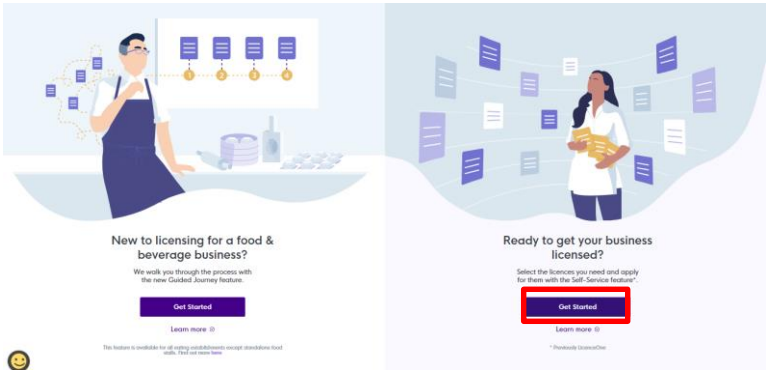
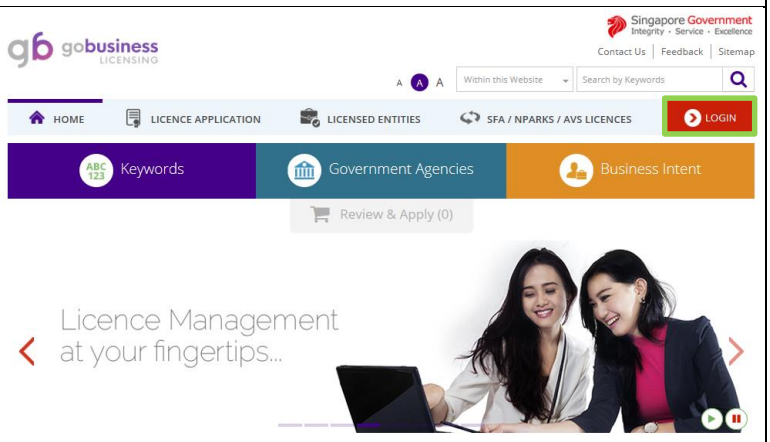
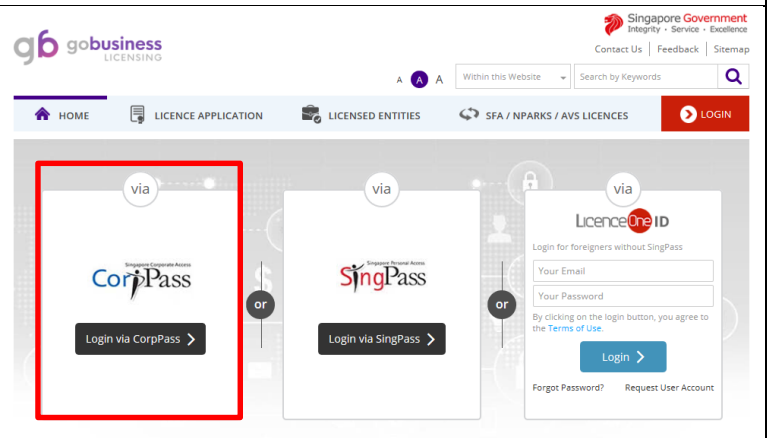
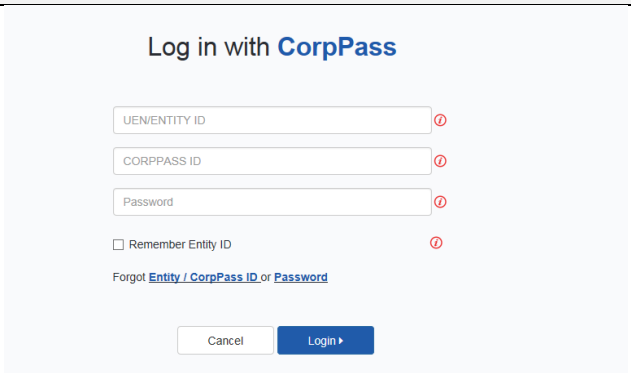
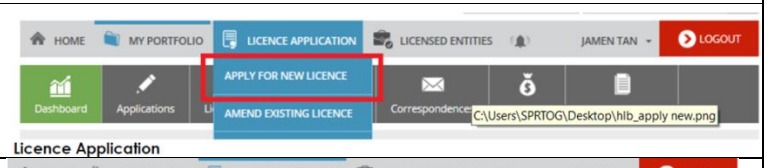
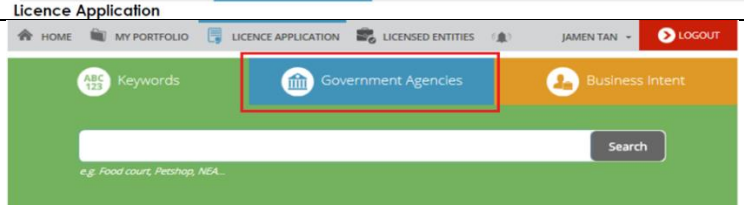
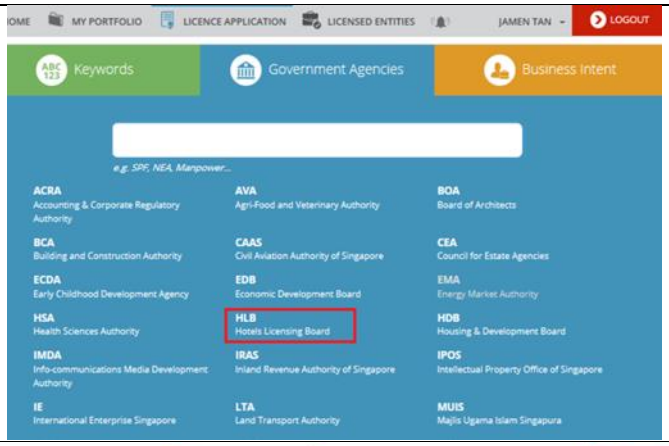
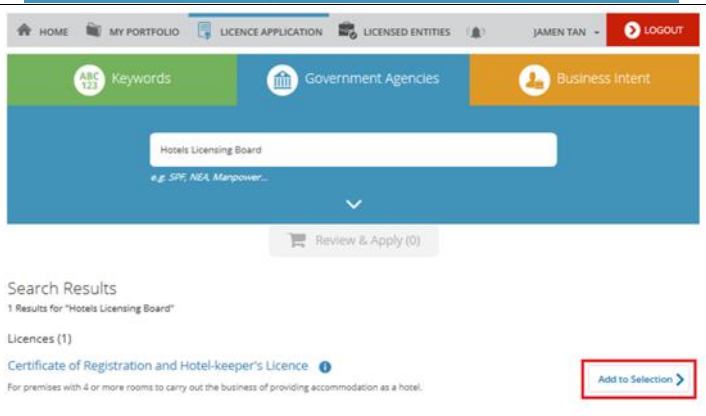
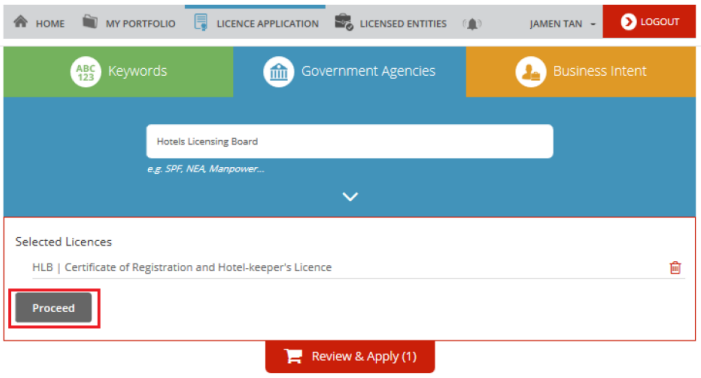
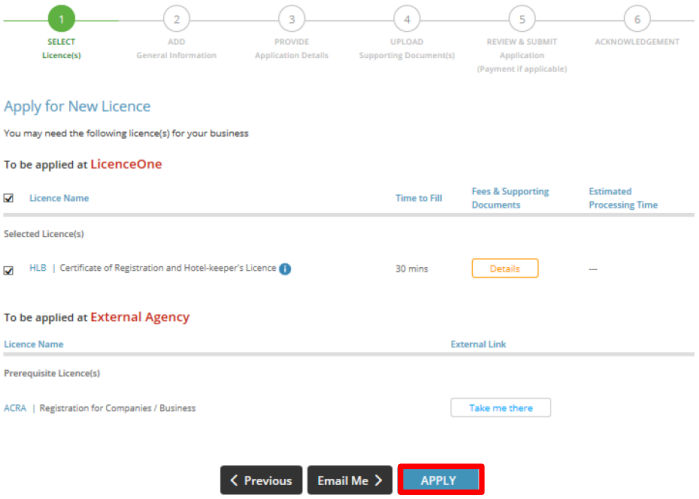
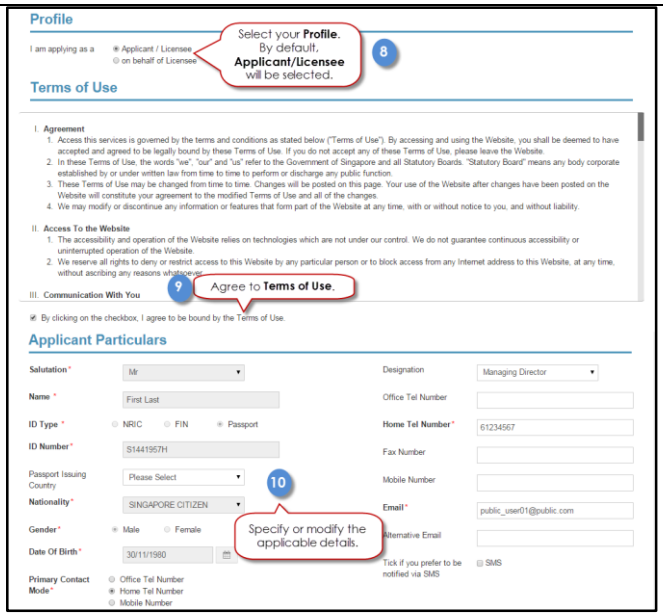
Step-by-Step Guide for <u>New Application</u> of
Certificate of Registration and Hotel-keeper's Licence

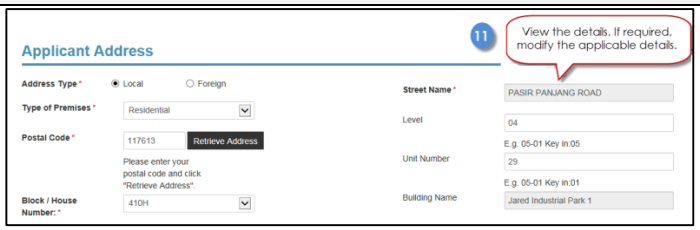
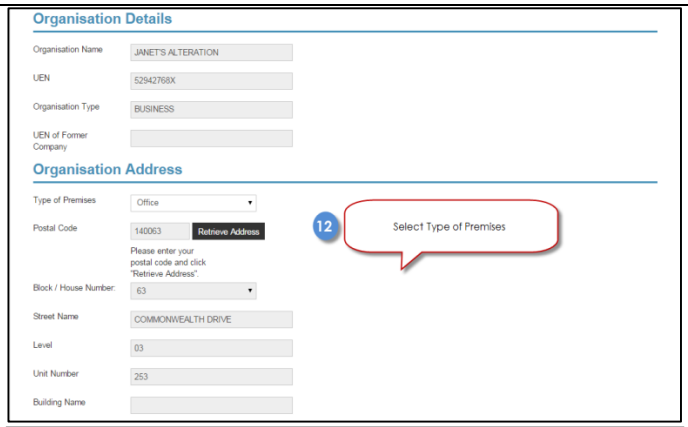
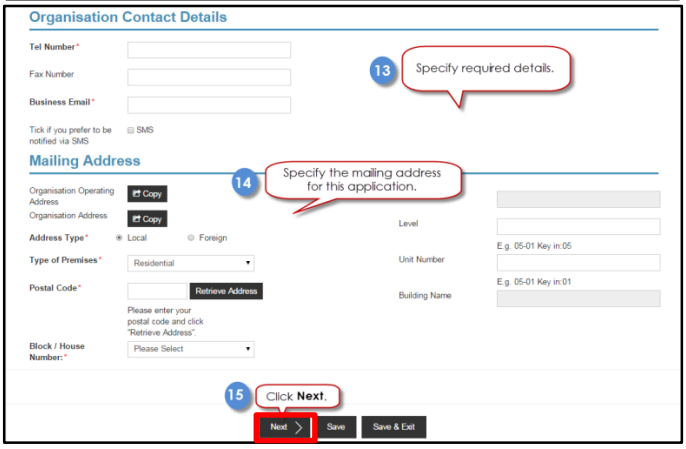
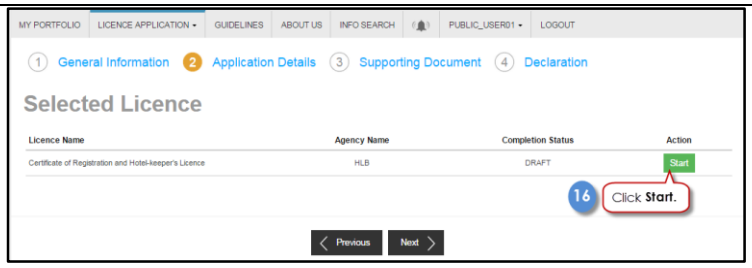
S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://go.business.gov.sg/licences and click on "Get Started"	
2	Next, click on "Login"	
3	Log in to GoBusiness Licensing using CorpPass[1]	

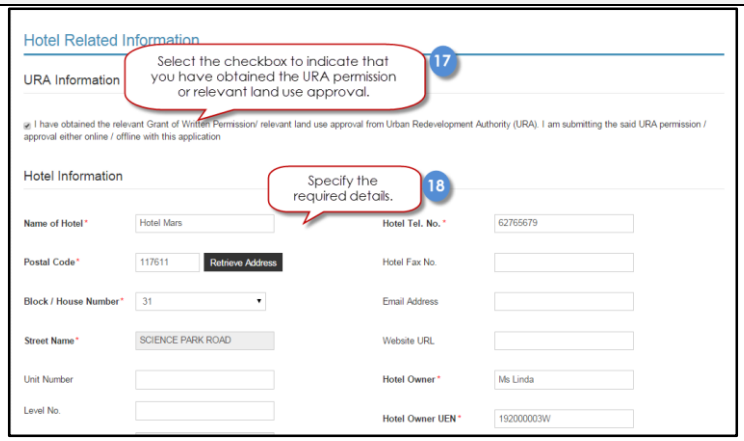
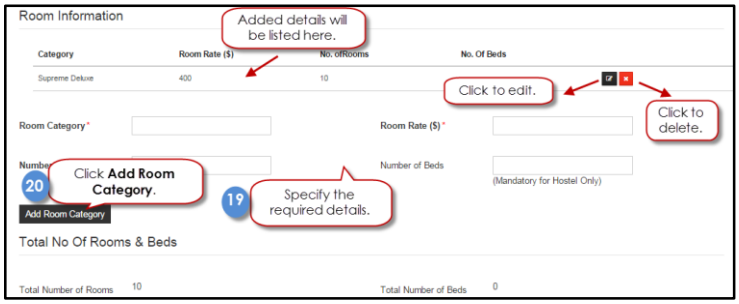
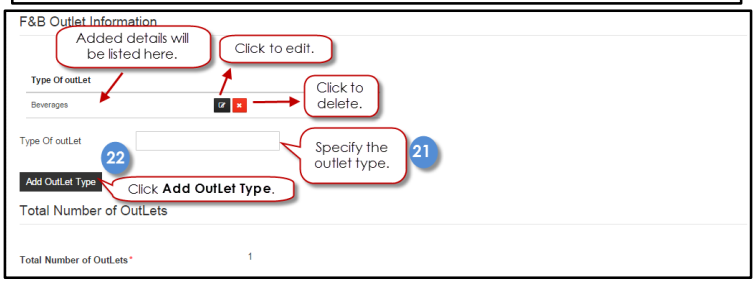
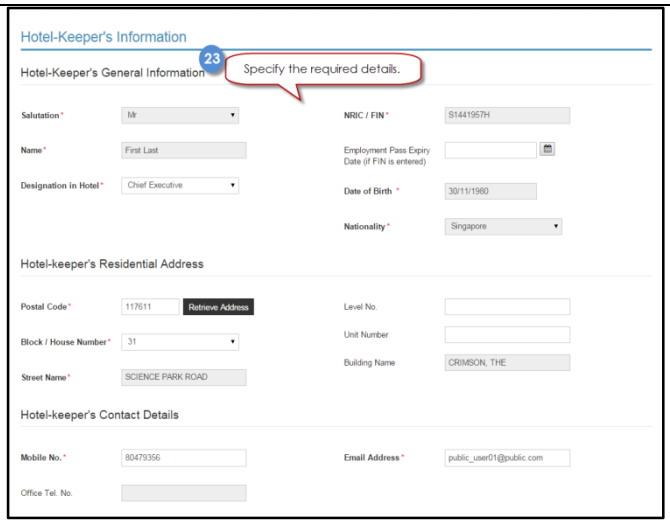
[1] Singapore Corporate Access (or CorpPass) is a corporate digital identity for businesses and other entities to transact with Government agencies online. With the introduction of CorpPass, business entities will use a single digital account to transact with the whole-of government. With effect 1 September 2018, CorpPass will be the only login method for all online business transactions with the Government, including via GoBusiness Licensing. Only authorised CorpPass user can use CorpPass to access GoBusiness Licensing. For information on the registration & set up of CorpPass for your business entity, please visit www.corppass.gov.sg. For information on how to activate CorpPass in GoBusiness Licensing, please visit https://GoBusiness Licensing.business.gov.sg/web/frontier/help/corppass-in-GoBusiness Licensing.

S/N	Step	Screenshot
3a	Enter the UEN/Entity No, CorpPass ID and Password and click on "Login".	
4	Click on "Licence Application > Apply for new licence"	
5	Click on "Choose licence (s) by Government Agency"	
6	Select "HLB – Hotels Licensing Board"	
7	Click on "Add to Selection"	

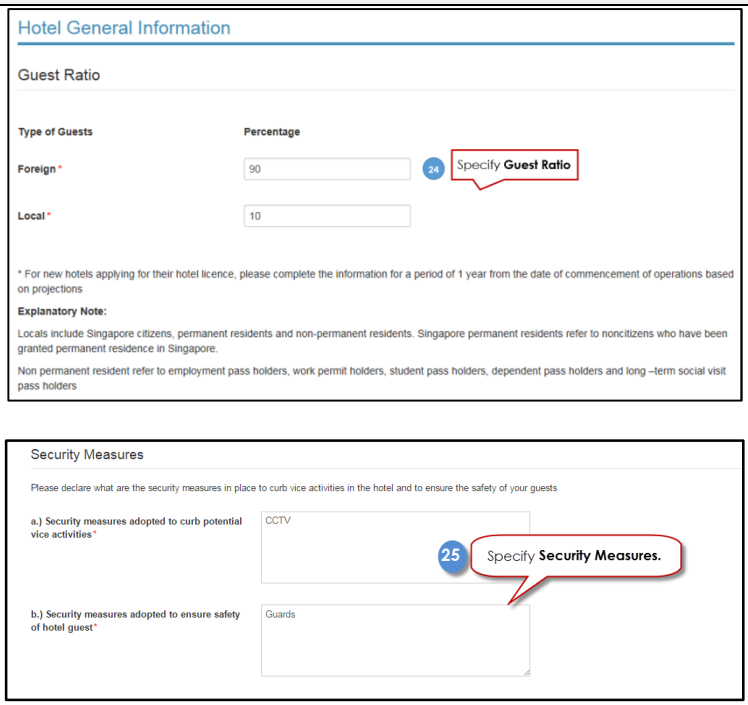
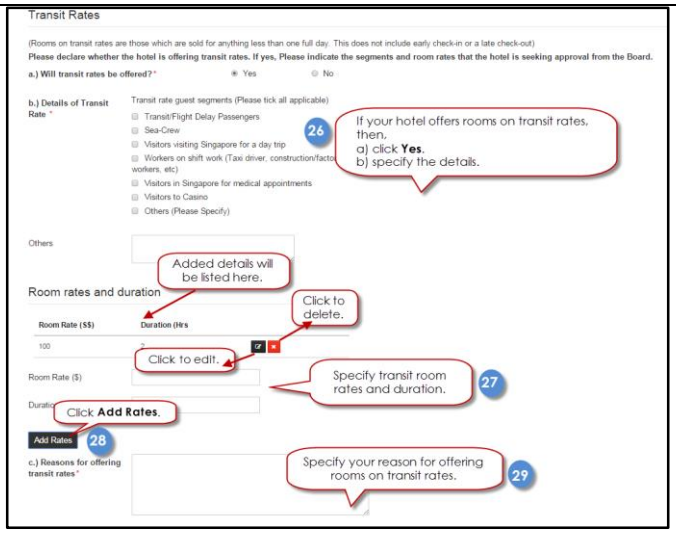
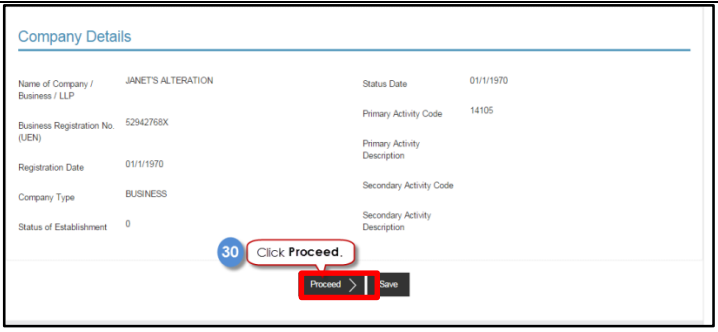
S/N	Step	Screenshot
8	The selected licence will be listed, click on "Review & Apply", followed by "Proceed".	
9	Click on "Apply"	
10	Select • "Applicant/Licensee" if you are the proposed Hotel-keeper of the Hotel, or • "On behalf of Licensee" if you are applying on behalf of the proposed Hotel-keeper[2] View or enter the Applicant/Licensee's details	

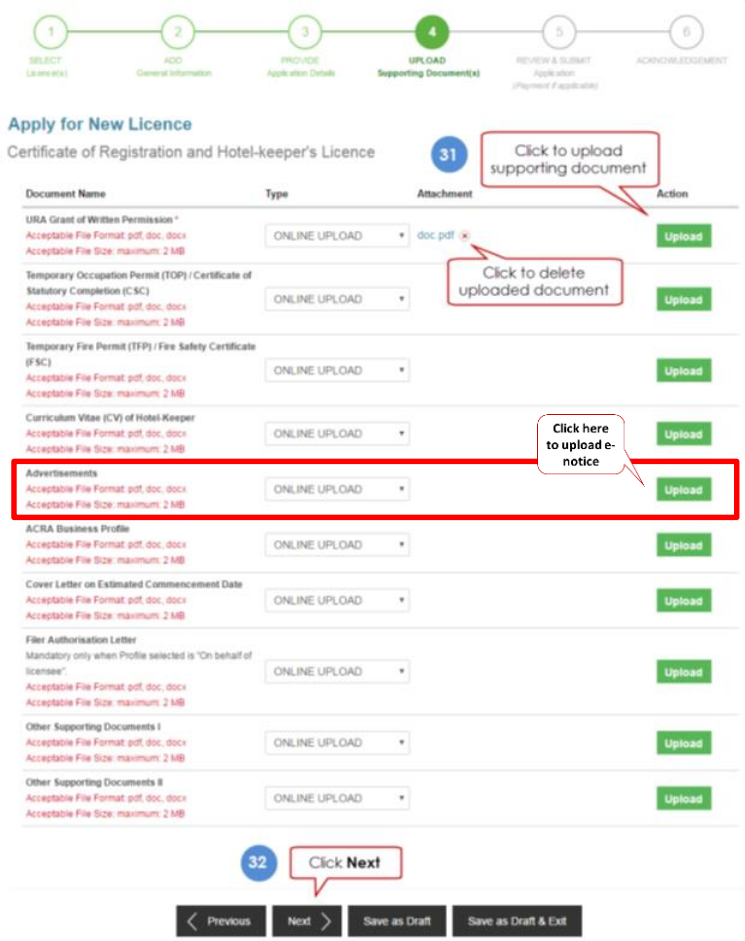
[2] If you are applying on behalf of the Applicant/Licensee (Hotel-keeper), the authorized filer is required to enter the Applicant/Licensee (Hotel-keepers)'s details.

S/N	Step	Screenshot
		
11	Enter the "Organisation Address", "Organisation Contact Details" and "Mailing Address" Click "Next"	 
12	Click "Start" to complete the Hotel, Hotel-keeper and Hotel General information	

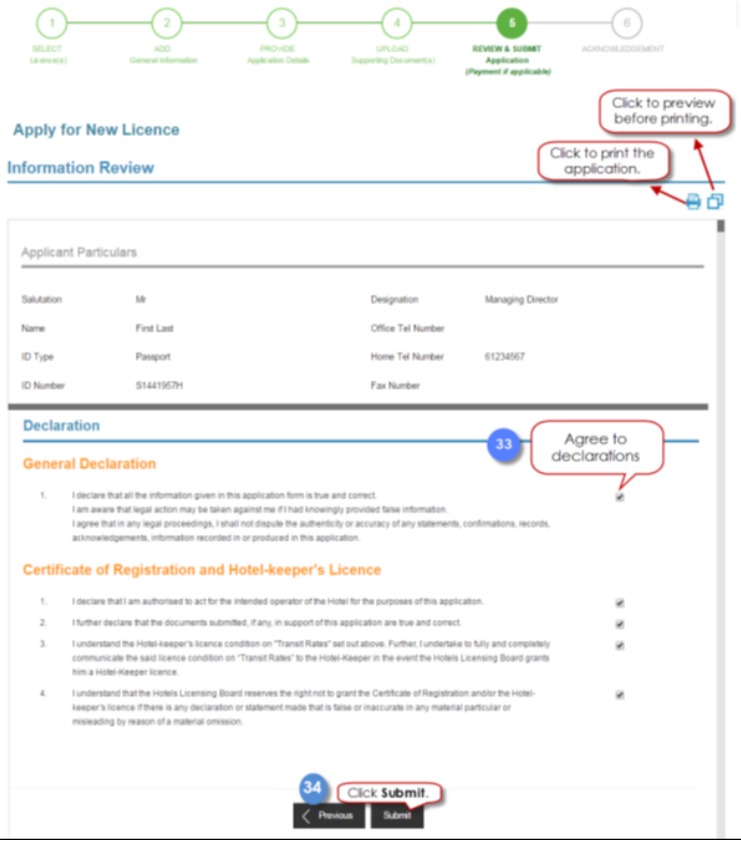
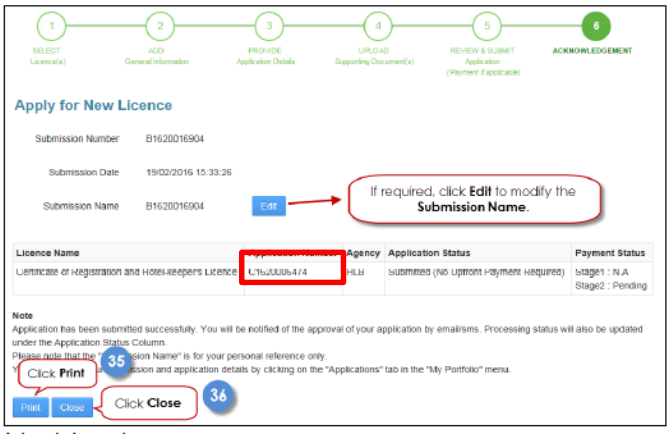
S/N	Step	Screenshot
13	Enter Hotel Related Information	  
14	Enter Hotel-keeper's Information[3]	

[3] If Hotel-keeper information had already been submitted in step #11, the relevant fields of information will be auto-populated here.

S/N	Step	Screenshot
15	Enter Hotel General Information	
16	Select ‘Yes’ if the hotel is applying to charge transit rates. Steps 26 to 29 will only be applicable if the hotel is applying to charge transit rate	
17	Click “Proceed”	

S/N	Step	Screenshot
18	Upload the supporting documents and Click "Next" Note: • URA Grant of Written Permission is a mandatory document for submission of licence application. • Upload the e-notice[4] 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.	
19	You may preview and print the application form at this screen	

[4] Any notice of objection lodged with HLB within two weeks of the advertisement will be taken into account in the assessment of the application for a Certificate of Registration.

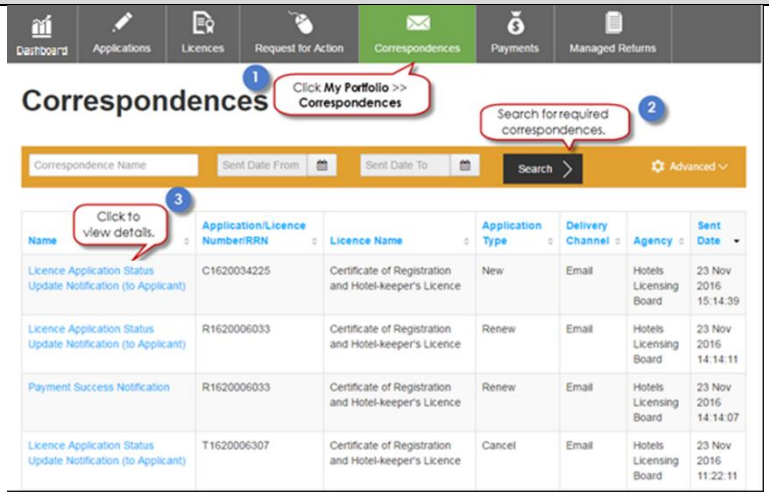
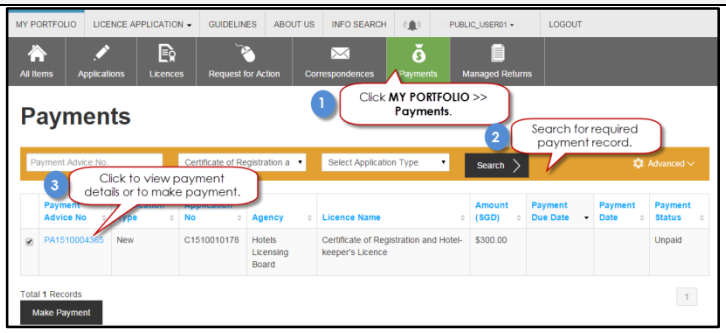
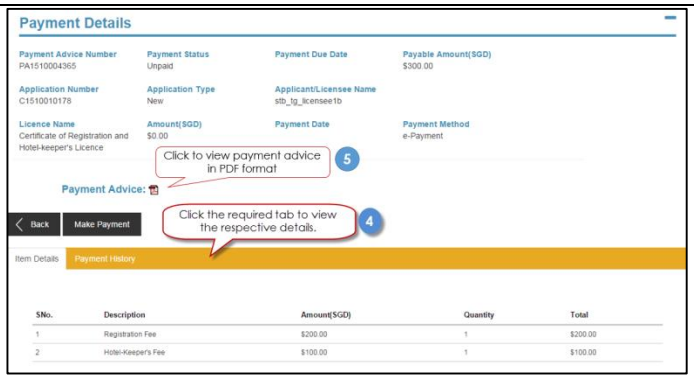
S/N	Step	Screenshot
	Tick the check box under "General Declaration" and "Certificate of Registration and Hotel-keeper's Licence" and Click on "Submit"	
20	Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with "C" (do take 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.	

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 placement of the advertisements[6], the Secretariat will arrange with the applicant for a pre-opening

[5] Please refer to the step-by-step guide on "Request for Action"

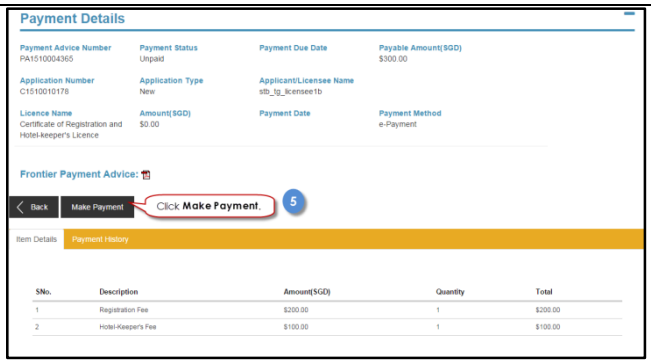
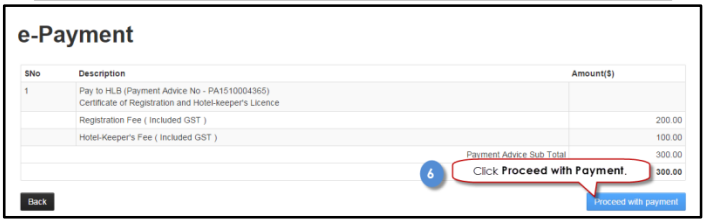
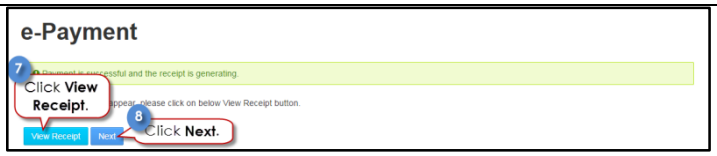
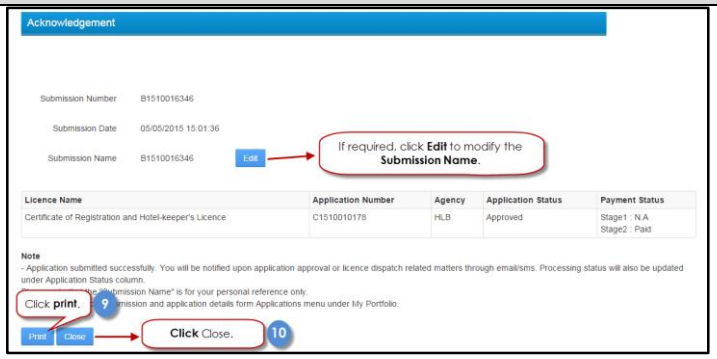
[6] Please note that the Board will only be able to process the application if there are no objections from the public within 14 days from the advertisement date

inspection[7] of the hotel. The processing of the application will take an average of two weeks upon the hotel passing the pre-opening inspection.

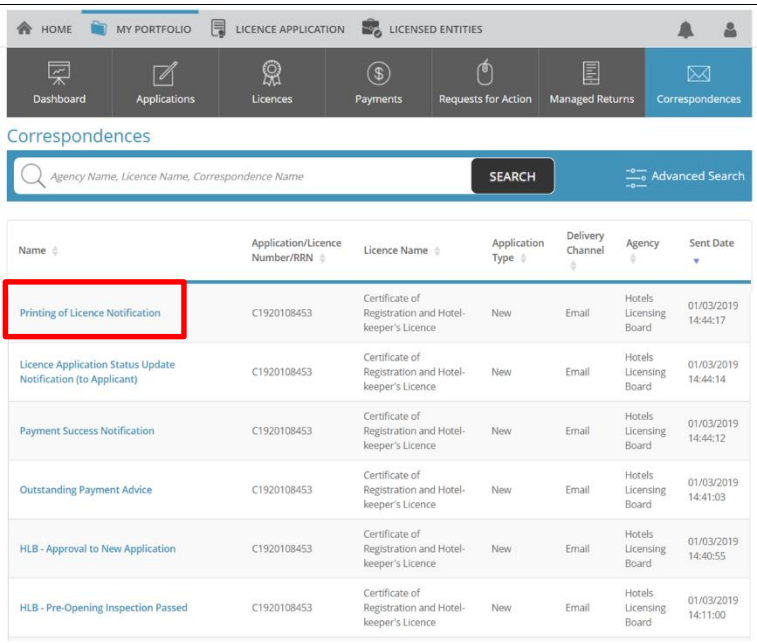
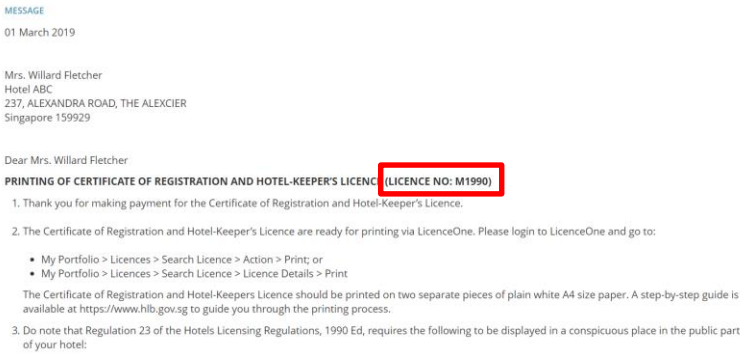
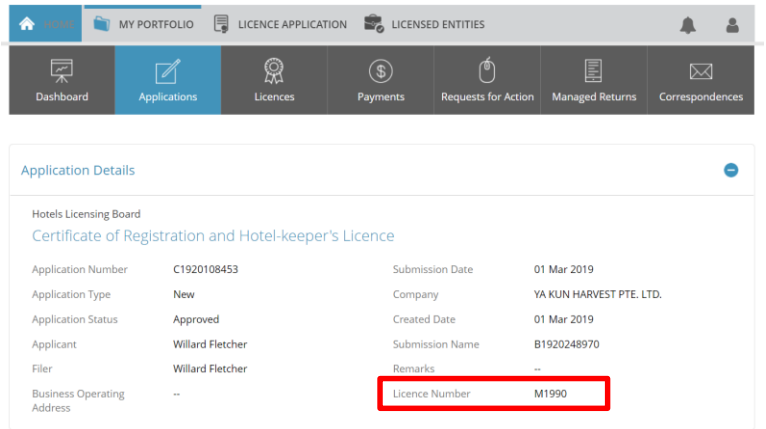
S/N	Step	Screenshot
21	Once the application has been approved by the Board, you will receive an email to inform you to make the payment for the licence fees. A copy of the correspondence can also be found under the "Correspondence" tab in GoBusiness Licensing	
S/N	**Step**	**Screenshot**
22	To make payment, click on the "Payment" tab and click to view the payment details or make payment	
23	Click the "Payment Advice" to view it in pdf format	

[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

24	Click “Make Payment”, followed by “Proceed with Payment” Payment can be made via PayPal Account, Debit, Credit Card[8]	 
25	Once the payment is successful, a receipt will be generated To view a copy of the receipt, click on “View Receipt”. Otherwise, click “Next”	
S/N	**Step**	**Screenshot**
26	An acknowledgement page will be generated with the payment status updated as “Paid” under stage 2.	

[8] 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.

27	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	
28	After you have clicked on the Printing of Licence Notification, the licence number can be found at the header of the Printing of Licence Notification or under the Application tab.	*Printing of Licence Notification header*  *Application tab* 
29	For printing of licences, please refer to the Guide for Printing of Licences.	