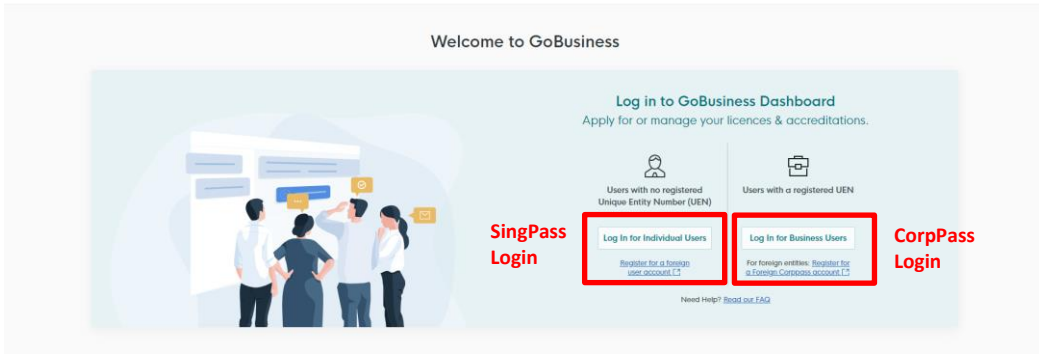
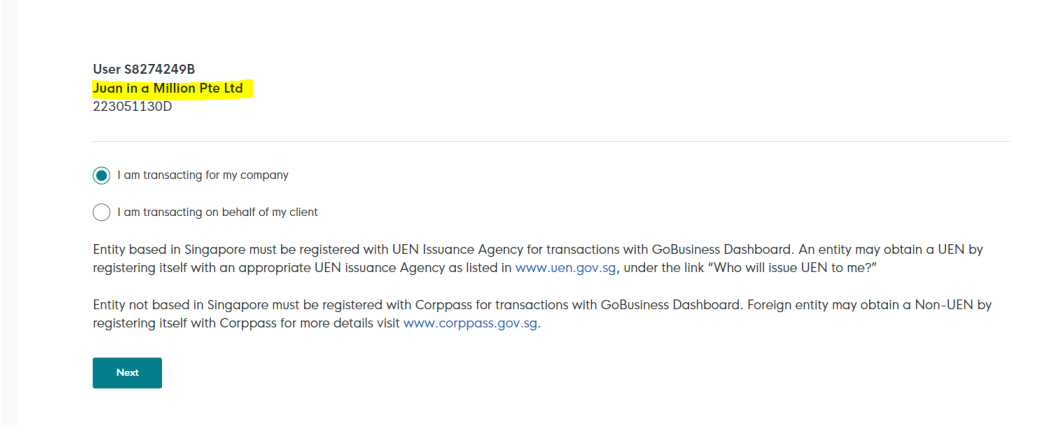
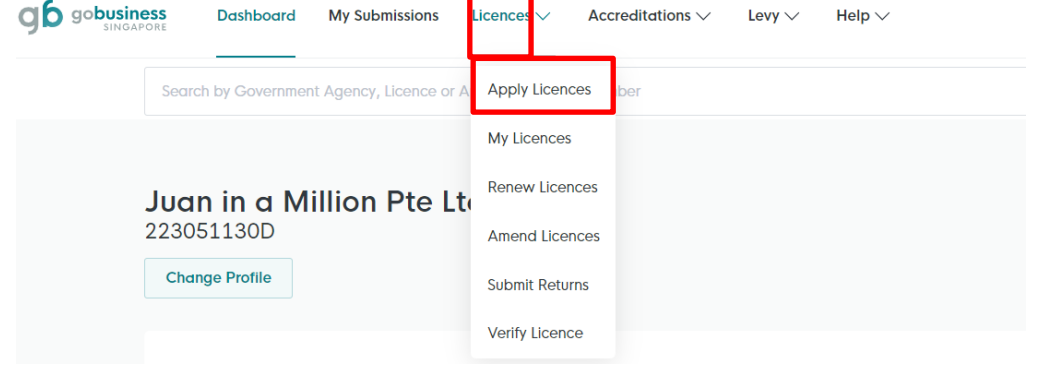
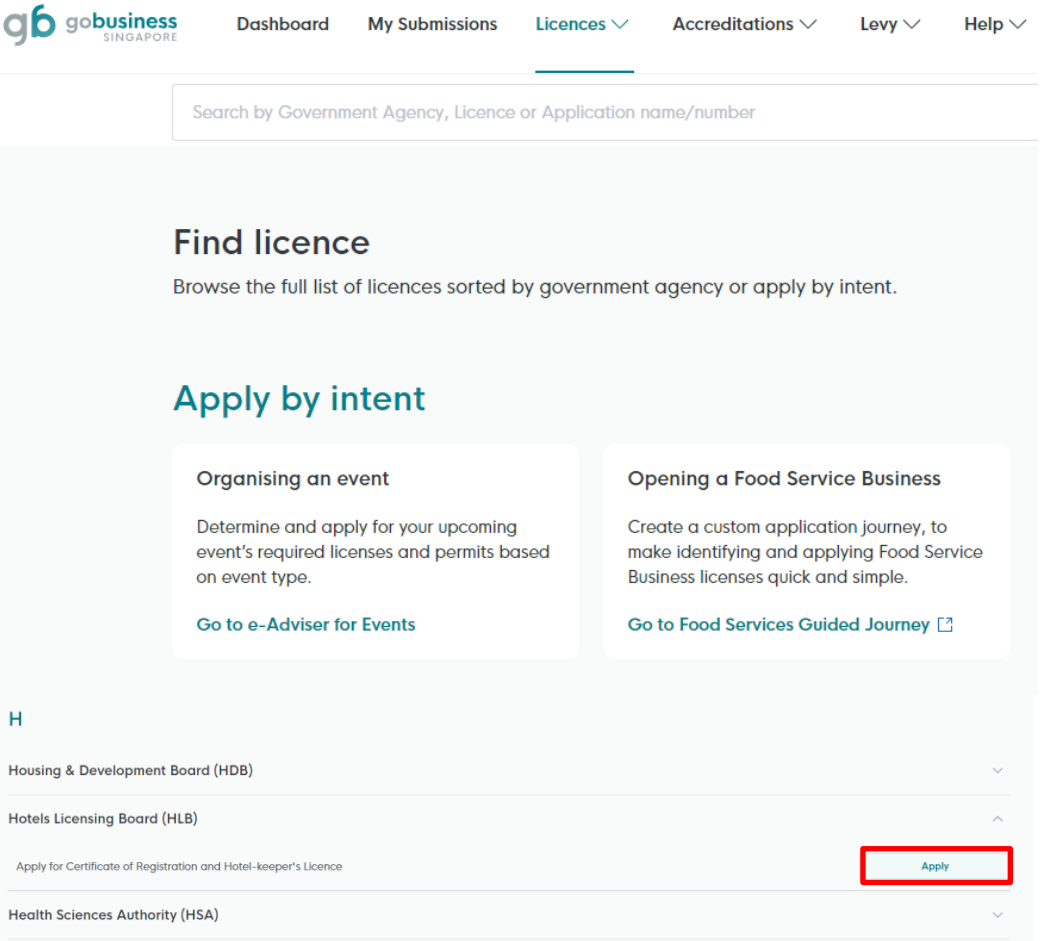
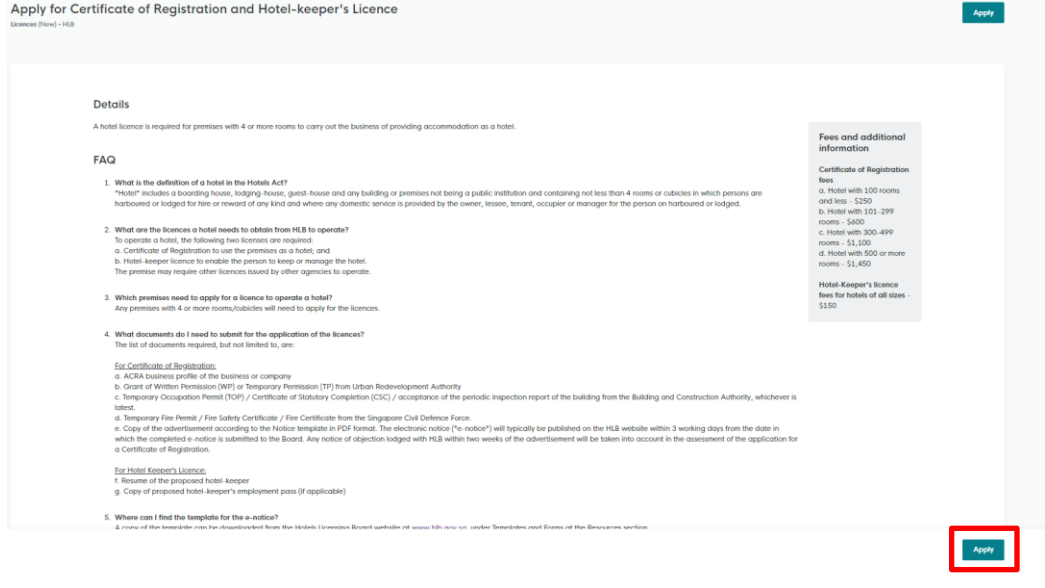
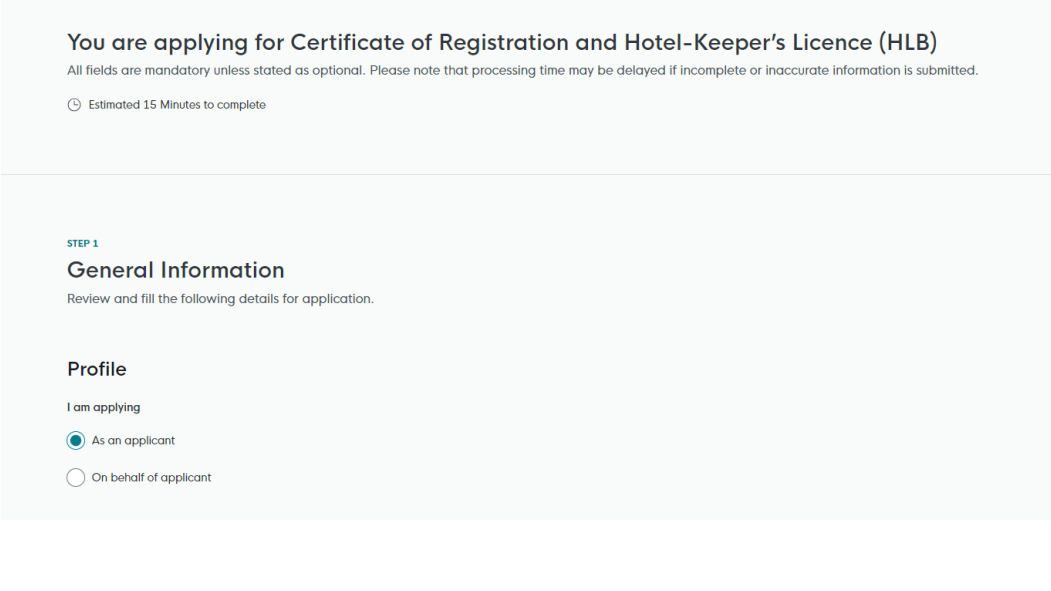
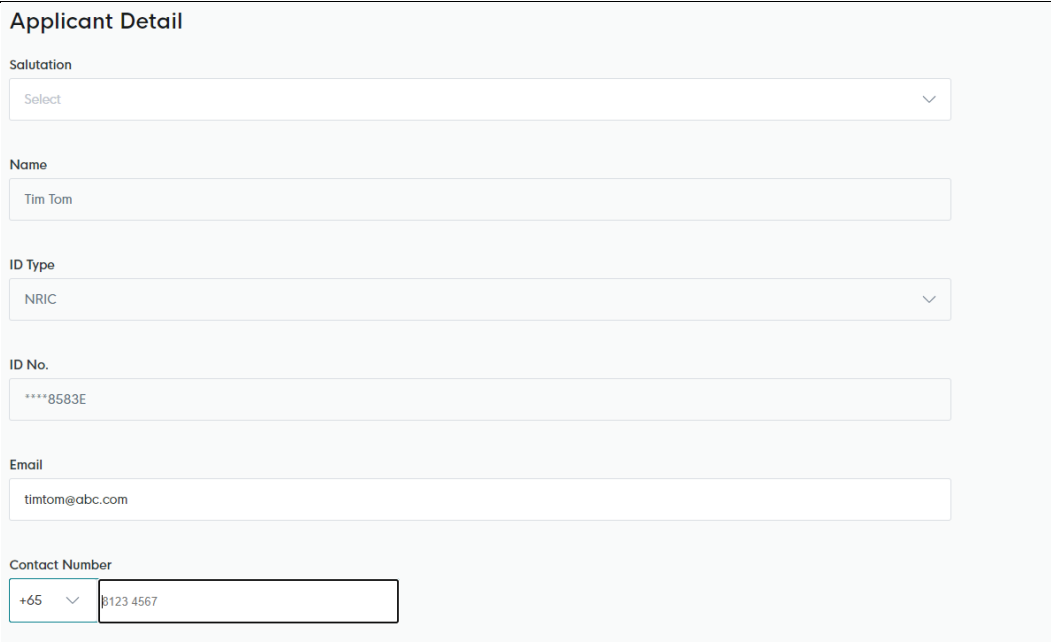
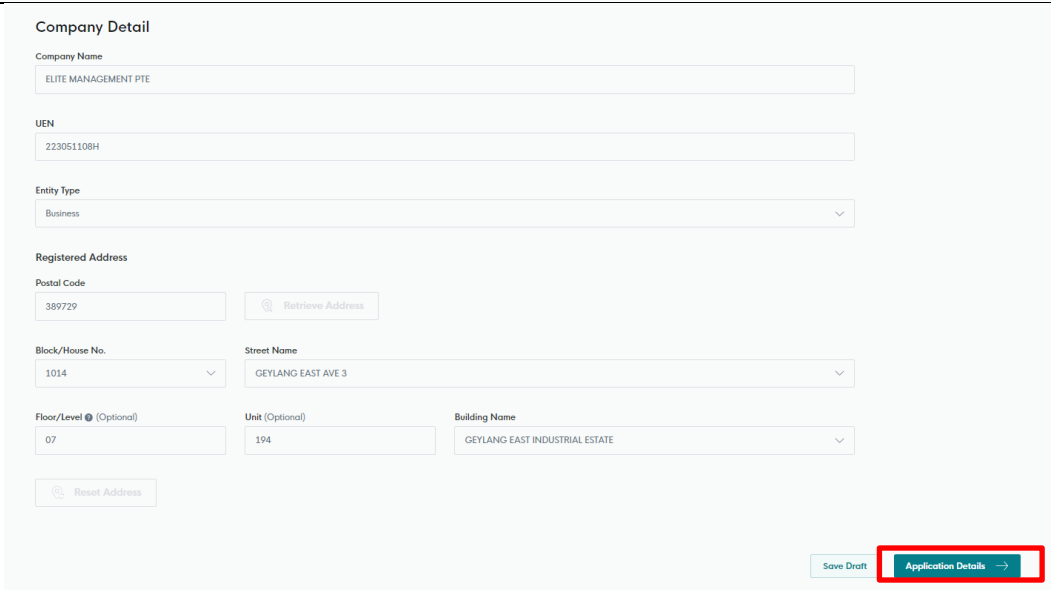


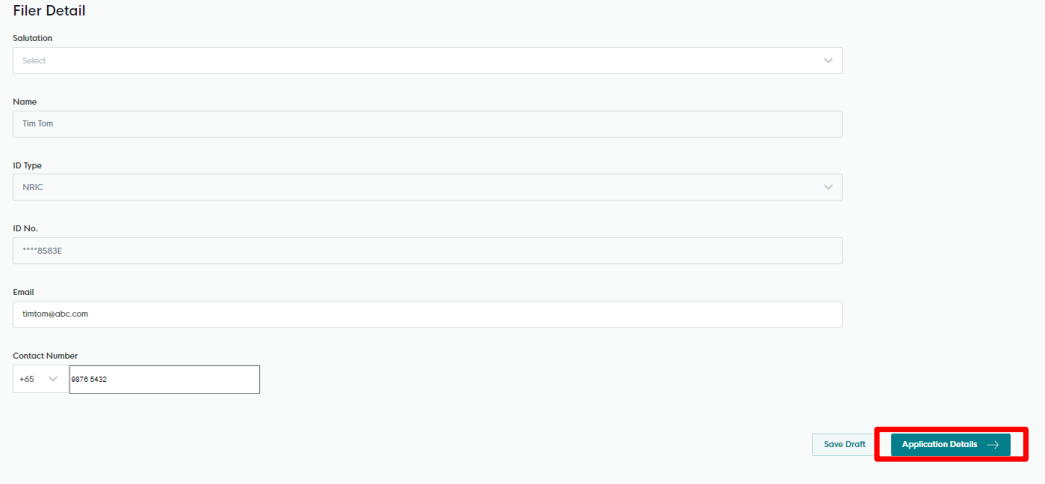
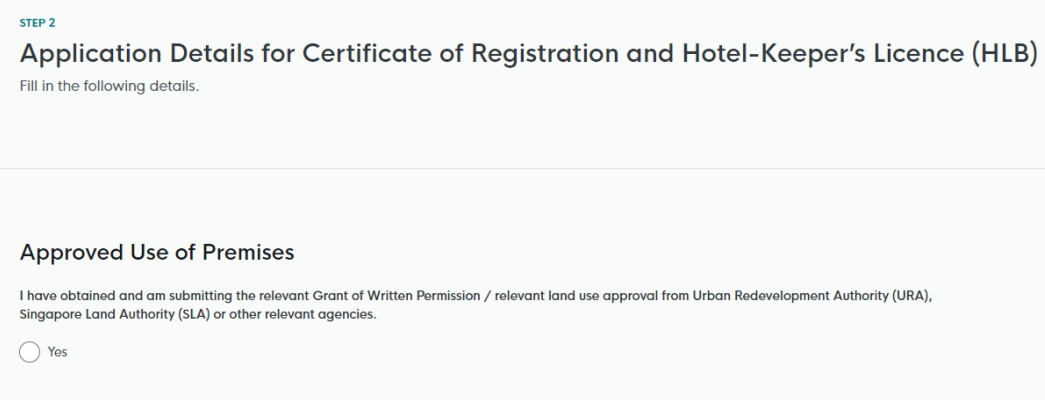
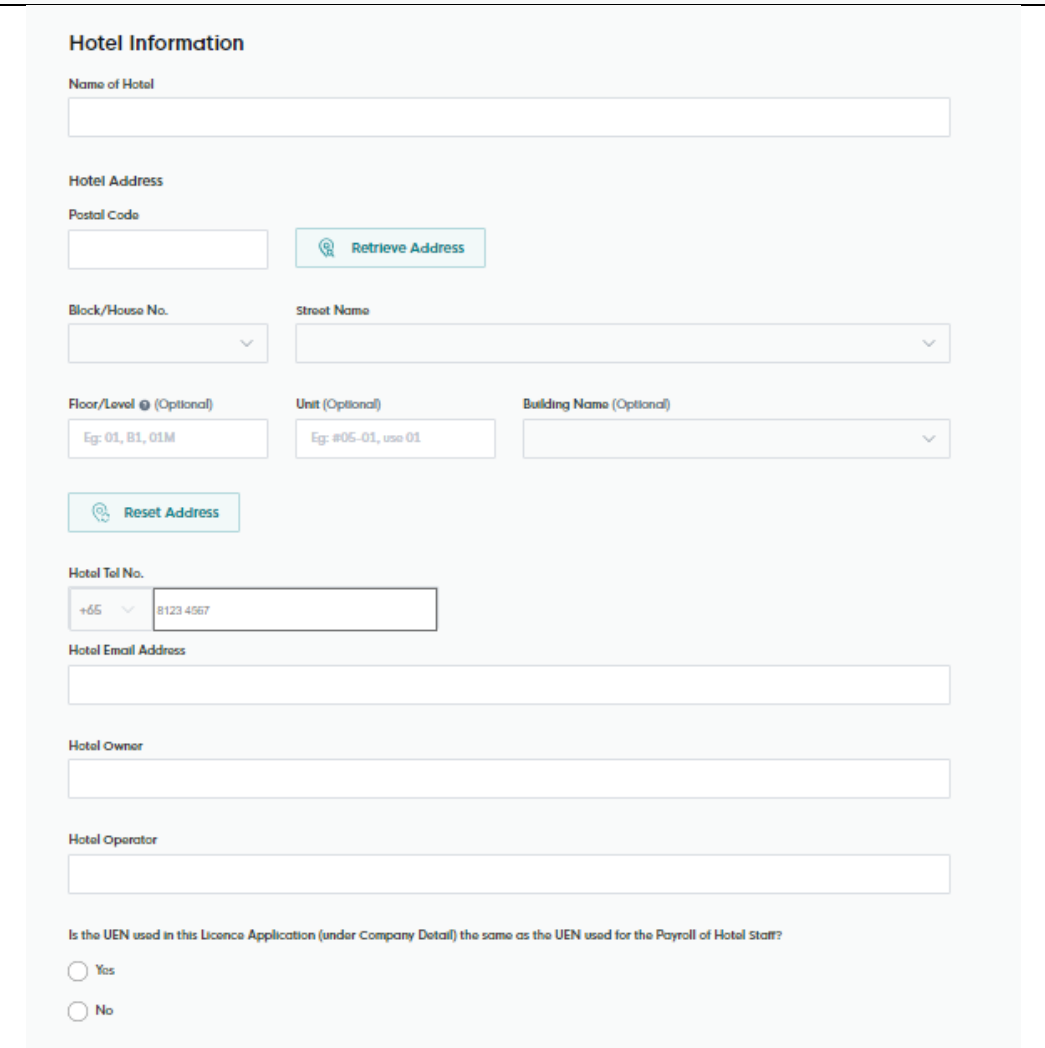
## Step-by-Step Guide for New Application of Certificate of Registration and Hotel-keeper's Licence

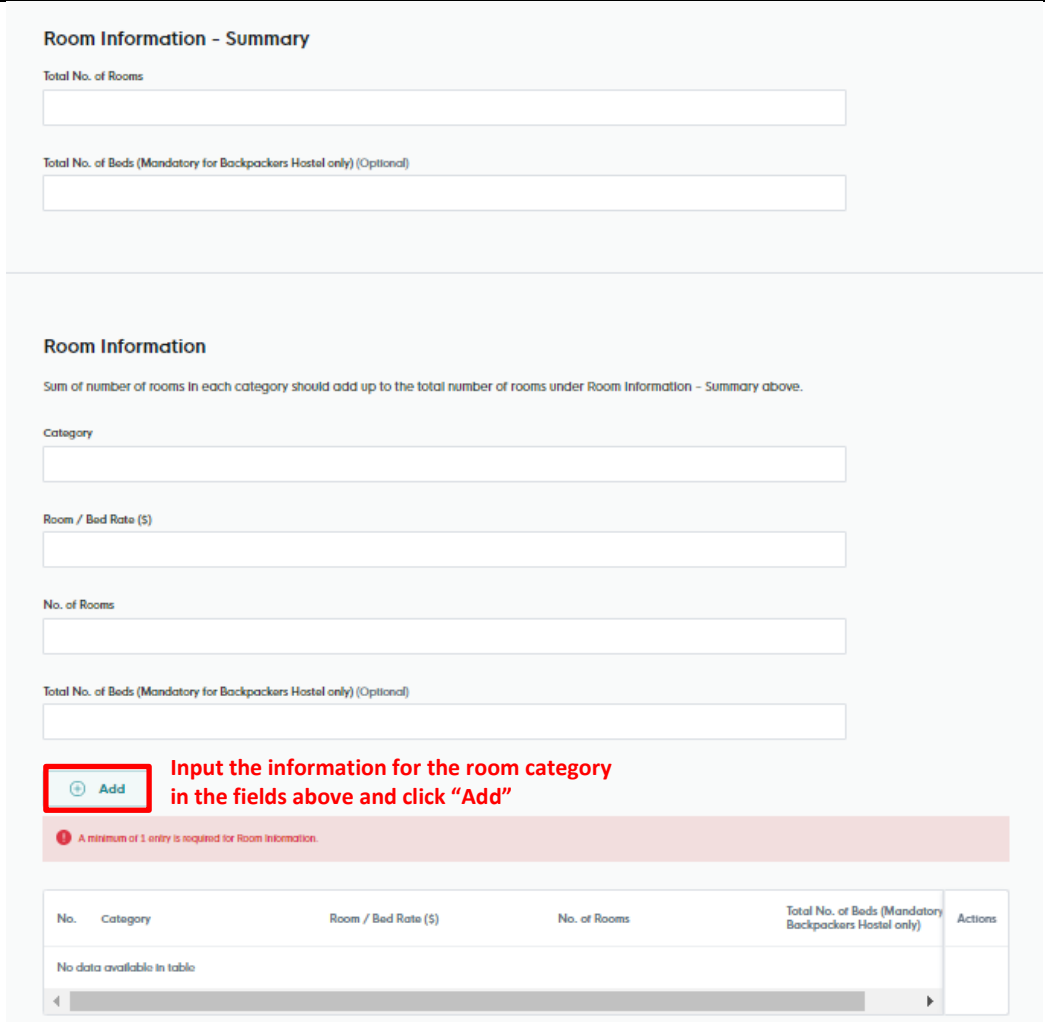
S/N	Step	Screenshot
1	<p>Go to GoBusiness Licensing website <a href="https://dashboard.gobusiness.gov.sg/login">https://dashboard.gobusiness.gov.sg/login</a></p> <p>Log in to GoBusiness Licensing using SingPass or CorpPass.</p>	
2	<p>Select “I am transacting for my company” if you are applying for your business entity/UEN (highlighted in yellow).</p> <p>Select the “I am transacting on behalf of my client” if you are applying on behalf of another business entity/UEN.</p>	
3	<p>Click on “Licences” &gt; “Apply Licences”.</p>	

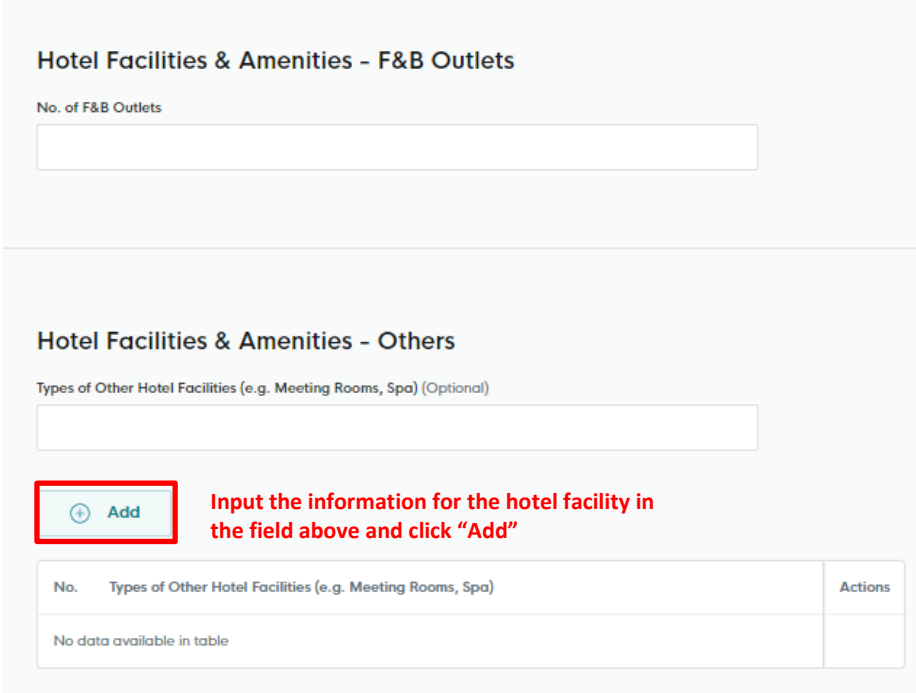
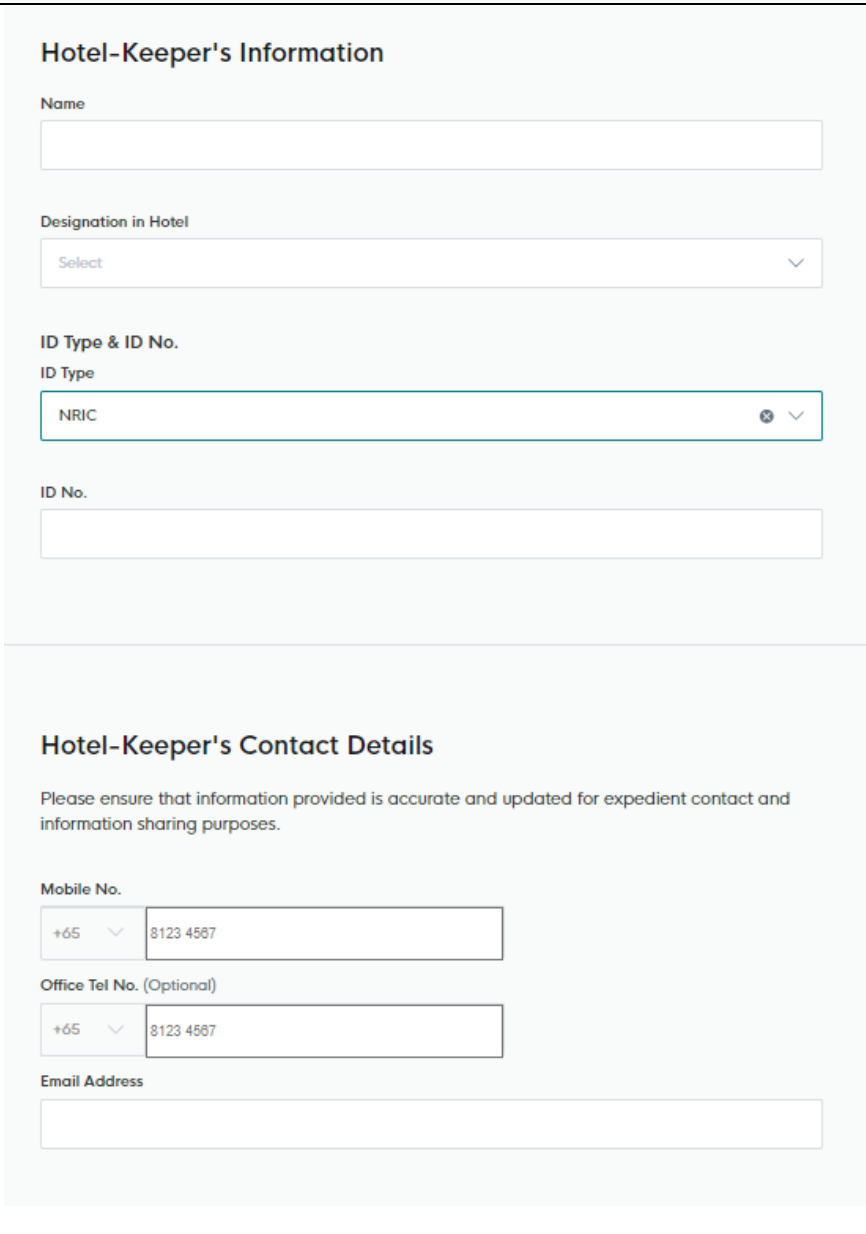
S/N	Step	Screenshot
4	Under Find Licence, select “Hotels Licensing Board (HLB)” under the list of government agencies and click “Apply”.	 <p>The screenshot shows the 'Find licence' page on the gobusiness Singapore website. The navigation bar includes 'Dashboard', 'My Submissions', 'Licences', 'Accreditations', 'Levy', and 'Help'. A search bar is present with the placeholder text 'Search by Government Agency, Licence or Application name/number'. Below the search bar, there are two main sections: 'Find licence' and 'Apply by intent'. The 'Apply by intent' section has two cards: 'Organising an event' and 'Opening a Food Service Business'. Below these, there is a list of government agencies: 'Housing &amp; Development Board (HDB)', 'Hotels Licensing Board (HLB)', and 'Health Sciences Authority (HSA)'. The 'Hotels Licensing Board (HLB)' is selected, and the 'Apply' button is highlighted with a red box.</p>
5	Review the FAQs and the list of required supporting documents. Click “Apply”.	 <p>The screenshot shows the 'Apply for Certificate of Registration and Hotel-keeper's Licence' page on the gobusiness Singapore website. The page title is 'Apply for Certificate of Registration and Hotel-keeper's Licence'. Below the title, there is a 'Details' section, an 'FAQ' section, and a 'Fees and additional information' section. The 'FAQ' section contains five questions and answers. The 'Fees and additional information' section lists the 'Certificate of Registration fees' and the 'Hotel-keeper's Licence fees for hotels of all sizes'. The 'Apply' button is highlighted with a red box.</p>

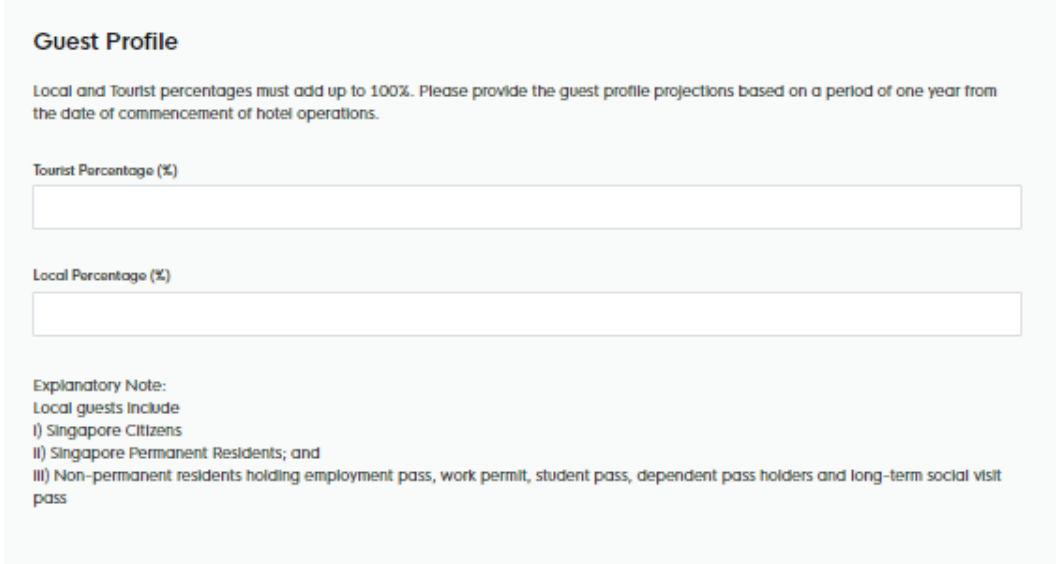
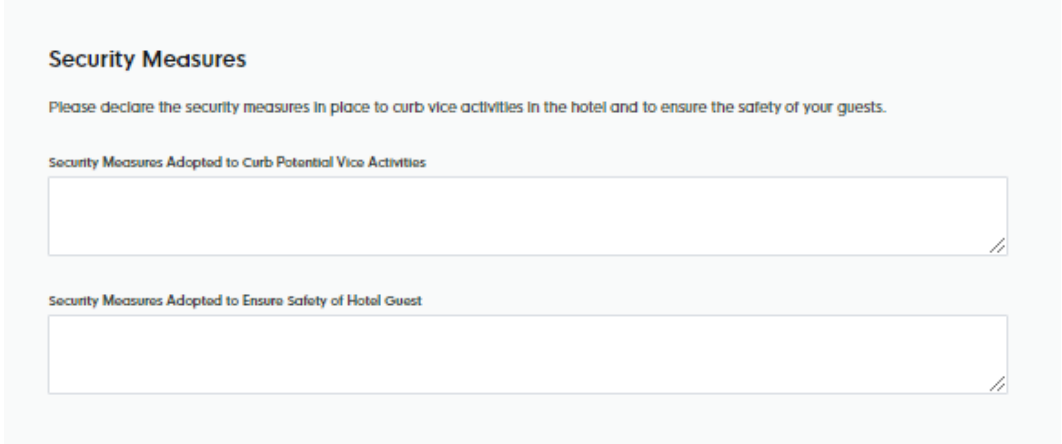
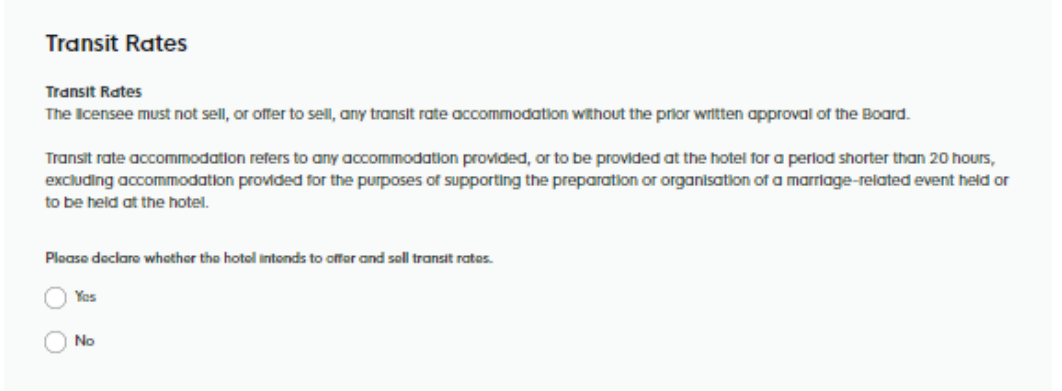
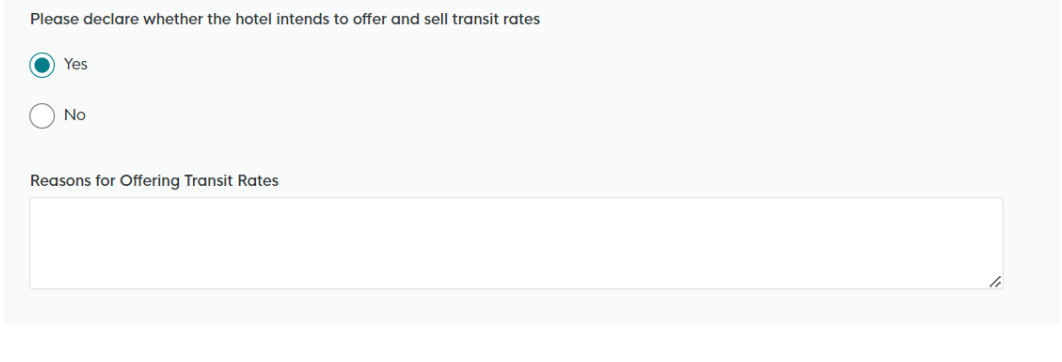
S/N	Step	Screenshot
6	<p>Under “General Information”, select your Profile:</p> <ul style="list-style-type: none"> <li>• “As an applicant” if you are the proposed Hotel-keeper of the Hotel,</li> <li>or</li> <li>• “On behalf of applicant” if you are applying on behalf of the Hotel-keeper<sup>1</sup>.</li> </ul>	 <p><b>You are applying for Certificate of Registration and Hotel-Keeper's Licence (HLB)</b>  <small>All fields are mandatory unless stated as optional. Please note that processing time may be delayed if incomplete or inaccurate information is submitted.</small></p> <p>🕒 Estimated 15 Minutes to complete</p> <hr/> <p><b>STEP 1</b>  <b>General Information</b>  Review and fill the following details for application.</p> <p><b>Profile</b></p> <p>I am applying</p> <p><input checked="" type="radio"/> As an applicant</p> <p><input type="radio"/> On behalf of applicant</p>
6a	<p>Complete the “Applicant Detail” section.</p>	 <p><b>Applicant Detail</b></p> <p>Salutation  Select</p> <p>Name  Tim Tom</p> <p>ID Type  NRIC</p> <p>ID No.  ****8583E</p> <p>Email  timtom@abc.com</p> <p>Contact Number  +65 8123 4567</p>
6b	<p>Complete the “Company Detail” section.</p> <p>Click “Application Details” to go to the next page.</p>	 <p><b>Company Detail</b></p> <p>Company Name  ELITE MANAGEMENT PTE</p> <p>UEN  223051108H</p> <p>Entity Type  Business</p> <p>Registered Address</p> <p>Postal Code  389729 <a href="#">Retrieve Address</a></p> <p>Block/House No.  1014</p> <p>Street Name  GEYLANG EAST AVE 3</p> <p>Floor/Level (Optional)  07</p> <p>Unit (Optional)  194</p> <p>Building Name  GEYLANG EAST INDUSTRIAL ESTATE</p> <p><a href="#">Reset Address</a></p> <p><a href="#">Save Draft</a> <a href="#">Application Details</a></p>

<sup>1</sup> If you are applying on behalf of the Applicant/Licensee (Hotel-keeper), the authorized filer is required to enter the Applicant/Licensee (Hotel-keeper)’s details.

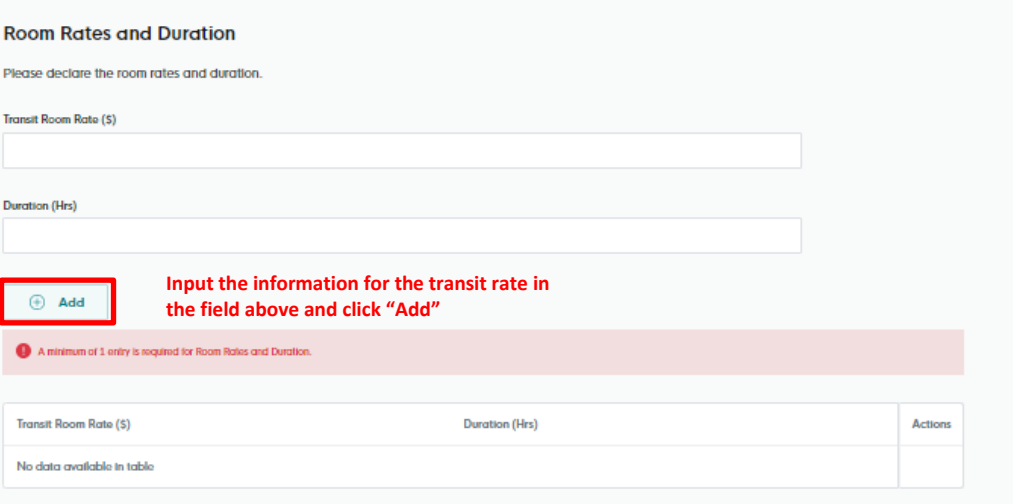
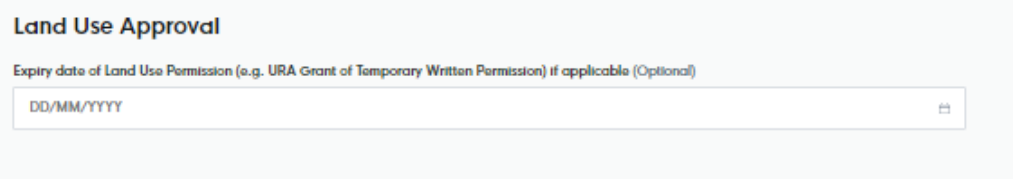
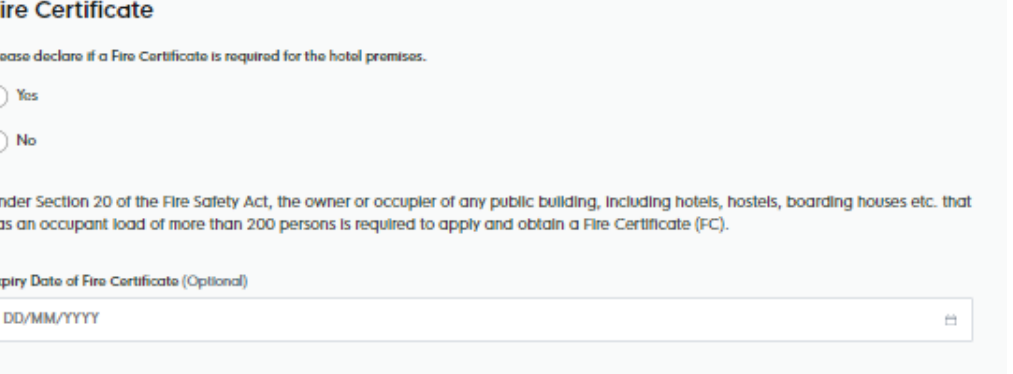
S/N	Step	Screenshot
	<p>If you are applying on behalf of applicant/licensee, complete the “Filer Detail” section.</p> <p>Click “Application Details” to go to the next page.</p>	
7	<p>Under “Approved Use of Premises”, select checkbox “Yes” to declare that you have received URA permission or relevant land use.</p>	
7a	<p>Complete the “Hotel Information” section.</p>	

S/N	Step	Screenshot																		
7b	<p>Complete the “Room Information” section</p> <ul style="list-style-type: none"> <li>• [For Hostels only] Input the total number of beds.</li> <li>• Input the room information for a room category into the table and click "Add". To include additional room categories, repeat this process by inputting the details for each room category and clicking "Add" after each entry.</li> <li>• Please note that the rooms in each category should add up to the total number of rooms under “Room Information – Summary” above.</li> </ul>	 <p>The respective room categories will appear in the table below after clicking “Add”</p> <table border="1" data-bbox="483 1249 1500 1411"> <thead> <tr> <th>No.</th> <th>Category</th> <th>Room / Bed Rate (\$)</th> <th>No. of Rooms</th> <th>Total No. of Beds (Mandatory for Backpackers Hostel only)</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Deluxe</td> <td>100</td> <td>3</td> <td>-</td> <td> </td> </tr> <tr> <td>2</td> <td>Superior</td> <td>200</td> <td>4</td> <td>-</td> <td> </td> </tr> </tbody> </table>	No.	Category	Room / Bed Rate (\$)	No. of Rooms	Total No. of Beds (Mandatory for Backpackers Hostel only)	Actions	1	Deluxe	100	3	-		2	Superior	200	4	-	
No.	Category	Room / Bed Rate (\$)	No. of Rooms	Total No. of Beds (Mandatory for Backpackers Hostel only)	Actions															
1	Deluxe	100	3	-																
2	Superior	200	4	-																

S/N	Step	Screenshot						
7c	Complete “Hotel Facilities & Amenities” section <ul style="list-style-type: none"> <li>If the hotel does not have any F&amp;B Outlets, input “0”.</li> <li>If there is more than 1 facility in the hotel, input the information and click “Add” to add more entries.</li> </ul>	 <p><b>Hotel Facilities &amp; Amenities - F&amp;B Outlets</b></p> <p>No. of F&amp;B Outlets</p> <p><input type="text"/></p> <p><b>Hotel Facilities &amp; Amenities - Others</b></p> <p>Types of Other Hotel Facilities (e.g. Meeting Rooms, Spa) (Optional)</p> <p><input type="text"/></p> <p><span style="border: 2px solid red; padding: 2px;">+</span> Add <span style="color: red;">Input the information for the hotel facility in the field above and click “Add”</span></p> <table border="1" data-bbox="576 696 1445 801"> <thead> <tr> <th>No.</th> <th>Types of Other Hotel Facilities (e.g. Meeting Rooms, Spa)</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td colspan="3">No data available in table</td> </tr> </tbody> </table>	No.	Types of Other Hotel Facilities (e.g. Meeting Rooms, Spa)	Actions	No data available in table		
No.	Types of Other Hotel Facilities (e.g. Meeting Rooms, Spa)	Actions						
No data available in table								
7d	Complete the “Hotel-Keeper’s Information” section.	 <p><b>Hotel-Keeper's Information</b></p> <p>Name</p> <p><input type="text"/></p> <p>Designation in Hotel</p> <p>Select <span style="float: right;">v</span></p> <p>ID Type &amp; ID No.</p> <p>ID Type</p> <p>NRIC <span style="float: right;">x v</span></p> <p>ID No.</p> <p><input type="text"/></p> <p><b>Hotel-Keeper's Contact Details</b></p> <p>Please ensure that information provided is accurate and updated for expedient contact and information sharing purposes.</p> <p>Mobile No.</p> <p>+65 <span style="float: right;">v</span> <input type="text" value="8123 4567"/></p> <p>Office Tel No. (Optional)</p> <p>+65 <span style="float: right;">v</span> <input type="text" value="8123 4567"/></p> <p>Email Address</p> <p><input type="text"/></p>						

S/N	Step	Screenshot
7e	Under “Guest Profile”, specify the Guest Ratio <ul style="list-style-type: none"> <li>Local and tourist percentages must add up to 100%.</li> </ul>	 <p><b>Guest Profile</b></p> <p>Local and Tourist percentages must add up to 100%. Please provide the guest profile projections based on a period of one year from the date of commencement of hotel operations.</p> <p>Tourist Percentage (%)</p> <input type="text"/> <p>Local Percentage (%)</p> <input type="text"/> <p>Explanatory Note: Local guests include I) Singapore Citizens II) Singapore Permanent Residents; and III) Non-permanent residents holding employment pass, work permit, student pass, dependent pass holders and long-term social visit pass</p>
7f	Specify the security measures to <ul style="list-style-type: none"> <li>Curb potential vice activities.</li> <li>Ensure safety of hotel guests.</li> </ul>	 <p><b>Security Measures</b></p> <p>Please declare the security measures in place to curb vice activities in the hotel and to ensure the safety of your guests.</p> <p>Security Measures Adopted to Curb Potential Vice Activities</p> <input type="text"/> <p>Security Measures Adopted to Ensure Safety of Hotel Guest</p> <input type="text"/>
7g	Declare if Hotel is applying to charge transit rates <sup>2</sup> .	 <p><b>Transit Rates</b></p> <p><b>Transit Rates</b> The licensee must not sell, or offer to sell, any transit rate accommodation without the prior written approval of the Board.</p> <p>Transit rate accommodation refers to any accommodation provided, or to be provided at the hotel for a period shorter than 20 hours, excluding accommodation provided for the purposes of supporting the preparation or organisation of a marriage-related event held or to be held at the hotel.</p> <p>Please declare whether the hotel intends to offer and sell transit rates.</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>
	If “Yes”, to indicate the reason for offering transit rates, and declare the room rates and the duration <ul style="list-style-type: none"> <li>If there is more than 1 transit room rate, click “Add” to add more fields.</li> </ul>	 <p>Please declare whether the hotel intends to offer and sell transit rates</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>Reasons for Offering Transit Rates</p> <input type="text"/>

<sup>2</sup> Please note that licensee must not sell, or offer to sell, any transit rate accommodation without prior approval of the Board.

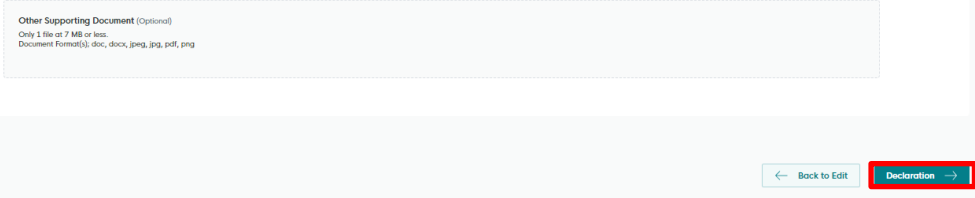
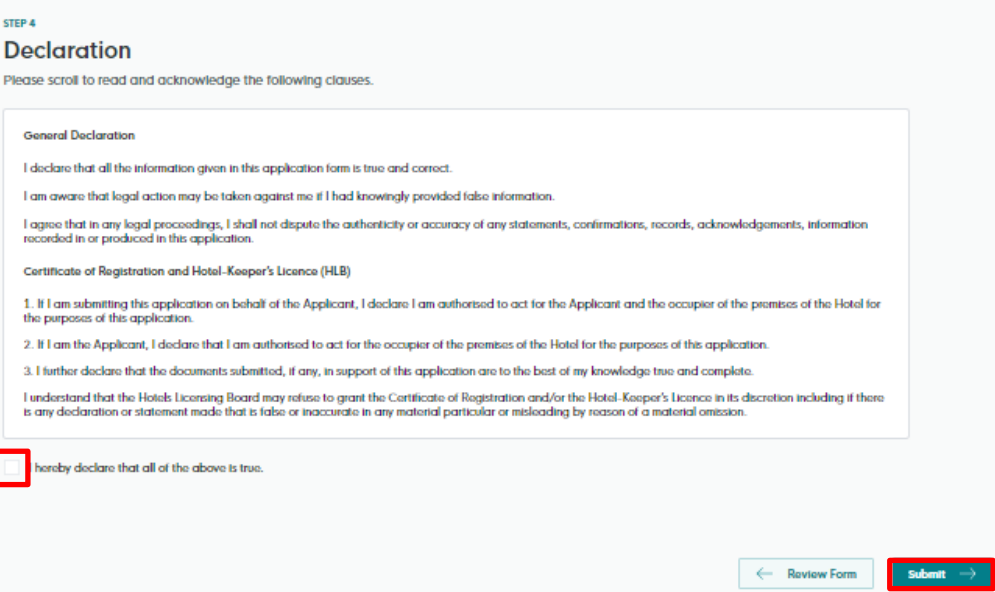
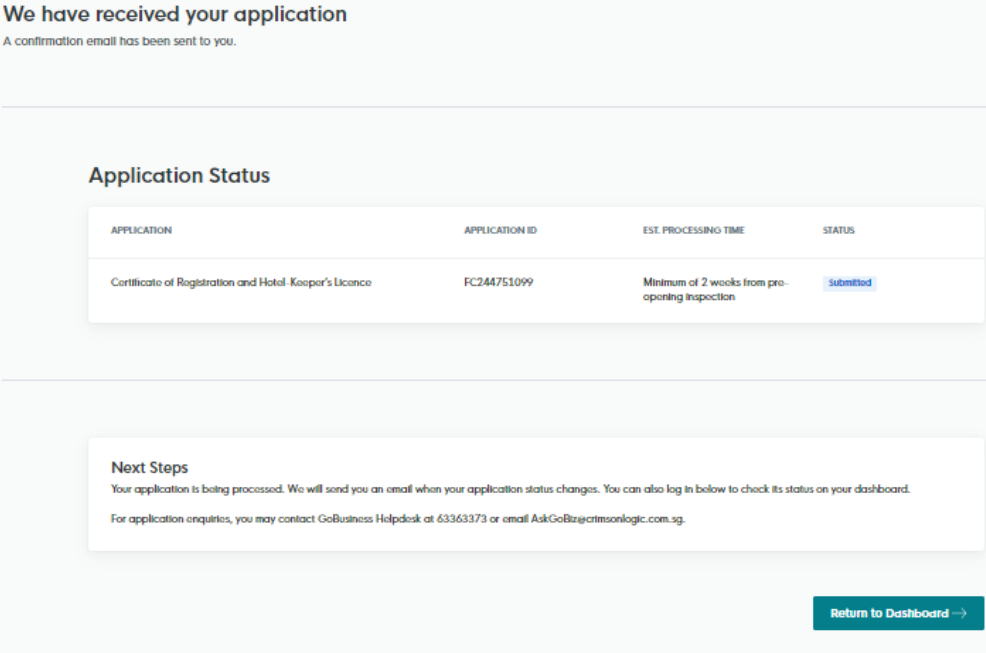
S/N	Step	Screenshot						
		 <p><b>Room Rates and Duration</b></p> <p>Please declare the room rates and duration.</p> <p>Transit Room Rate (\$)</p> <p>Duration (Hrs)</p> <p><b>Add</b></p> <p><b>Input the information for the transit rate in the field above and click "Add"</b></p> <p>A minimum of 1 entry is required for Room Rates and Duration.</p> <table border="1"> <thead> <tr> <th>Transit Room Rate (\$)</th> <th>Duration (Hrs)</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td colspan="3">No data available in table</td> </tr> </tbody> </table>	Transit Room Rate (\$)	Duration (Hrs)	Actions	No data available in table		
Transit Room Rate (\$)	Duration (Hrs)	Actions						
No data available in table								
7h	Indicate the expiry date of the hotel's land use approval, if applicable (e.g. URA Temporary Written Permission).	 <p><b>Land Use Approval</b></p> <p>Expiry date of Land Use Permission (e.g. URA Grant of Temporary Written Permission) if applicable (Optional)</p> <p>DD/MM/YYYY</p>						
7i	Hotel to declare if a Fire Certification is required for the hotel premises <sup>3</sup> <ul style="list-style-type: none"> <li>If "Yes", indicate the expiry date of Fire Certificate.</li> </ul>	 <p><b>Fire Certificate</b></p> <p>Please declare if a Fire Certificate is required for the hotel premises.</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>Under Section 20 of the Fire Safety Act, the owner or occupier of any public building, including hotels, hostels, boarding houses etc. that has an occupant load of more than 200 persons is required to apply and obtain a Fire Certificate (FC).</p> <p>Expiry Date of Fire Certificate (Optional)</p> <p>DD/MM/YYYY</p>						

<sup>3</sup> Under Section 20 of the Fire Safety Act, the owner or occupier of any public building, including hotels, hostels, boarding houses etc. that has an occupant load of more than 200 persons is required to apply and obtain a Fire Certificate (FC).



S/N	Step	Screenshot
7j	<p>Upload the supporting documents.</p> <p>Please note that the file name must have no more than 130 characters and no spaces.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>• URA Grant of Written Permission, ACRA Business Profile and the Copy of Advertisement (E-Notice) are mandatory documents for submission of application.</li> <li>• Upload the e-notice<sup>4</sup> according to the Notice template in PDF format. Ensure that the Name of Hotel is the same as the Name of Hotel as per your application and on your hotel signage.</li> <li>• The name on the resume should be the same as the Hotel-keeper name as indicated in the application form.</li> </ul>	
8	<p>Click “Review Form” and ensure that all the information entered are accurate.</p>	

<sup>4</sup> The e-notice will typically be published on the HLB website within 3 working days from when the e-notice is successfully uploaded. 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
9	Click “Declaration” to proceed.	
10	Scroll and read all parts of the declaration section before ticking the check box and clicking “Submit”.	
11	<p>After submitting the application, the system will provide an acknowledgement page and an application number which starts with “FC” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).</p> <p>A confirmation email will be sent to you.</p>	

The Secretariat may request for additional information or outstanding documents (if any) via a Request for Action<sup>5</sup>. Upon receiving all the required documents and end of the e-notice period<sup>6</sup>, the Secretariat will arrange with the applicant for a pre-opening inspection<sup>7</sup> of the hotel. The processing of the application will take a minimum of two weeks upon the hotel passing the pre-opening inspection.

S/N	Step	Screenshot
12	<p>When your application has been processed, the licence status will change to “Pending Payment”. Approval will be given after payment.</p> <p>Select “Pay” from the list of actions.</p>	
13	<p>Once the payment has been made, a confirmation email will be sent to you.</p>	
14	<p>Once the application has been approved, you can download your payment invoice or licence file for your application:</p> <ul style="list-style-type: none"> <li>• Click “Select Action”.</li> <li>• Select “Download Invoice” or “Download Licence”.</li> </ul>	

<sup>5</sup> Please refer to the step-by-step guide on “Request for Action”.

<sup>6</sup> 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.

<sup>7</sup> 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: (a) Furniture and fittings in most rooms; (b) Clearly visible hotel frontage & signage; (c) Reception counter or area for receiving guests; (d) Fully installed and operating security features; (e) Adherence to terms and conditions stated in URA’s Written Permission and conditions laid down by other Government agencies.