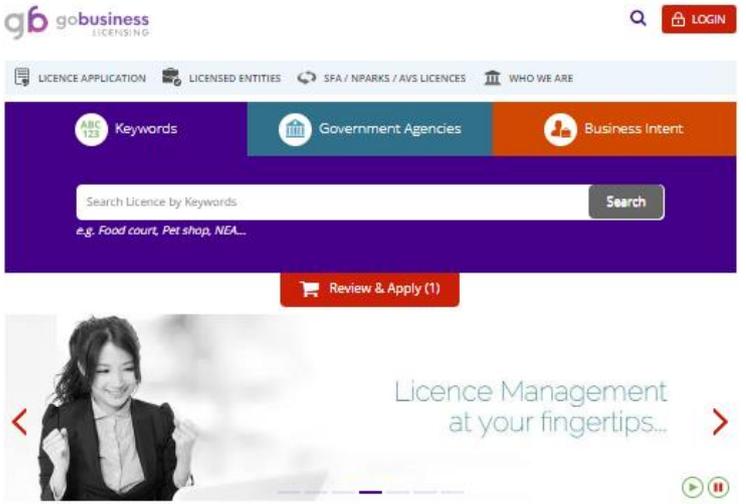
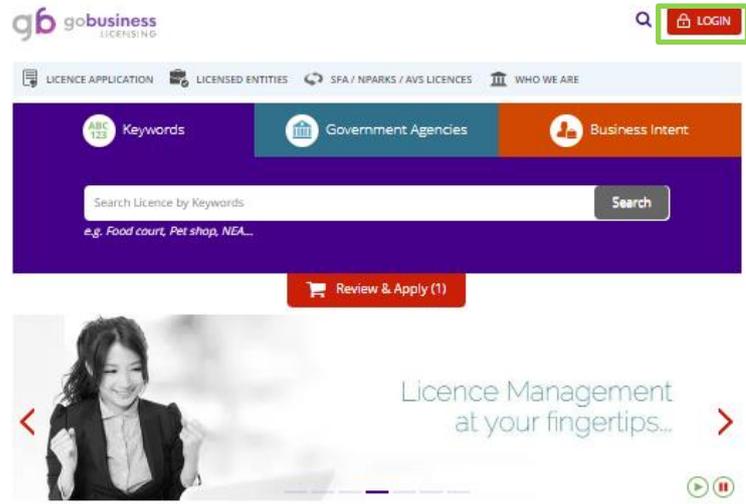
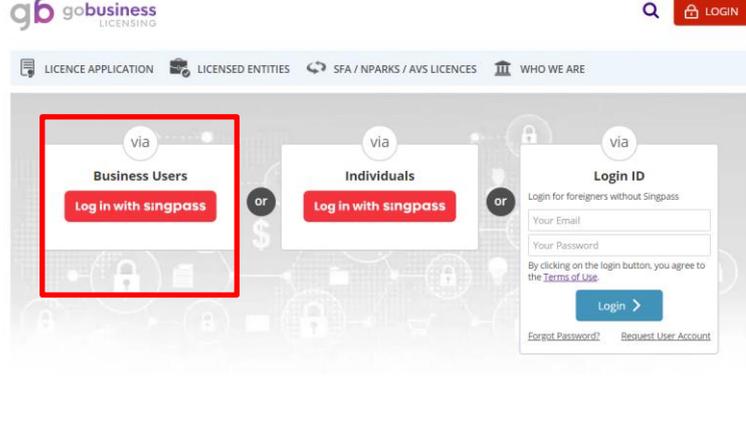
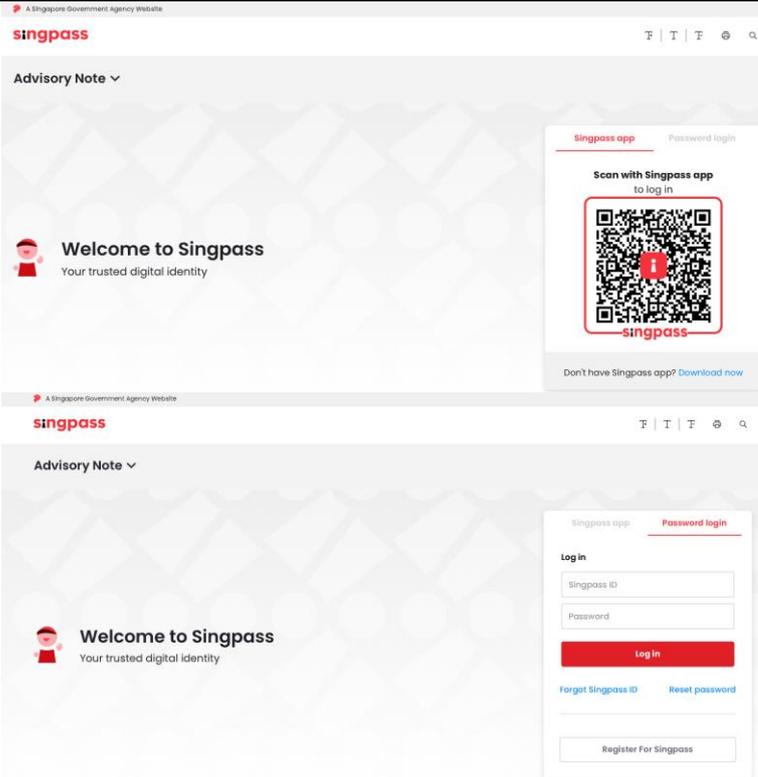
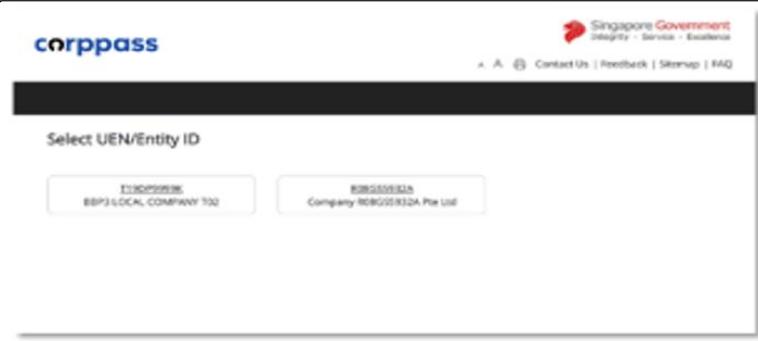
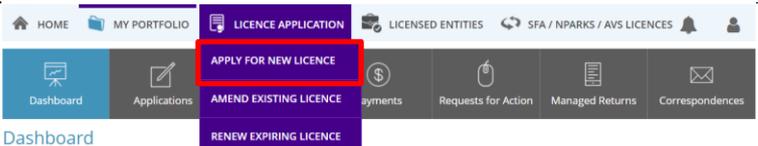
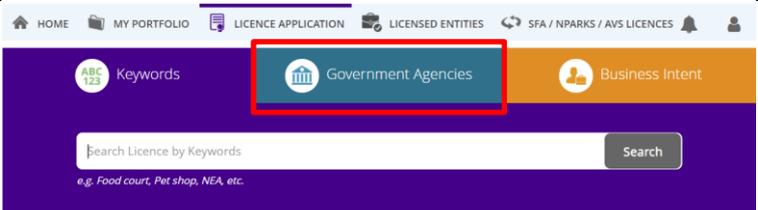
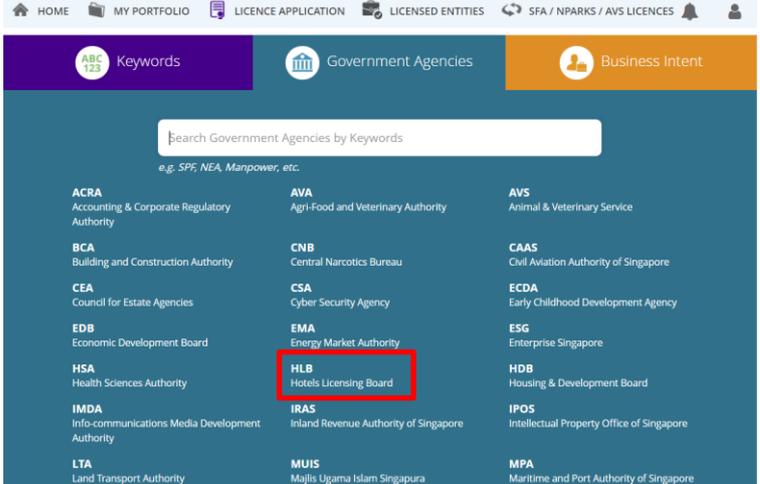
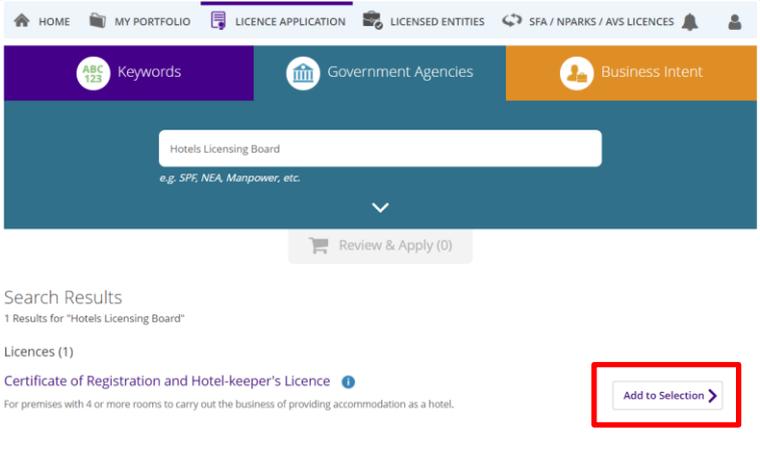
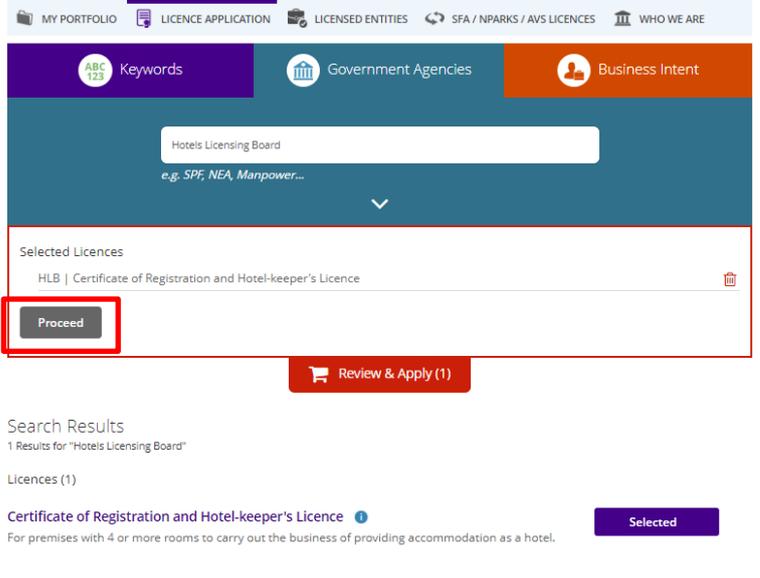


Step-by-Step Guide for New Application of Certificate of Registration and Hotel-keeper's Licence

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

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

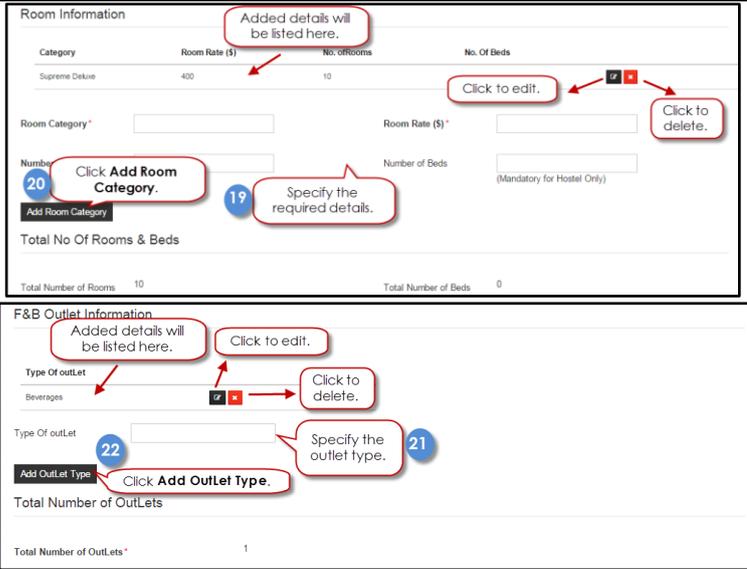
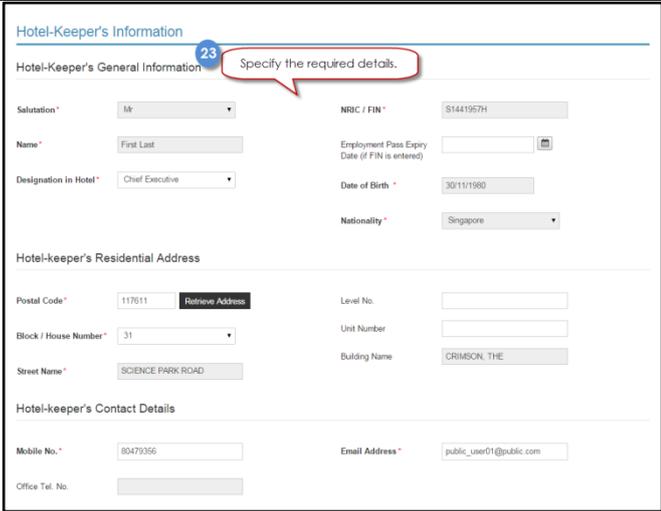
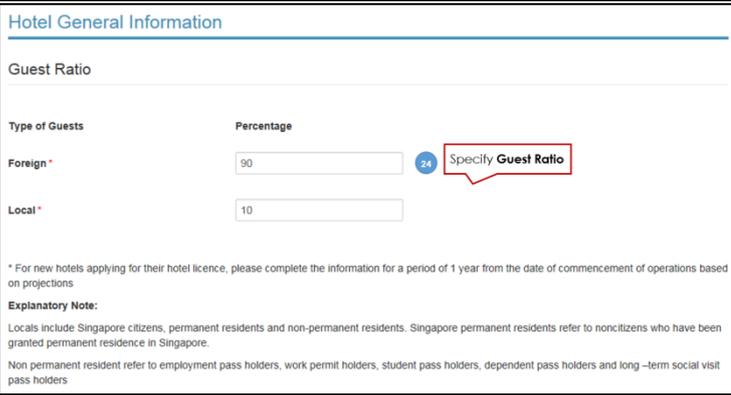
S/N	Step	Screenshot
3a	Log in with SingPass ID and Password or scan the QR code with the SingPass app	 <p>The screenshots show the Singpass login interface. The top image displays the QR code login option, and the bottom image shows the password login form with fields for Singpass ID and Password, and buttons for Log in, Forgot Singpass ID, Reset password, and Register For Singpass.</p>
3b	Select the relevant UEN/Entity ID (if applicable)	 <p>The screenshot shows the 'corppass' 'Select UEN/Entity ID' page. It features two buttons for selection: '113025936 BPP LOCAL COMPANY TOO' and 'B08255518 Company R08255518A Pte Ltd'.</p>
4	Click on “Licence Application” > “Apply for new licence”	 <p>The screenshot shows the corppass dashboard. The 'LICENCE APPLICATION' menu item is highlighted, and the 'APPLY FOR NEW LICENCE' option is highlighted with a red box.</p>
5	Click on “Choose licence (s) by Government Agency”	 <p>The screenshot shows the corppass dashboard. The 'Government Agencies' option is highlighted with a red box.</p>

S/N	Step	Screenshot
6	Select “HLB – Hotels Licensing Board”	 <p>The screenshot shows a search interface for Government Agencies. A search bar contains the text "Search Government Agencies by Keywords" with examples like "SPF, NEA, Manpower, etc.". Below the search bar is a grid of agency cards. The card for "HLB Hotels Licensing Board" is highlighted with a red rectangular box.</p>
7	Click on “Add to Selection”	 <p>The screenshot shows the search results for "Hotels Licensing Board". It displays "1 Results for 'Hotels Licensing Board'" and "Licences (1)". The first result is "Certificate of Registration and Hotel-keeper's Licence" with a sub-note: "For premises with 4 or more rooms to carry out the business of providing accommodation as a hotel." A red box highlights the "Add to Selection" button on the right side of the result card.</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" with a trash icon on the right. A red box highlights the "Proceed" button below the list. Below this section is a "Review & Apply (1)" button. The search results section at the bottom shows "1 Results for 'Hotels Licensing Board'" and "Licences (1)". The first result is "Certificate of Registration and Hotel-keeper's Licence" with a sub-note: "For premises with 4 or more rooms to carry out the business of providing accommodation as a hotel." A "Selected" button is visible on the right side of the result card.</p>

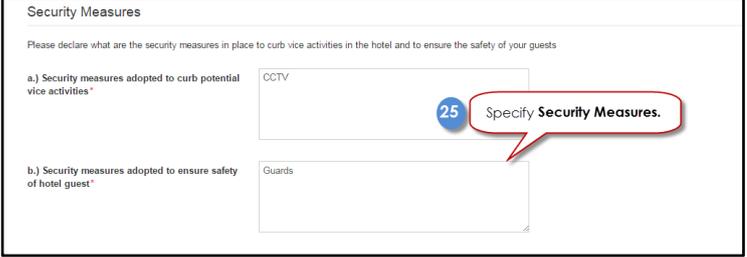
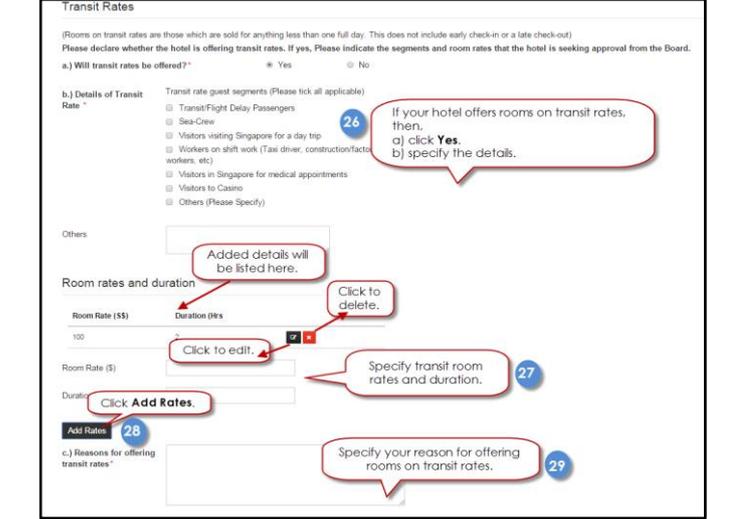
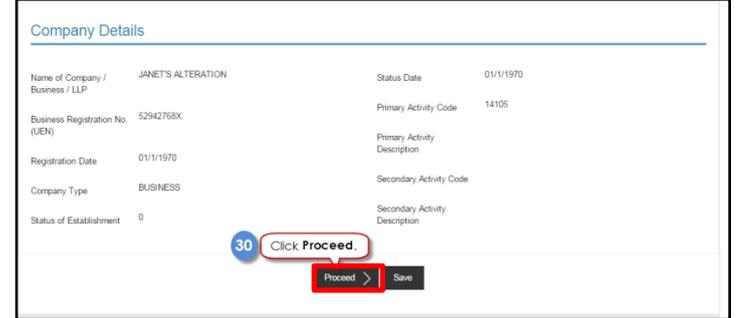
S/N	Step	Screenshot
9	Click on “Apply”	
10	<p>Select</p> <ul style="list-style-type: none"> • “Applicant/Licensee” if you are the proposed Hotel-keeper of the Hotel, or • “On behalf of Licensee” if you are applying on behalf of the proposed Hotel-keeper² <p>View or enter the Applicant/Licensee’s details</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>	<p>The screenshot shows a multi-step form. The 'Organisation Details' section includes fields for Organisation Name (JANETS ALTERATION), UEN (52842768X), Organisation Type (BUSINESS), and UEN of Former Company. The 'Organisation Address' section includes Type of Premises (Office), Postal Code (140063), Block / House Number (63), Street Name (COMMONWEALTH DRIVE), Level (03), Unit Number (253), and Building Name. The 'Organisation Contact Details' section includes Tel Number, Fax Number, and Business Email. The 'Mailing Address' section includes Organisation Operating Address, Organisation Address, Address Type (Local/Foreign), Type of Premises (Residential), Postal Code, Block / House Number, Level, Unit Number, and Building Name. Callout 12 points to the 'Type of Premises' dropdown. Callout 13 points to the 'Business Email' field. Callout 14 points to the 'Mailing Address' section. Callout 15 points to the 'Next' button.</p>								
12	Click “Start” to complete the Hotel, Hotel-keeper and Hotel General information	<p>The screenshot shows a 'Selected Licence' table with the following data:</p> <table border="1"> <thead> <tr> <th>Licence Name</th> <th>Agency Name</th> <th>Completion Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>HLB</td> <td>DRAFT</td> <td>Start</td> </tr> </tbody> </table> <p>Callout 16 points to the 'Start' button in the Action column.</p>	Licence Name	Agency Name	Completion Status	Action	Certificate of Registration and Hotel-keeper's Licence	HLB	DRAFT	Start
Licence Name	Agency Name	Completion Status	Action							
Certificate of Registration and Hotel-keeper's Licence	HLB	DRAFT	Start							
13	Enter Hotel Related Information	<p>The screenshot shows the 'Hotel Related Information' page. The 'URA Information' section has a checkbox for URA permission. The 'Hotel Information' section includes fields for Name of Hotel (Hotel Mars), Hotel Tel. No. (62765679), Postal Code (117611), Hotel Fax No., Block / House Number (31), Email Address, Street Name (SCIENCE PARK ROAD), Website URL, Unit Number, Hotel Owner (Ms Linda), Level No., and Hotel Owner UEN (192000003W). Callout 17 points to the URA permission checkbox. Callout 18 points to the 'Hotel Information' section.</p>								

S/N	Step	Screenshot
		 <p>The screenshot shows two forms. The top form is 'Room Information' with fields for Category, Room Rate (\$), No. of Rooms, and No. of Beds. A table lists 'Supreme Deluxe' with a rate of 400 and 10 rooms. Below are fields for Room Category, Room Rate (\$), Number, and Number of Beds. Annotations include: '20 Click Add Room Category.' pointing to the 'Add Room Category' button; '19 Specify the required details.' pointing to the 'Number' field; 'Added details will be listed here.' pointing to the table; 'Click to edit.' pointing to the edit icon; and 'Click to delete.' pointing to the delete icon. The bottom form is 'F&B Outlet Information' with fields for Type of Outlet, Add Outlet Type, and Total Number of Outlets. Annotations include: '22 Click Add Outlet Type.' pointing to the 'Add Outlet Type' button; '21 Specify the outlet type.' pointing to the 'Type of Outlet' field; 'Added details will be listed here.' pointing to the table; 'Click to edit.' pointing to the edit icon; and 'Click to delete.' pointing to the delete icon.</p>
14	Enter Hotel-keeper's Information ³	 <p>The screenshot shows the 'Hotel-keeper's Information' form. It is divided into 'Hotel-keeper's General Information' and 'Hotel-keeper's Residential Address'. The general information section includes fields for Salutation, Name, Designation in Hotel, NRIC / FIN, Employment Pass Expiry Date, Date of Birth, and Nationality. The residential address section includes fields for Postal Code, Block / House Number, Street Name, Level No., Unit Number, and Building Name. The contact details section includes fields for Mobile No. and Email Address. An annotation '23 Specify the required details.' points to the 'Name' field.</p>
15	Enter Hotel General Information	 <p>The screenshot shows the 'Hotel General Information' form. It includes a 'Guest Ratio' section with a table for 'Type of Guests' and 'Percentage'. The table has two rows: 'Foreign' with a percentage of 90 and 'Local' with a percentage of 10. An annotation '24 Specify Guest Ratio' points to the '90' value in the 'Foreign' row. Below the table is an 'Explanatory Note' regarding the definitions of 'Locals' and 'Non permanent resident'.</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
		 <p>The screenshot shows the 'Security Measures' section of a form. It asks the user to declare security measures in place to curb vice activities and ensure guest safety. There are two main sections: 'a.) Security measures adopted to curb potential vice activities*' and 'b.) Security measures adopted to ensure safety of hotel guest*'. Under section 'a', there is a text input field containing 'CCTV'. A callout bubble with the number 25 points to this field with the text 'Specify Security Measures.'.</p>
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>	 <p>The screenshot shows the 'Transit Rates' section of a form. It includes a question 'a.) Will transit rates be offered?' with radio buttons for 'Yes' and 'No'. Below this is section 'b.) Details of Transit Rate' with a list of transit rate guest segments (e.g., Transit/Flight Delay Passengers, Sea-Crew, etc.) and an 'Others' text input field. A callout bubble with the number 26 points to the 'Others' field with the text 'If your hotel offers rooms on transit rates, then, a) click Yes, b) specify the details.' Below the segments list is a table for 'Room rates and duration' with columns for 'Room Rate (\$)' and 'Duration (hrs)'. A callout bubble with the number 27 points to the table with the text 'Specify transit room rates and duration.' Below the table is an 'Add Rates' button with a callout bubble with the number 28 pointing to it with the text 'Click Add Rates.' Below the table is section 'c.) Reasons for offering transit rates*' with a text input field and a callout bubble with the number 29 pointing to it with the text 'Specify your reason for offering rooms on transit rates.'.</p>
17	Click "Proceed"	 <p>The screenshot shows the 'Company Details' section of a form. It displays company information for 'JANET'S ALTERATION', including Business Registration No. (52942766X), Registration Date (01/1/1970), and Company Type (BUSINESS). At the bottom of the form, there are two buttons: 'Proceed' and 'Save'. A callout bubble with the number 30 points to the 'Proceed' button with the text 'Click Proceed.'.</p>

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. 	

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>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 otherwise 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)</p> <p>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 border="1"> <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.

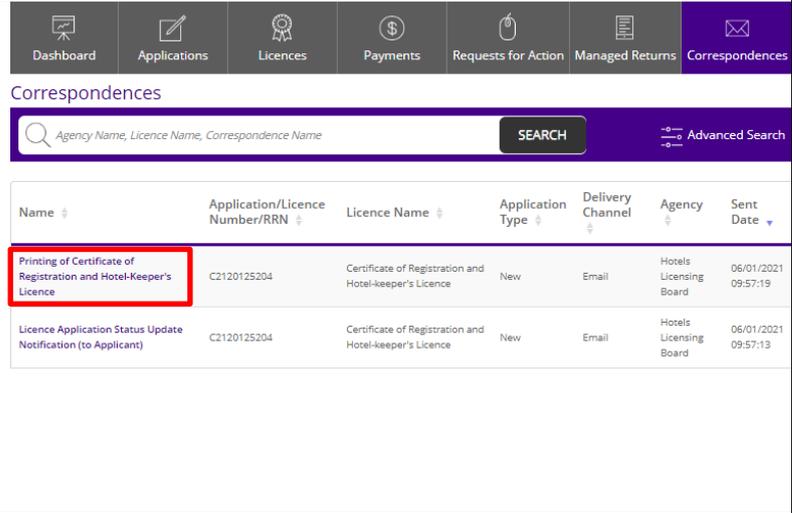
S/N	Step	Screenshot
21	<p>Once the application has been approved, you will receive an email notification on the approval, and the steps on where to locate your licence(s). A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing.</p> <p><i>Note: Licence fees 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>	
22	<p>The licence number can be found under the Application tab.</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	<p>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>	 <p>The screenshot shows the 'Correspondences' section of the GoBusiness Licensing portal. At the top, there is a navigation bar with tabs for Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. Below the navigation bar is a search bar with the placeholder text 'Agency Name, Licence Name, Correspondence Name' and a 'SEARCH' button. To the right of the search bar is an 'Advanced Search' link. 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 of data. The first row is highlighted with a red box and contains the following information: Name: 'Printing of Certificate of Registration and Hotel-Keeper's Licence', Application/Licence Number/RRN: 'C2120125204', Licence Name: 'Certificate of Registration and Hotel-keeper's Licence', Application Type: 'New', Delivery Channel: 'Email', Agency: 'Hotels Licensing Board', and Sent Date: '06/01/2021 09:57:19'. The second row contains the following information: Name: 'Licence Application Status Update Notification (to Applicant)', Application/Licence Number/RRN: 'C2120125204', Licence Name: 'Certificate of Registration and Hotel-keeper's Licence', Application Type: 'New', Delivery Channel: 'Email', Agency: 'Hotels Licensing Board', and Sent Date: '06/01/2021 09:57:13'.</p>
24	<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](#).