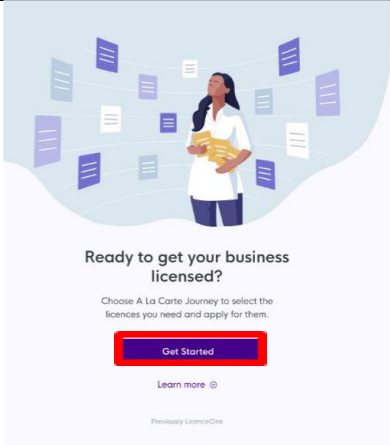

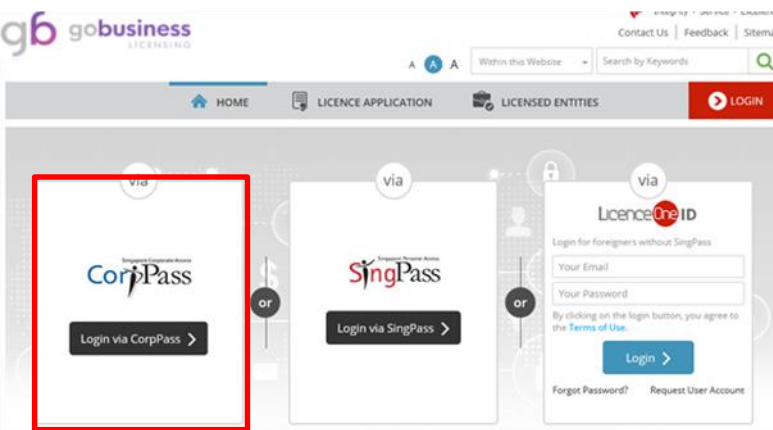


Step-by-Step Guide for Renewal of Certificate of Registration and Hotel-keeper's Licence

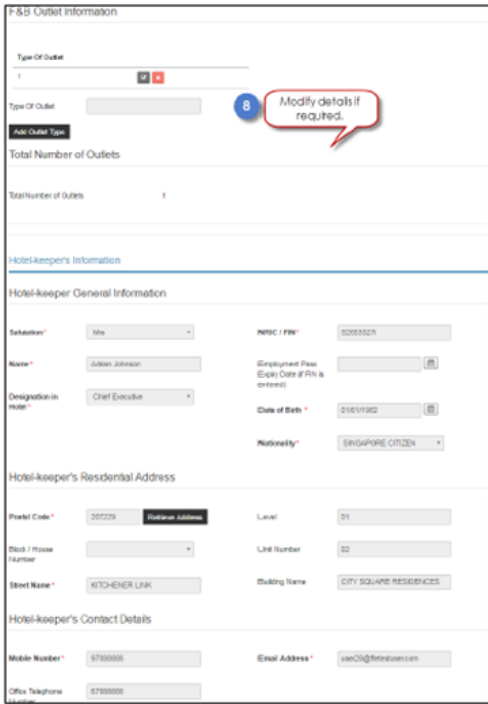
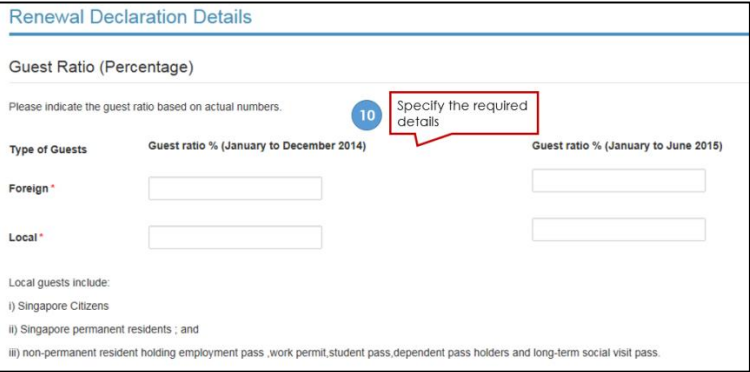

The licence expires on 31 December annually and the licence renewal exercise starts from October each year. Hotels can only submit the licence renewal application from 1 October to 30 November. HLB will send the notice of renewal to hotels in early October and hotels are required to submit the renewal applications and make payment online through GoBusiness Licensing.

S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://go.business.gov.sg/licences and click on “Get Started”	
1a	Next, click on “Login”	
2	Log in to GoBusiness Licensing using CorpPass	

S/N	Step	Screenshot
2a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”.	
3	<p>Click on “My Portfolio > Licence”</p> <p>Enter the Licence Number and Click on “Search”</p> <p>Click on “Action > Renew”</p>	
4	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	

S/N	Step	Screenshot
5	<p>You may amend the existing licence information by selecting the relevant amendment profile¹</p> <p>If there is no update to the existing licence information, please select “No Update (For Renewal)”</p>	
6	<p>If an “Amendment Profile” is selected in the earlier screen, the relevant fields will be opened up for updating</p> <p>If you selected “No Update (For Renewal)”, you may skip this step</p>	

¹ Please note that the any amendment made will only be reflected in the licence for the next year.

S/N	Step	Screenshot
		
7	Complete the Guest Ratio (Percentage) field	
8	<p>If the hotel is currently offering rooms on transit rate, complete the section on “Transit rate Information”</p> <p>If the hotel is currently not offering transit rates, this section will be greyed out</p>	

S/N	Step	Screenshot
		<div><div>Room Rates and duration (Jan-Dec 2016)</div><div><div>Room Rate (\$)</div><div>Duration (Hrs)</div></div><div><div>Room Rate (\$)</div><div>Duration (Hrs)</div></div><div><div>Add</div></div><div>Room Rates and duration (Jan-Jun 2017)</div><div><div>Room Rate (\$)</div><div>Duration (Hrs)</div></div><div><div>Room Rate (\$)</div><div>Duration (Hrs)</div></div><div><div>Add</div></div><div><div>+ (Total revenue collected from rooms offered as transit rates / Total room revenue collected) x 100</div><div>++ (Total number of local guests staying in rooms offered on transit rates / Total number of guests staying in rooms offered on transit rates) x 100</div></div></div>
9	<p>Select if the hotel has the intention to offer rooms on transit rate for the next licence period</p> <p>If you select “Yes”, you are required to select the guest segment and specify the project room rates and duration</p> <p>Click on “Proceed” once the section has been completed</p>	<div><div>Application to Offer Rooms on Transit Rate in 2018</div><div><div>It shall be a condition of the Hotel-keeper's Licence that:-</div><div>Transit Rate</div><div>The licensee shall ensure that no accommodation in the hotel is sold or offered for sale to any guest at a rate less than for a full day, unless it is a transient rate, defined as other day accommodation that is sold to the same guest at a full day rate (e.g. daily check-in or stay-back stay), without the prior approval of the Board.</div><div><div>a) Please declare whether the hotel intends to offer and sell transit rates?</div><div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div></div><div><div>b) If "Yes", please declare the transit rate guest segments and room rates</div><div><div>Transit rate guest segments (Please tick all applicable)</div><div><div><input type="checkbox"/> Transient/night/early passengers</div><div><input type="checkbox"/> Sea Crew</div><div><input type="checkbox"/> Visitors visiting Singapore for a day trip</div><div><input type="checkbox"/> Workers on shift work (Taxi drivers, construction/factory workers, etc)</div><div><input type="checkbox"/> Visitors in Singapore for medical appointments</div><div><input type="checkbox"/> Visitors to Casinos</div><div><input type="checkbox"/> Others (Please Specify)</div></div></div><div><div>Projected room rates and duration</div><div><div>Room Rate (\$)</div><div>Duration (Hrs)</div></div><div><div>Room Rate (\$)</div><div>Duration (Hrs)</div></div><div><div>Add</div></div><div>Reason for offering transit rates</div><div><div>If "Yes", please also declare the reasons for the hotel intending to offer transit rates</div><div><div>Click Proceed</div><div>10</div></div><div><div>Proceed</div><div>Save as Draft</div></div></div></div></div></div></div>
10	<p>Upload the supporting documents (if any) and Click “Next”</p>	<div><div><div>1 SELECT LICENCE</div><div>2 ADD TRANSPORTATION</div><div>3 PROVIDE PUBLIC AREA CHARGE</div><div>4 UPLOAD Supporting Documents</div><div>5 PROVIDE A TRAVEL HISTORY (If you rent 7 apartments)</div><div>6 ACCEPTED DOCUMENTS</div></div><div><div>Renew Expiring Licence</div><div>Certificate of Registration and Hotel-keeper's Licence</div><div><div>11</div><div>Click Upload to upload supporting document(s), if required.</div></div><div><div>Document Name</div><div>Type</div><div>Attachment</div><div>Action</div></div><div><div>Certificate of Incorporation</div><div>Acceptable File Format: pdf, doc, docx</div><div>Acceptable File Size: maximum 2 MB</div><div>ONLINE UPLOAD</div><div>Upload</div></div><div><div>Advertisements</div><div>Acceptable File Format: pdf, doc, docx</div><div>Acceptable File Size: maximum 2 MB</div><div>ONLINE UPLOAD</div><div>Upload</div></div><div><div>ACRA Business Profile</div><div>Acceptable File Format: pdf, doc, docx</div><div>Acceptable File Size: maximum 2 MB</div><div>ONLINE UPLOAD</div><div>Upload</div></div><div><div>Other Supporting Documents</div><div>Multiple files can be attached to this field if you have more than one file to include</div><div>Acceptable File Format: pdf, doc, docx</div><div>Acceptable File Size: maximum 2 MB</div><div>ONLINE UPLOAD</div><div>Upload</div></div><div><div>Click Next</div><div>12</div></div><div><div>Previous</div><div>Next</div><div>Save as Draft</div><div>Save as Draft & Exit</div></div></div></div>

S/N	Step	Screenshot
11	<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>	
12	<p>You will be directed to the payment page to make payment²</p>	
13	<p>Once the payment is successful, a receipt will be generated</p> <p>To view a copy of the receipt, click on “View Receipt”. Otherwise, click “Next”</p>	

² The e-Payment process is handled via the PayPal payment gateway. For more details on e-Payment requirements, please refer to <https://www.paypal.com>

S/N	Step	Screenshot
14	<p>The system will provide you with an acknowledgement page and an application number which starts with “R” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application) once the payment is successful.</p> <p>You may choose to print or close the acknowledgement page</p>	

The Secretariat may request for additional information or supporting documents (if any) via the “Request for Action”³ feature. Upon receiving all the required documents and clarification (if any), the Secretariat will process the application.

S/N	Step	Screenshot
15	Once the application has been reviewed, you will receive an email on the status of the renewal application. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing.	
16	For printing of licences, please refer to the Guide for Printing of Licences.	

³ Please refer to the step-by-step guide on “Request for Action”