

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://www.gobusiness.gov.sg/licences , and click on “Get Started” for “Ready to get your business licensed?”.	
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.

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”	

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8	The selected licence will be listed, click on “Review & Apply”, followed by “Proceed”.	
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>	
12	<p>Click “Start” to complete the Hotel, Hotel-keeper and Hotel General information</p>	

S/N	Step	Screenshot
13	Enter Hotel Related Information	<div><div><div><div><div>Hotel Related Information</div><div>URA Information</div><div><div>Select the checkbox to indicate that you have obtained the URA permission or relevant land use approval.</div><div>17</div></div></div><div><div>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 either online / offline with this application</div><div>Hotel Information</div><div><div><div>Specify the required details.</div><div>18</div></div><div><div>Name of Hotel *<div>Hotel Mars</div></div><div>Hotel Tel. No. *<div>62765679</div></div><div>Postal Code *<div>117611</div><div>Retrieve Address</div></div><div>Hotel Fax No. <div></div></div><div>Block / House Number *<div>31</div></div><div>Email Address <div></div></div><div>Street Name *<div>SCIENCE PARK ROAD</div></div><div>Website URL <div></div></div><div>Unit Number <div></div></div><div>Hotel Owner *<div>Ms Linda</div></div><div>Level No. <div></div></div><div>Hotel Owner UEN *<div>192000003W</div></div></div></div></div></div><div><div><div>Room Information</div><div><div>Added details will be listed here.</div><div>Click to edit.</div><div>Click to delete.</div><div>20</div><div>Click Add Room Category.</div><div>19</div><div>Specify the required details.</div></div><div><div>Category</div><div>Room Rate (\$)</div><div>No. of Rooms</div><div>No. of Beds</div><div>Supreme Deluxe</div><div>400</div><div>10</div><div></div></div><div><div>Room Category *</div><div>Room Rate (\$) *</div><div>Number *</div><div>Number of Beds (Mandatory for Hotel Only)</div><div>Add Room Category</div><div>Total No Of Rooms & Beds</div><div>Total Number of Rooms 10</div><div>Total Number of Beds 0</div></div></div></div></div></div> <div><div><div>F&B Outlet Information</div><div><div>Added details will be listed here.</div><div>Click to edit.</div><div>Click to delete.</div><div>22</div><div>Click Add Outlet Type.</div><div>21</div><div>Specify the outlet type.</div></div><div><div>Type Of Outlet</div><div>Beverages</div><div>Type Of Outlet</div><div>Add Outlet Type</div><div>Total Number of Outlets</div><div>Total Number of Outlets * 1</div></div></div></div>
14	Enter Hotel-keeper's Information ³	<div><div><div><div><div>Hotel-Keeper's Information</div><div>Hotel-Keeper's General Information</div><div><div>Specify the required details.</div><div>23</div></div></div><div><div>Salutation *<div>Mr</div></div><div>NRIC / FIN *<div>S1441957H</div></div><div>Name *<div>First Last</div></div><div>Employment Pass Expiry Date (if FIN is entered) <div></div></div><div>Designation in Hotel *<div>Chief Executive</div></div><div>Date of Birth *<div>30/11/1980</div></div><div>Nationality *<div>Singapore</div></div></div><div><div>Hotel-keeper's Residential Address</div><div><div>Postal Code *<div>117611</div><div>Retrieve Address</div></div><div>Level No. <div></div></div><div>Block / House Number *<div>31</div></div><div>Unit Number <div></div></div><div>Street Name *<div>SCIENCE PARK ROAD</div></div><div>Building Name <div>CRIMSON, THE</div></div></div><div><div>Hotel-keeper's Contact Details</div><div><div>Mobile No. *<div>80479356</div></div><div>Email Address *<div>public_user01@public.com</div></div><div>Office Tel. No. <div></div></div></div></div></div></div></div></div>

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	<p>Select 'Yes' if the hotel is applying to charge transit rates.</p> <p>Steps 26 to 29 (on the right) will only be applicable if the hotel is applying to charge transit rate</p>	
17	Click "Proceed"	

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 You will need to upload the e-notice according to the Notice template in PDF format. Ensure that you have provided accurate information in the e-notice. The e-notice will typically be published on the HLB Website within 3 working days from when the e-notice is successfully uploaded. 	<p>Apply for New Licence Certificate of Registration and Hotel-keeper's Licence</p> <p>31</p> <p>Click to upload supporting document</p> <p>Click to delete uploaded document</p> <p>32 Click Next</p> <p>< Previous Next > Save as Draft Save as Draft & Exit</p>
19	You may preview and print the application form at this screen	

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”⁴ feature. Upon receiving all the required documents and the e-notice of the advertisement⁵, the Secretariat will arrange with the applicant for a pre-opening

⁴ Please refer to the step-by-step guide on “Request for Action”

⁵ 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.

inspection⁶ of the hotel. The processing of the application will take an average of two weeks upon the hotel passing the pre-opening inspection.

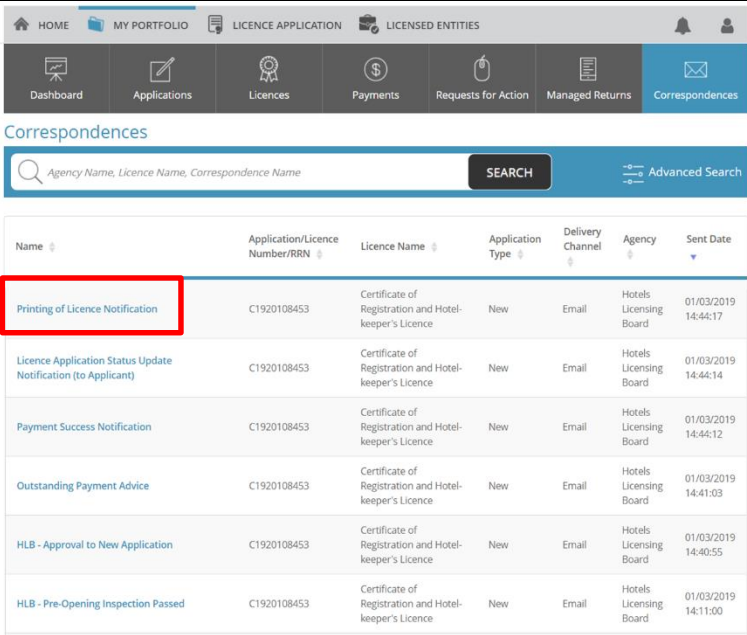
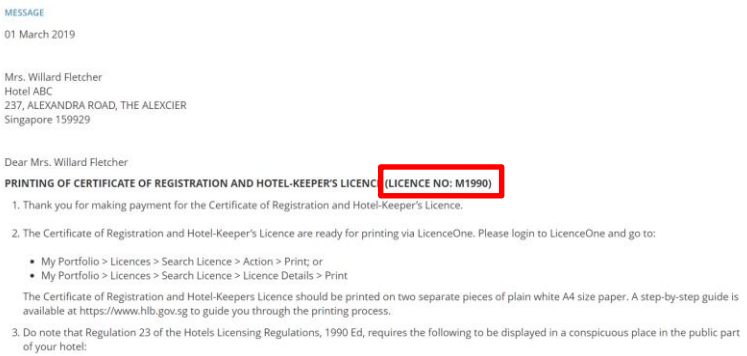
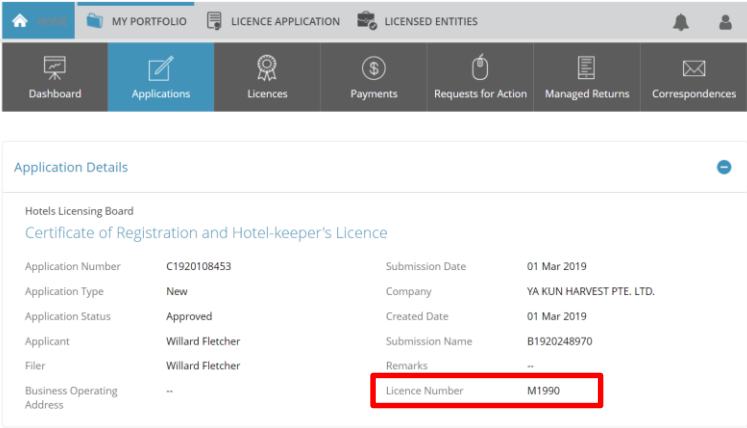
S/N	Step	Screenshot																																			
21	Once the application has been approved by the Board, you will receive an email to inform you to make the payment for the licence fees. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing	<p>Correspondences</p> <p>Correspondence Name: [] Sent Date From: [] Sent Date To: [] Search [] Advanced [v]</p> <table><tr><th>Name</th><th>Application/Licence Number/RRN</th><th>Licence Name</th><th>Application Type</th><th>Delivery Channel</th><th>Agency</th><th>Sent Date</th></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>C1620034225</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>23 Nov 2016 15:14:39</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>R1620006033</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Renew</td><td>Email</td><td>Hotels Licensing Board</td><td>23 Nov 2016 14:14:11</td></tr><tr><td>Payment Success Notification</td><td>R1620006033</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Renew</td><td>Email</td><td>Hotels Licensing Board</td><td>23 Nov 2016 14:14:07</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>T1620006307</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Cancel</td><td>Email</td><td>Hotels Licensing Board</td><td>23 Nov 2016 11:22:11</td></tr></table>	Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	Licence Application Status Update Notification (to Applicant)	C1620034225	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	23 Nov 2016 15:14:39	Licence Application Status Update Notification (to Applicant)	R1620006033	Certificate of Registration and Hotel-keeper's Licence	Renew	Email	Hotels Licensing Board	23 Nov 2016 14:14:11	Payment Success Notification	R1620006033	Certificate of Registration and Hotel-keeper's Licence	Renew	Email	Hotels Licensing Board	23 Nov 2016 14:14:07	Licence Application Status Update Notification (to Applicant)	T1620006307	Certificate of Registration and Hotel-keeper's Licence	Cancel	Email	Hotels Licensing Board	23 Nov 2016 11:22:11
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22	To make payment, click on the “Payment” tab and click to view the payment details or make payment	<p>Payments</p> <p>Payment Advice No: [] Certificate of Registration a [v] Select Application Type: [] Search [] Advanced [v]</p> <table><tr><th>Payment Advice No</th><th>Type</th><th>Agency</th><th>Licence Name</th><th>Amount (\$GD)</th><th>Payment Due Date</th><th>Payment Date</th><th>Payment Status</th></tr><tr><td>PA1510004365</td><td>New</td><td>C1510010178</td><td>Hotels Licensing Board</td><td>\$300.00</td><td></td><td></td><td>Unpaid</td></tr></table> <p>Total 1 Records</p> <p>Make Payment []</p>	Payment Advice No	Type	Agency	Licence Name	Amount (\$GD)	Payment Due Date	Payment Date	Payment Status	PA1510004365	New	C1510010178	Hotels Licensing Board	\$300.00			Unpaid																			
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23	Click the “Payment Advice” to view it in pdf format	<p>Payment Details</p> <p>Payment Advice Number: PA1510004365 Payment Status: Unpaid Payment Due Date: [] Payable Amount(\$GD): \$300.00</p> <p>Application Number: C1510010178 Application Type: New Applicant/Licence Name: stb_tg_licensee10</p> <p>Licence Name: Certificate of Registration and Hotel-keeper's Licence Amount(\$GD): \$0.00 Payment Date: [] Payment Method: e-Payment</p> <p>Payment Advice: []</p> <p>Click to view payment advice in PDF format []</p> <p>Click the required tab to view the respective details. []</p> <table><tr><th>SNo.</th><th>Description</th><th>Amount(\$GD)</th><th>Quantity</th><th>Total</th></tr><tr><td>1</td><td>Registration Fee</td><td>\$200.00</td><td>1</td><td>\$200.00</td></tr><tr><td>2</td><td>Hotel-keeper's Fee</td><td>\$100.00</td><td>1</td><td>\$100.00</td></tr></table>	SNo.	Description	Amount(\$GD)	Quantity	Total	1	Registration Fee	\$200.00	1	\$200.00	2	Hotel-keeper's Fee	\$100.00	1	\$100.00																				
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⁶ 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

S/N	Step	Screenshot
24	<p>Click “Make Payment”, followed by “Proceed with Payment”</p> <p>Payment can be made via PayPal Account, Debit, Credit Card⁷</p>	
25	<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>	
26	<p>An acknowledgement page will be generated with the payment status updated as “Paid” under stage 2.</p>	

⁷ 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
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	 <p>The screenshot shows the 'Correspondences' section of the GoBusiness Licensing portal. A table lists various correspondence items. The first item, 'Printing of Licence Notification', is highlighted with a red box. It corresponds to Application Number C1920108453, Licence Name 'Certificate of Registration and Hotel-keeper's Licence', and was sent via Email on 01/03/2019 at 14:44:17.</p>
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.	<p><i>Printing of Licence Notification header</i></p>  <p>The screenshot shows the header of an email titled 'PRINTING OF CERTIFICATE OF REGISTRATION AND HOTEL-KEEPER'S LICENCE (Licence NO: M1990)'. The licence number 'M1990' is highlighted with a red box. The email is dated 01 March 2019 and is addressed to Mrs. Willard Fletcher at Hotel ABC, 237, ALEXANDRA ROAD, THE ALEXCIER, Singapore 159929.</p> <p><i>Application tab</i></p>  <p>The screenshot shows the 'Application Details' section for the 'Certificate of Registration and Hotel-keeper's Licence'. The 'Licence Number' is listed as 'M1990' and is highlighted with a red box. Other details include Application Number C1920108453, Submission Date 01 Mar 2019, and Applicant Willard Fletcher.</p>
29	For printing of licences, please refer to the Guide for Printing of Licences.	