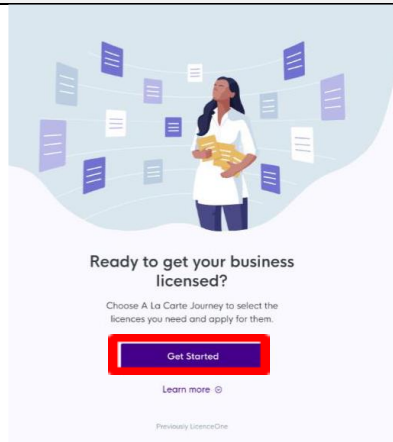



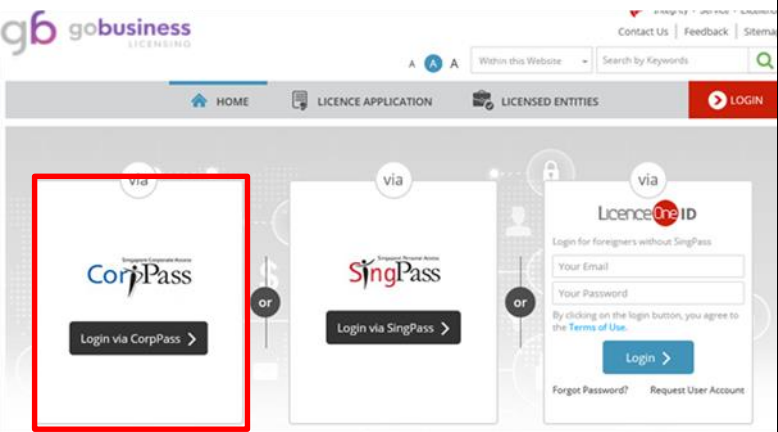
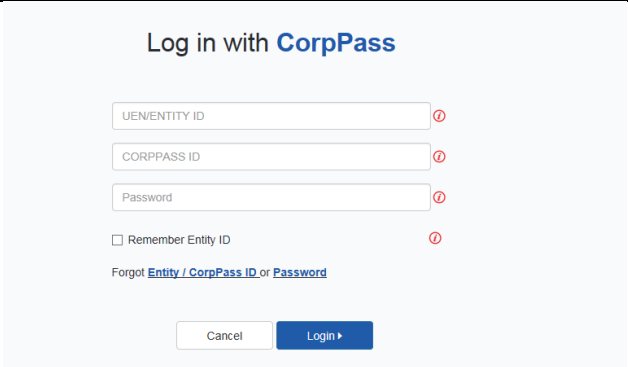
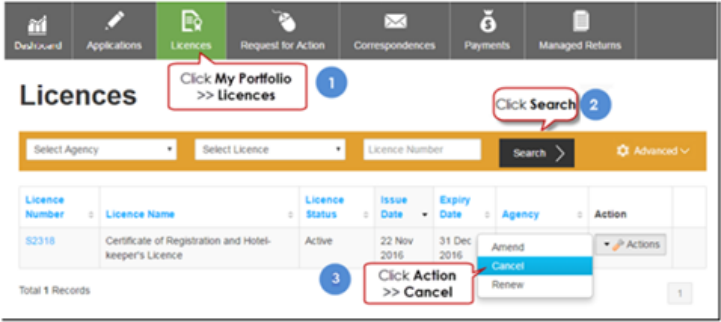
## Step-by-Step Guide for Cancellation of Certificate of Registration and Hotel-keeper's Licence

Should the hotel decides to cease its hotel operation, the authorised CorpPass user<sup>1</sup> 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://www.gobusiness.gov.sg/licences">https://www.gobusiness.gov.sg/licences</a> , and click on “Get Started” for “Ready to get your business licensed?”.	
1a	Next, click on “Login”	

<sup>1</sup> “Singapore Corporate Access” (or CorpPass) is a corporate digital identity for businesses and other entities to transact with Government agencies online. With the introduction of CorpPass, business entities will use a single digital account to transact with the whole-of government. With effect 1 September 2018, CorpPass will be the only login method for all online business transactions with the Government, including via GoBusiness Licensing. Only authorised CorpPass users of the company can use CorpPass to access GoBusiness Licensing and submit cancellation to the Certificate of Registration and Hotel-keeper's Licence. Should the Hotel-Keeper or Company Director wish to submit the cancellation application, they must also be appointed as the authorised CorpPass user of the company.

For information on the registration & set up of CorpPass for your business entity, please visit [www.corppass.gov.sg](http://www.corppass.gov.sg).

S/N	Step	Screenshot
2	Log in to GoBusiness Licensing using CorpPass	
2a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”	
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>	
4	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	

S/N	Step	Screenshot
5	<p>Indicate the “Cancellation Effective Date” and “Reason for Cancellation”</p> <p>Click on “Proceed”</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	<p>The screenshot displays the 'Correspondences' section of the GoBusiness Licensing portal. At the top, there is a navigation bar with tabs: MY PORTFOLIO, LICENCE APPLICATION, GUIDELINES, ABOUT US, INFO SEARCH, PUBLIC USER1, and LOGOUT. Below this is a sub-navigation bar with icons for All Items, Applications, Licences, Request for Action, Correspondences (highlighted), Payments, and Managed Returns. The main heading is 'Correspondences'. Below the heading is a search bar with fields for 'Correspondence Name', 'Sent Date From', and 'Sent Date To', followed by a 'Search' button and an 'Advanced' link. A table lists the correspondence records:</p> <table><thead><tr><th>Name</th><th>Application/Licence No.</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>HL New Application Inspection Passed</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 16:04:08</td></tr><tr><td>Applicant's RFA - Notification to Officer</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:58:53</td></tr><tr><td>HL RFA - Notification to Applicant_Filer</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:47:33</td></tr><tr><td>HL RFA - Notification to Applicant_Filer</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:14:32</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:01:44</td></tr></tbody></table> <p>At the bottom, it shows 'Total &amp; Records: 5'.</p>	Name	Application/Licence No.	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	HL New Application Inspection Passed	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 16:04:08	Applicant's RFA - Notification to Officer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:58:53	HL RFA - Notification to Applicant_Filer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:47:33	HL RFA - Notification to Applicant_Filer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:14:32	Licence Application Status Update Notification (to Applicant)	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:01:44
Name	Application/Licence No.	Licence Name	Application Type	Delivery Channel	Agency	Sent Date																																						
HL New Application Inspection Passed	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 16:04:08																																						
Applicant's RFA - Notification to Officer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:58:53																																						
HL RFA - Notification to Applicant_Filer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:47:33																																						
HL RFA - Notification to Applicant_Filer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:14:32																																						
Licence Application Status Update Notification (to Applicant)	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:01:44																																						

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