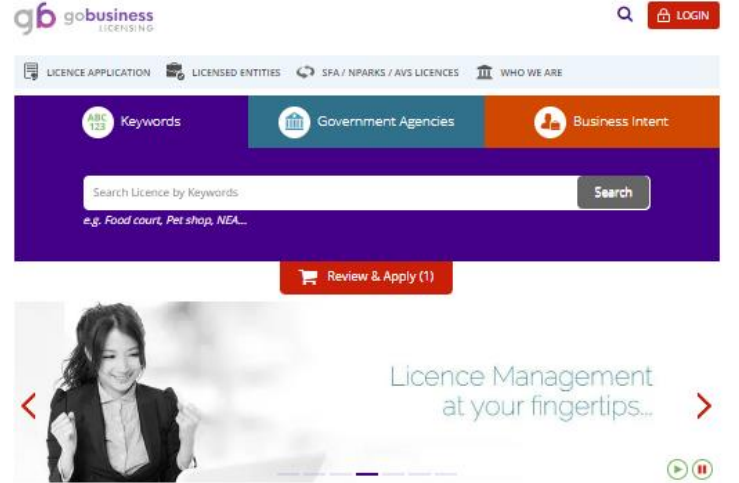
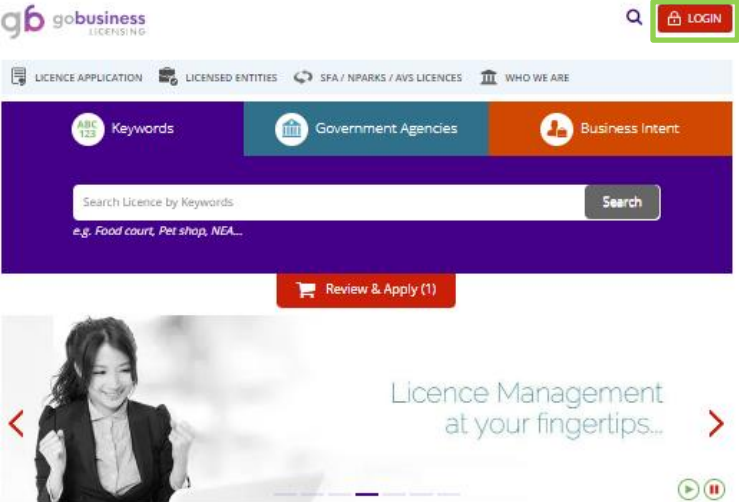
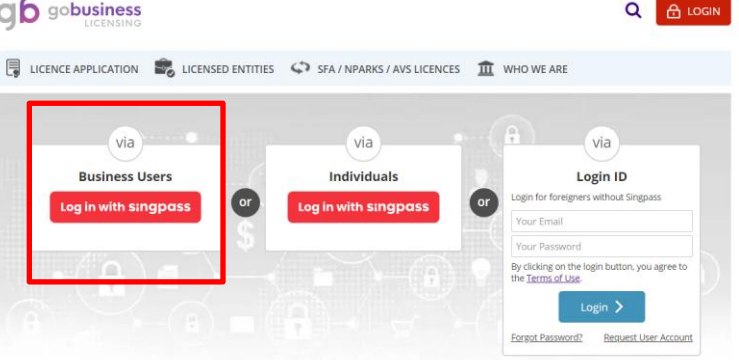


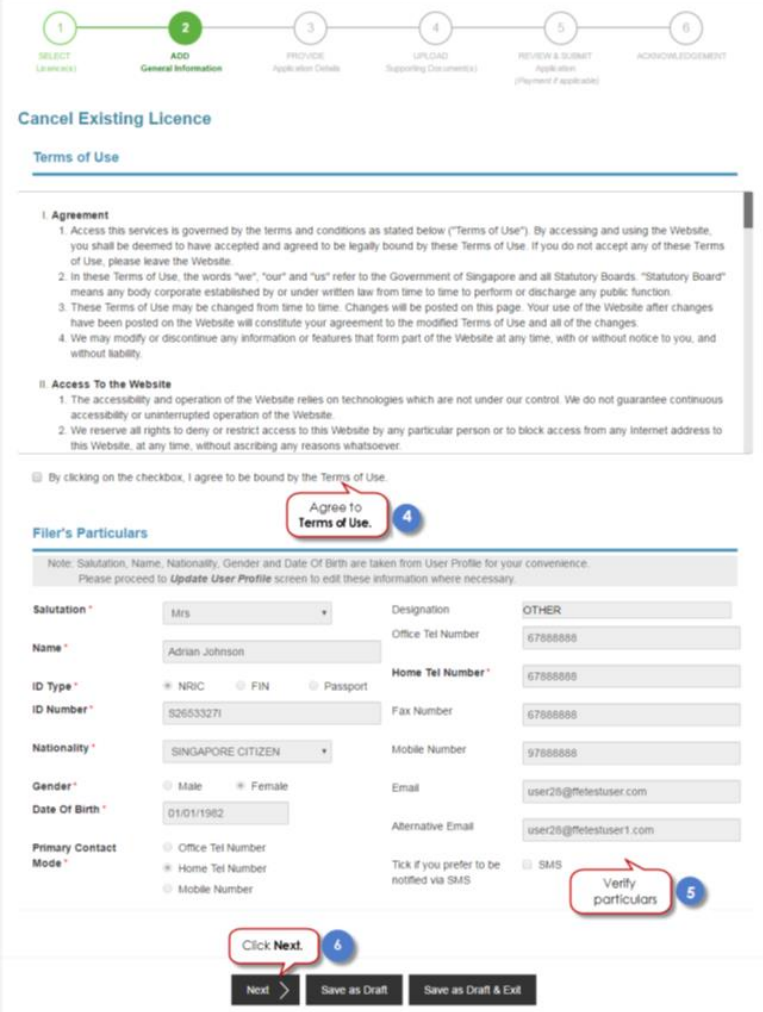
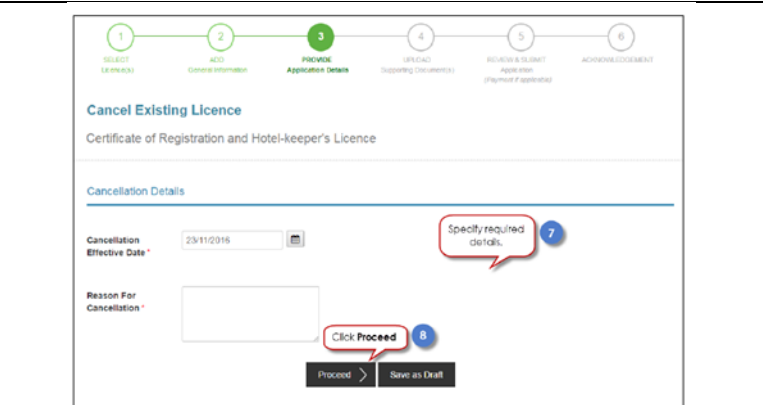
## Step-by-Step Guide for Cancellation of Certificate of Registration and Hotel-keeper's Licence

Should the hotel decides to cease its hotel operation, the authorised SingPass user will need to submit a cancellation application and arrange to return the Certificate of Registration and Hotel-keeper's Licence to the Board for cancellation.

S/N	Step	Screenshot
1	Go to GoBusiness Licensing website <a href="https://licence1.business.gov.sg/feportal/web/frontier/home">https://licence1.business.gov.sg/feportal/web/frontier/home</a>	
1a	Next, click on “Login”	
2	Log in to GoBusiness Licensing using SingPass <sup>1</sup>	

<sup>1</sup>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](https://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	<p>Click on “My Portfolio &gt; Licence”</p> <p>Enter the Licence Number and Click on “Search”</p> <p>Click on “Action &gt; Cancel”</p>	

S/N	Step	Screenshot
4	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	 <p><b>Cancel Existing Licence</b></p> <p><b>Terms of Use</b></p> <p><b>I. Agreement</b></p> <ol style="list-style-type: none"> <li>1. Access this services is governed by the terms and conditions as stated below ("Terms of Use"). By accessing and using the Website, you shall be deemed to have accepted and agreed to be legally bound by these Terms of Use. If you do not accept any of these Terms of Use, please leave the Website.</li> <li>2. In these Terms of Use, the words "we", "our" and "us" refer to the Government of Singapore and all Statutory Boards. "Statutory Board" means any body corporate established by or under written law from time to time to perform or discharge any public function.</li> <li>3. These Terms of Use may be changed from time to time. Changes will be posted on this page. Your use of the Website after changes have been posted on the Website will constitute your agreement to the modified Terms of Use and all of the changes.</li> <li>4. We may modify or discontinue any information or features that form part of the Website at any time, with or without notice to you, and without liability.</li> </ol> <p><b>II. Access To the Website</b></p> <ol style="list-style-type: none"> <li>1. The accessibility and operation of the Website relies on technologies which are not under our control. We do not guarantee continuous accessibility or uninterrupted operation of the Website.</li> <li>2. We reserve all rights to deny or restrict access to this Website by any particular person or to block access from any internet address to this Website, at any time, without ascribing any reasons whatsoever.</li> </ol> <p><input type="checkbox"/> By clicking on the checkbox, I agree to be bound by the Terms of Use.</p> <p><b>Filer's Particulars</b></p> <p>Note: Salutation, Name, Nationality, Gender and Date Of Birth are taken from User Profile for your convenience. Please proceed to <b>Update User Profile</b> screen to edit these information where necessary.</p> <p>Salutation * Mrs  Name * Adrian Johnson  ID Type * <input checked="" type="radio"/> NRIC <input type="radio"/> FIN <input type="radio"/> Passport  ID Number * S26533271  Nationality * SINGAPORE CITIZEN  Gender * <input type="radio"/> Male <input checked="" type="radio"/> Female  Date Of Birth * 01/01/1982  Primary Contact Mode * <input type="radio"/> Office Tel Number <input checked="" type="radio"/> Home Tel Number <input type="radio"/> Mobile Number</p> <p>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</p> <p>Tick if you prefer to be notified via SMS <input type="checkbox"/> SMS</p> <p>Buttons: <b>Click Next.</b>, <b>Verify particulars</b>, <b>Next</b>, <b>Save as Draft</b>, <b>Save as Draft &amp; Exit</b></p>
5	<p>Indicate the “Cancellation Effective Date” and “Reason for Cancellation”</p> <p>Click on “Proceed”</p>	 <p><b>Cancel Existing Licence</b></p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <p><b>Cancellation Details</b></p> <p>Cancellation Effective Date * 23/11/2015  Reason For Cancellation *</p> <p>Buttons: <b>Specify required details.</b>, <b>Click Proceed</b>, <b>Proceed</b>, <b>Save as Draft</b></p>

S/N	Step	Screenshot
6	Upload the supporting documents (if any) and Click “Next”	
7	<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>	
8	Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “T” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).	

S/N	Step	Screenshot
	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”<sup>2</sup> feature. Upon receiving all the required documents and clarification (if any), the Secretariat will process the application.

S/N	Step	Screenshot
9	Once the application has been reviewed and approved, you will receive an email acknowledgement. A copy of the correspondence can also be found under the “Correspondence” tab at GoBusiness Licensing	

<sup>2</sup> Please refer to the step-by-step guide on “Request for Action”