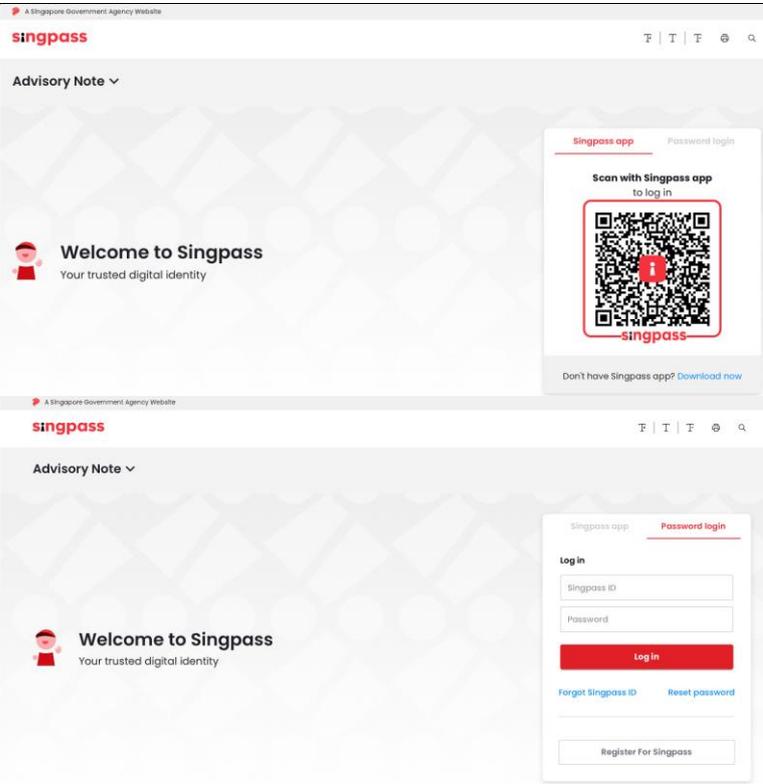
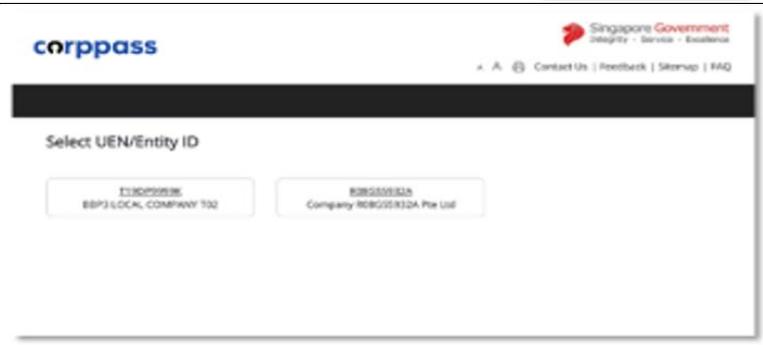
The authorised Singpass user may submit an amendment application to amend the Certificate of Registration and Hotel-keeper's Licence. The five different types of amendment profiles are:-

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://licencel.business.gov.sg/feportal/web/frontier/home	
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

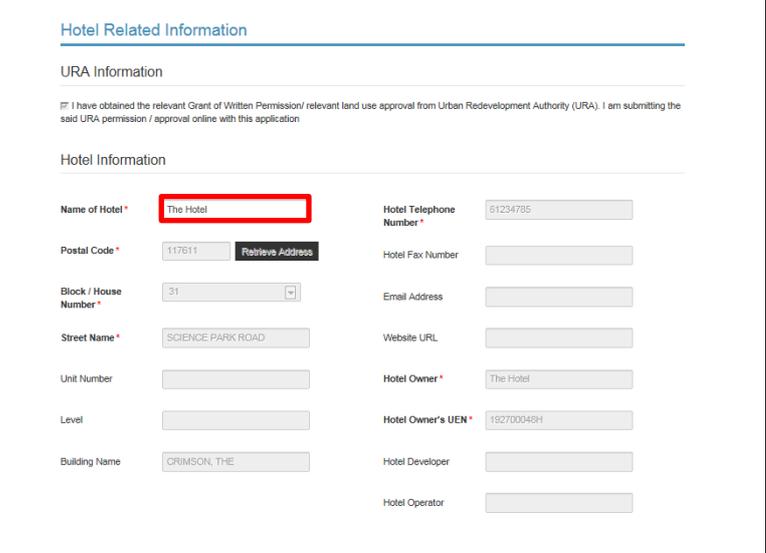
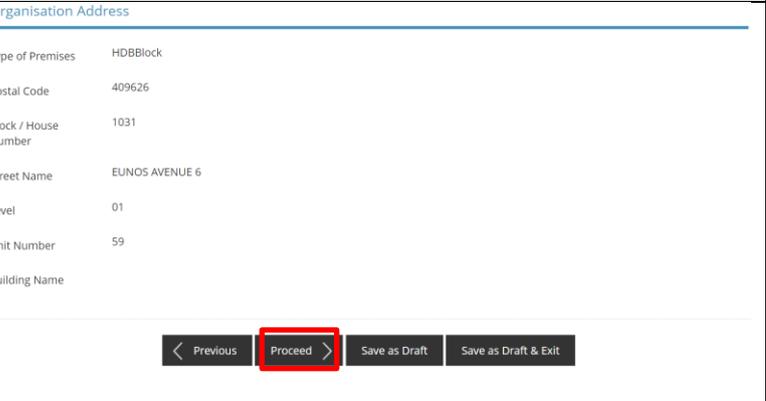
S/N	Step	Screenshot
3	<p>Click on “My Portfolio > Licence”</p> <p>Enter the Licence Number and Click on “Search”</p> <p>Click on “Action” > “Amend”</p>	
4	<p>Ensure that the Licence no. is correct. Select “Amendment of details in the Certificate of Registration and Hotel-keeper’s Licence” and Click on “Next”</p>	
5	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	

S/N	Step	Screenshot
6	Select the relevant “Amendment Profile” ³	 <p>The screenshot shows a web interface titled "Amend Profile". It contains a list of five amendment options, each with a checkbox:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Change of Hotel Name <input type="checkbox"/> Change of Hotel Keeper <input type="checkbox"/> Update of Hotel Ownership <input type="checkbox"/> Update of Existing Hotel and/or Hotel Keeper Information <input type="checkbox"/> Update of Room Information <p>A callout box with a blue circle containing the number "6" points to the first three options. The text in the callout box reads: "Select the required amendment profiles. However, a new application is required if you select Change of Hotel Name, Change of Hotel Keeper and Update of Hotel Ownership all together."</p>

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

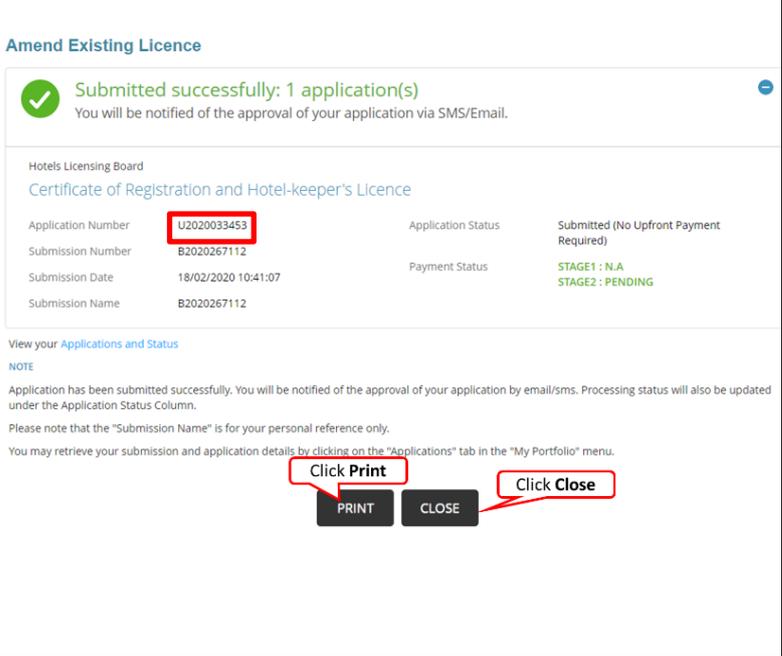
Change of Hotel Name

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	 <p>Amend Profile</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Change of Hotel Name <input type="checkbox"/> Change of Hotel Keeper <input type="checkbox"/> Update of Hotel Ownership <input type="checkbox"/> Update of Existing Hotel and/or Hotel Keeper Information <input type="checkbox"/> Update of Room Information
2	Enter the new Hotel Name by over-riding the existing name of the hotel.	 <p>Hotel Related Information</p> <p>URA Information</p> <p><input checked="" type="checkbox"/> 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>Name of Hotel * <input type="text" value="The Hotel"/> Hotel Telephone Number * <input type="text" value="61234785"/></p> <p>Postal Code * <input type="text" value="117611"/> <input type="button" value="Retrieve Address"/> Hotel Fax Number <input type="text"/></p> <p>Block / House Number * <input type="text" value="31"/> Email Address <input type="text"/></p> <p>Street Name * <input type="text" value="SCIENCE PARK ROAD"/> Website URL <input type="text"/></p> <p>Unit Number <input type="text"/> Hotel Owner * <input type="text" value="The Hotel"/></p> <p>Level <input type="text"/> Hotel Owner's UEN * <input type="text" value="192700048H"/></p> <p>Building Name <input type="text" value="CRIMSON, THE"/> Hotel Developer <input type="text"/></p> <p>Hotel Operator <input type="text"/></p>
3	Scroll to the bottom of the page and Click on "Proceed"	 <p>Organisation Address</p> <p>Type of Premises HDBBlock</p> <p>Postal Code 409626</p> <p>Block / House Number 1031</p> <p>Street Name EUNOS AVENUE 6</p> <p>Level 01</p> <p>Unit Number 59</p> <p>Building Name</p> <p><input type="button" value="Previous"/> <input checked="" type="button" value="Proceed"/> <input type="button" value="Save as Draft"/> <input type="button" value="Save as Draft & Exit"/></p>

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>	<p>The screenshot shows the 'Amend Existing Licence' application form at the 'Upload Supporting Document(s)' step. A progress bar at the top indicates the current step. The form includes sections for 'Curriculum Vitae (CV) of Hotel-Keeper', 'Advertisements', 'ACRA Business Profile', and 'Other Supporting Documents'. Each section has an 'ONLINE UPLOAD' button and an 'Upload' button. A red callout points to the 'Upload' button for 'Advertisements' with the text 'Click here to upload e-notice'. Another red callout points to the 'Next' button at the bottom with the text '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>	<p>The screenshot shows the 'Amend Existing Licence' application form at the 'Review & Submit Application' step. The form is divided into 'Information Review' and 'Declaration' sections. The 'Information Review' section includes 'Change of Hotel Name', 'Hotel Related Information', and 'URA Information'. The 'Declaration' section includes 'General Declaration' and 'Certificate of Registration and Hotel-keeper’s Licence'. Red callouts point to 'Click here to preview before printing' (top right), 'Click to print the application' (middle right), 'Tick the checkboxes to agree to the respective declarations' (bottom right), and 'Click Submit' (bottom center). The 'Next' button is also visible at the bottom left.</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>	 <p>Amend Existing 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 Certificate of Registration and Hotel-keeper's Licence</p> <table border="1"> <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> <p>View your Applications and Status</p> <p>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. Please note that the "Submission Name" is for your personal reference only. 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	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”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.

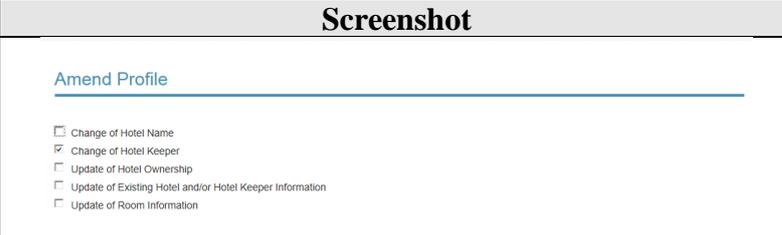
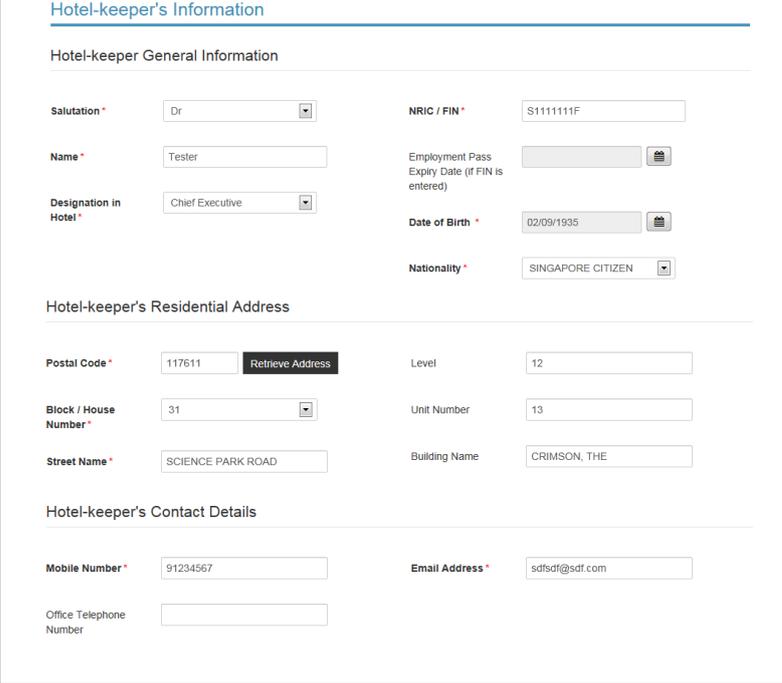
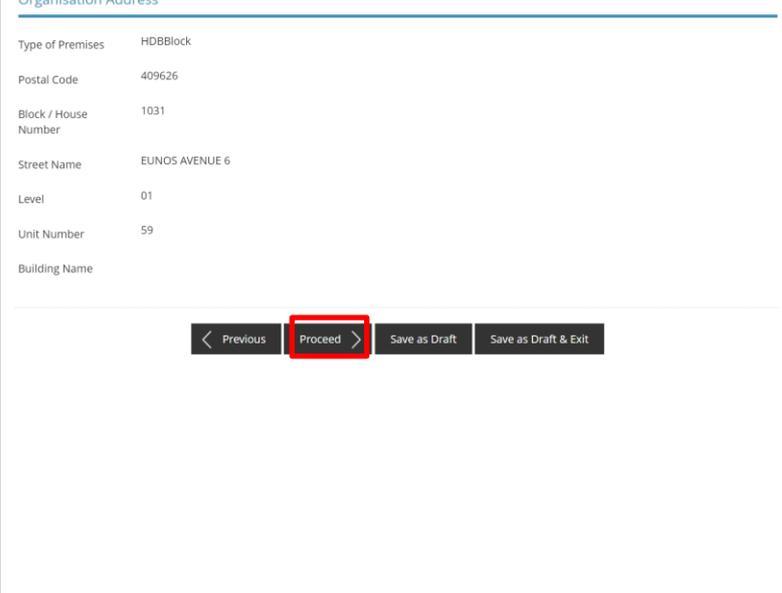
S/N	Step	Screenshot
7	<p>Once the application has been approved by the Board, you will receive an email notification on the approval. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing</p> <p><i>Note: Licence fees related to new, amendment, and renewal 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	<p>For printing of licences, please refer to the Guide for Printing of Licences.</p>	

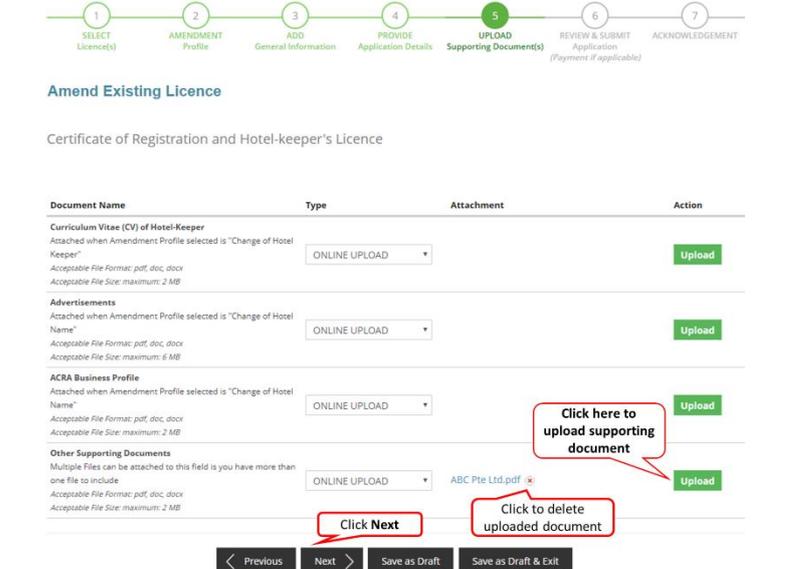
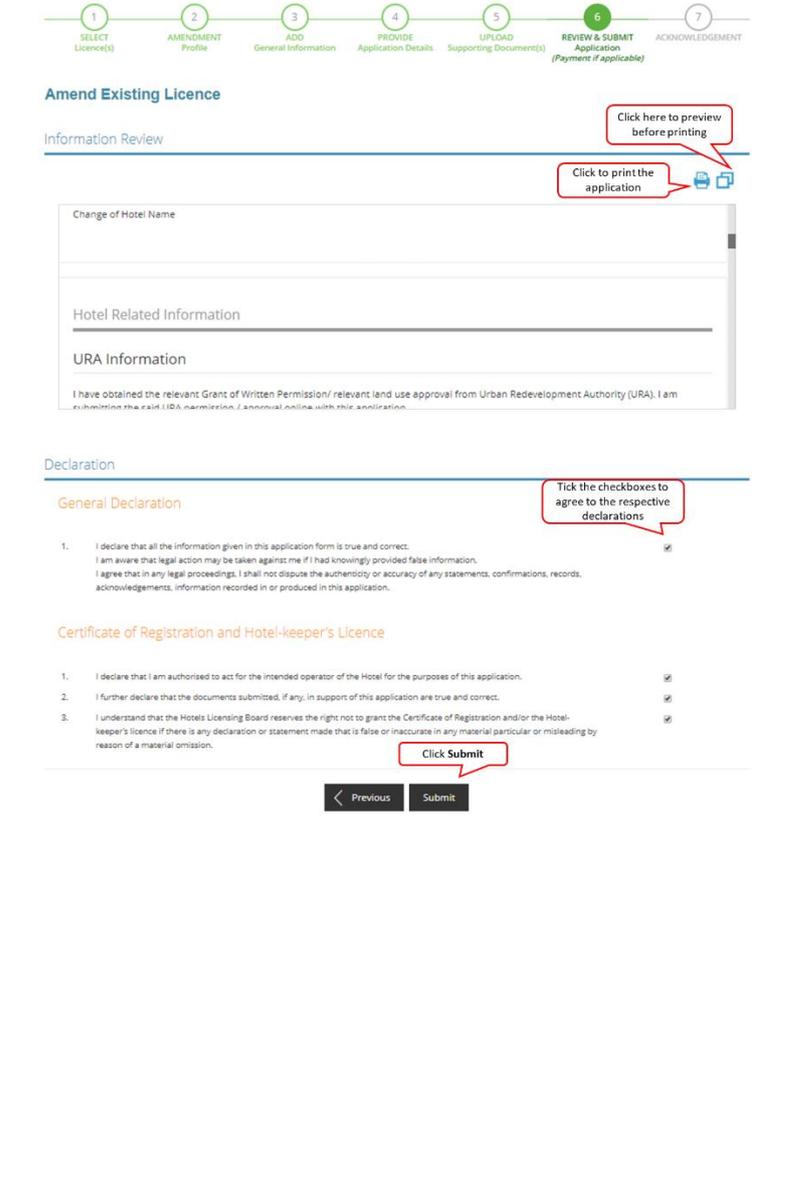
⁵ Please refer to the step-by-step guide on “Request for Action”

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 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	<p>Upload the supporting documents (e.g. Resume of proposed Hotel-keeper and/or copy of Employment Pass) 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>	

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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>	<p>Amend Existing 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 Certificate of Registration and Hotel-keeper's Licence</p> <table border="1"> <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> <p>View your Applications and Status</p> <p>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. Please note that the "Submission Name" is for your personal reference only. You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.</p> <p>Click Print Click Close</p> <p>PRINT CLOSE</p>	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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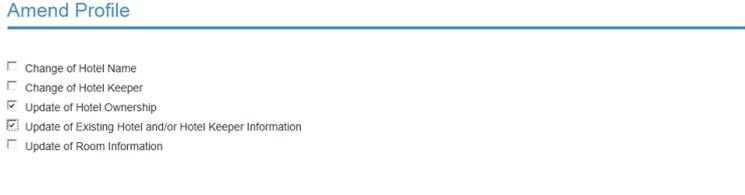
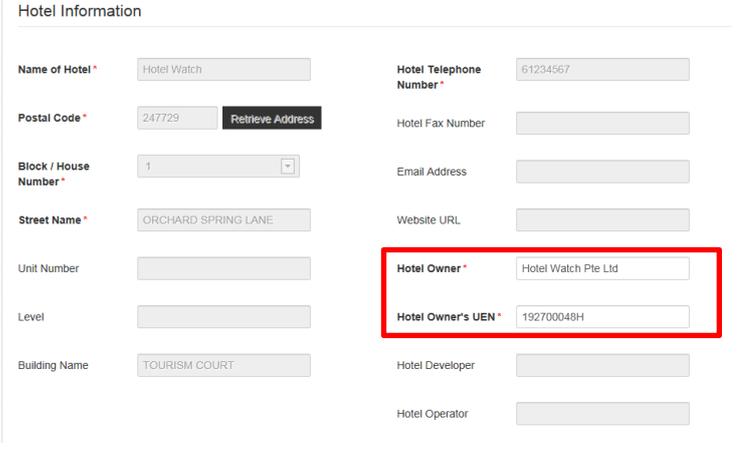
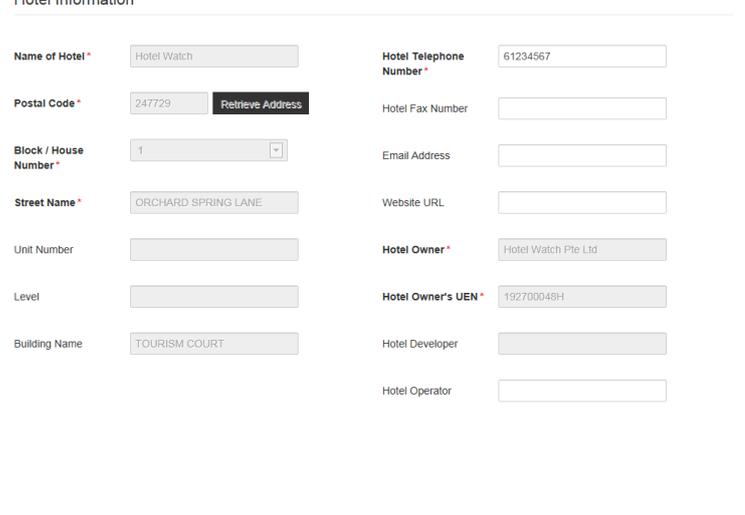
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7	<p>Once the application has been approved by the Board, you will receive an email notification on the approval. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing</p> <p><i>Note: Licence fees related 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>HOME MY PORTFOLIO LICENCE APPLICATION LICENSED ENTITIES</p> <p>Dashboard Applications Licences Payments Requests for Action Managed Returns Correspondences</p> <p>Correspondences</p> <p>1 Click MY PORTFOLIO >> Correspondence</p> <p>2 Search for required correspondence.</p> <p>Agency Name, Licence Name, Correspondence Name SEARCH Advanced Search</p> <table border="1"> <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> <p>3 Click to view details</p>	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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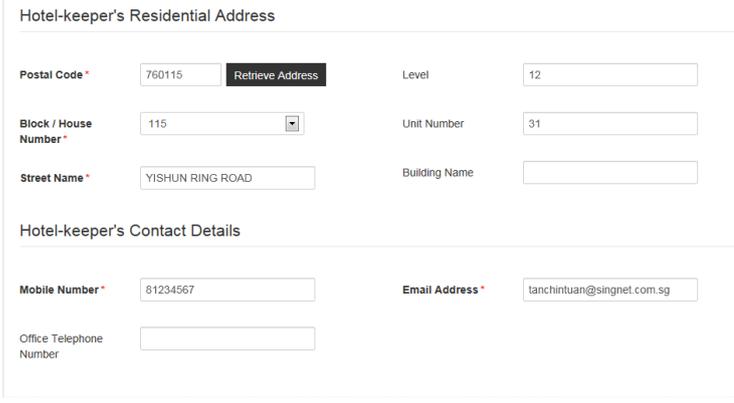
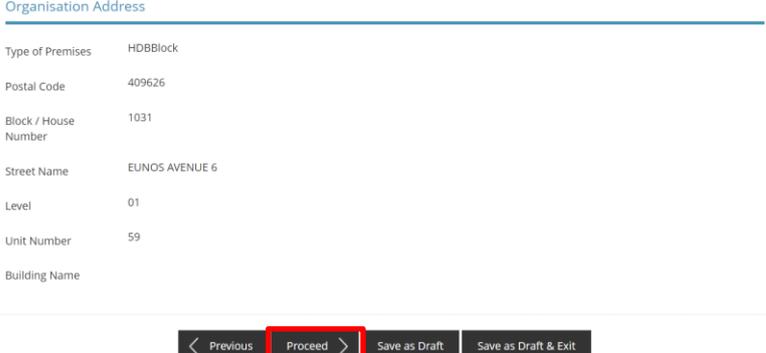
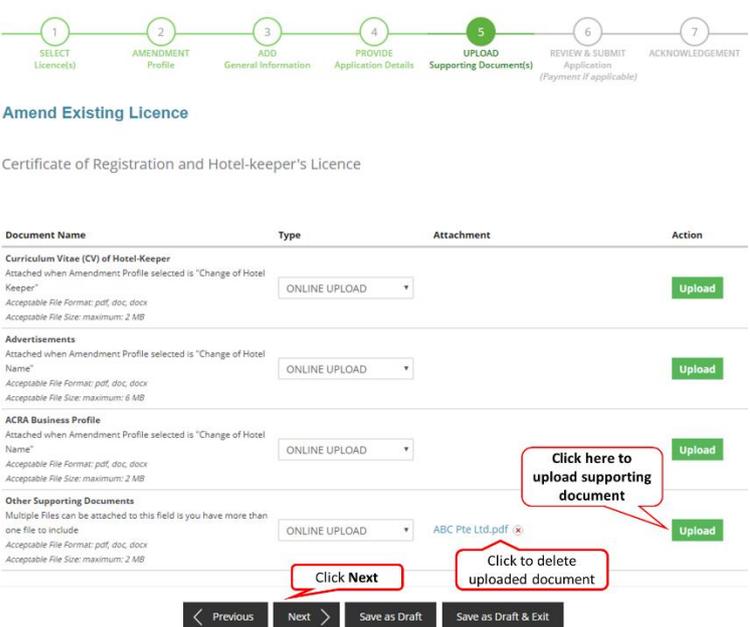
Update of Hotel Ownership

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</p> <p>Level</p> <p>Building Name TOURISM COURT</p> <p>Hotel Owner * Hotel Watch Pte Ltd</p> <p>Hotel Owner's UEN * 192700048H</p> <p>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</p> <p>Level</p> <p>Building Name TOURISM COURT</p> <p>Hotel Owner * Hotel Watch Pte Ltd</p> <p>Hotel Owner's UEN * 192700048H</p> <p>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>	

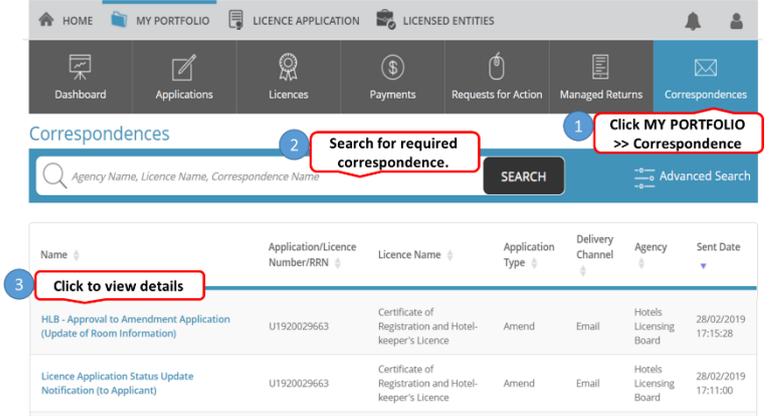
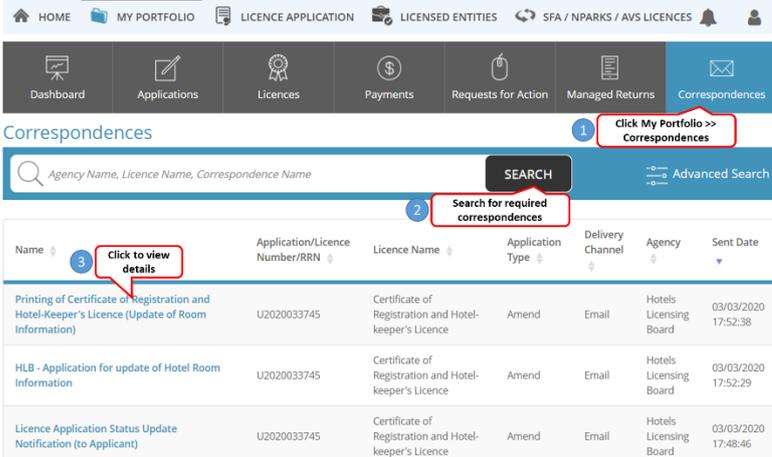
Update of Room Information

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 navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', and 'LICENSED ENTITIES'. The main menu has 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Correspondences' page has a search bar with the placeholder 'Agency Name, Licence Name, Correspondence Name' and a 'SEARCH' button. A table lists correspondence items with columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. Two items are listed: 'HLB - Approval to Amendment Application (Update of Room Information)' and 'Licence Application Status Update Notification (to Applicant)'. Red callouts indicate: 1. 'Click MY PORTFOLIO >> Correspondence' button; 2. 'Search for required correspondence.' search bar; 3. 'Click to view details' button.</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 navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', 'LICENSED ENTITIES', and 'SFA / NPARKS / AVS LICENCES'. The main menu has 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Correspondences' page has a search bar with the placeholder 'Agency Name, Licence Name, Correspondence Name' and a 'SEARCH' button. A table lists correspondence items with columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. Three items are listed: 'Printing of Certificate of Registration and Hotel-Keeper’s Licence (Update of Room Information)', 'HLB - Application for update of Hotel Room Information', and 'Licence Application Status Update Notification (to Applicant)'. Red callouts indicate: 1. 'Click My Portfolio >> Correspondences' button; 2. 'Search for required correspondences' search bar; 3. 'Click to view details' button.</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”