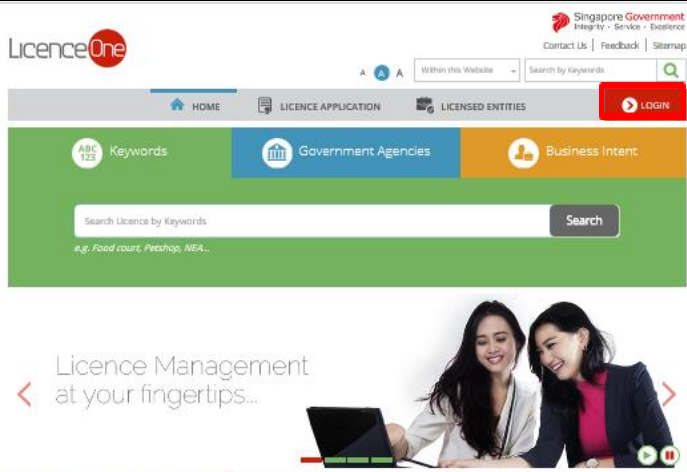


Step-by-Step Guide for Amendment of Certificate of Registration and Hotel-keeper's Licence

The authorised CorpPass user¹ may submit an amendment application to amend the Certificate of Registration and Hotel-keeper's Licence. The five different types of amendment profiles are:-

Amendment Profile ²	Purpose
Change of Hotel Name	Change the name of the hotel
Change of Hotel-keeper	Appoint a new Hotel-keeper for the hotel
Update of Hotel Ownership	Update the Hotel's owner details
Update of Existing Hotel and /or Hotel-keeper's Information	Update the existing hotel and/or hotel-keeper's information
Update of Room Information	Update the Hotel rooms' information

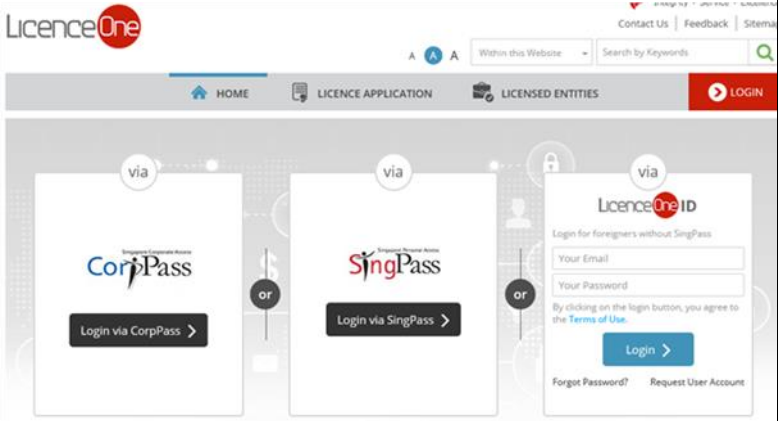
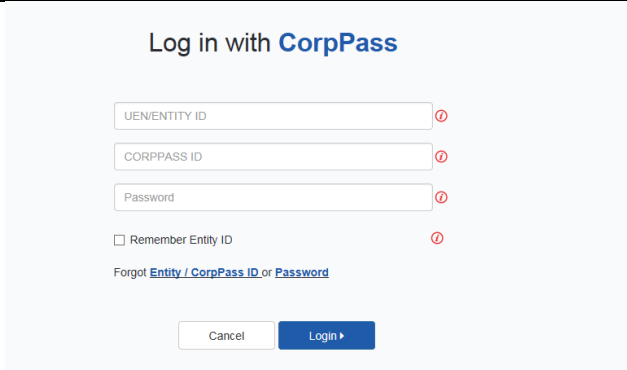
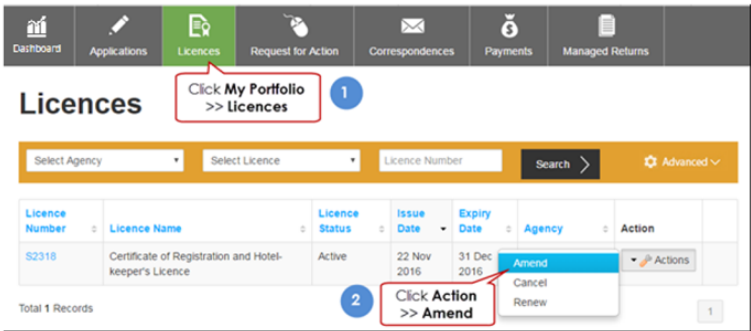
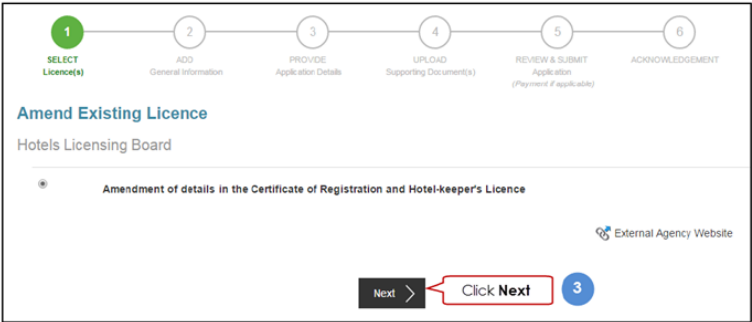
Accessing LicenceOne

S/N	Step	Screenshot
1	Go to LicenceOne website https://licence1.business.gov.sg and click on "Login"	

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 LicenceOne. Only authorised CorpPass users of the company can use CorpPass to access LicenceOne and submit amendments to the Certificate of Registration and Hotel-keeper's Licence. Should the Hotel-Keeper or Company Director wish to submit the amendment 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. For information on how to activate CorpPass in LicenceOne, please visit <https://licence1.business.gov.sg/web/frontier/help/corppass-in-licenceone>.

² You can select multiple options to amend the details relating to the Certificate of Registration and/or Hotel-keeper. However, a new licence application is required if you select Change of Hotel Name, Hotel-keeper and Hotel Ownership in one application.

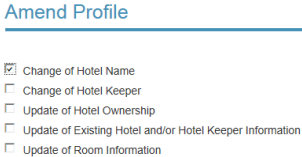
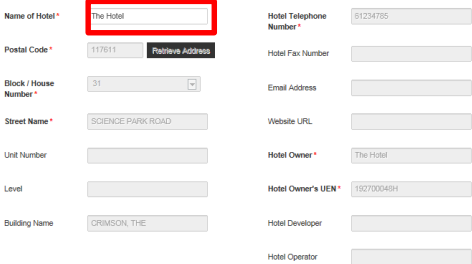
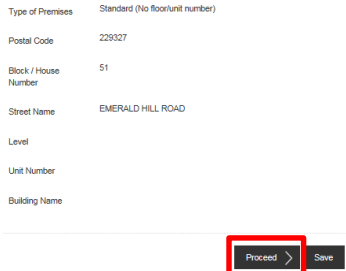
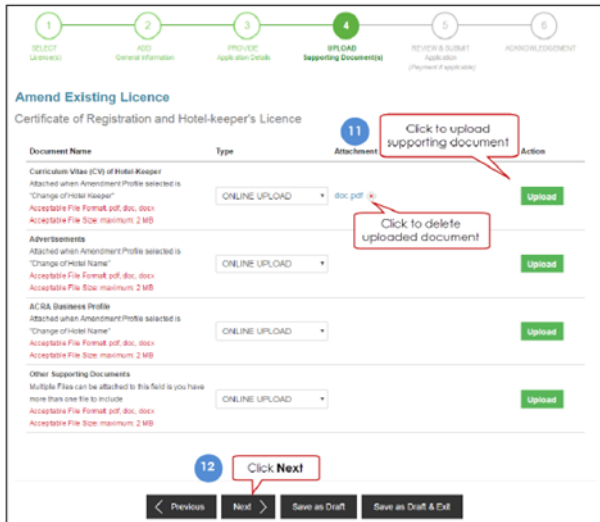
S/N	Step	Screenshot
2	Log in to LicenceOne using CorpPass	
2a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”	
3	<p>Click on “My Portfolio > Licence”</p> <p>Enter the Licence Number and Click on “Search”</p> <p>Click on “Action > Amend”</p>	
4	Select “Amendment of details in the Certificate of Registration and Hotel-keeper’s Licence” and Click on “Next”	

S/N	Step	Screenshot
5	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	
6	<p>Select the relevant “Amendment Profile³”.</p>	

³ Based on the selected amendment profile, only the respective fields will be available for editing and the remaining fields will be greyed off.

Change of Hotel Name

Pursuant to Hotels Licensing Regulations R(14)(2), the owner or licensee of a hotel shall not change the name of the hotel without the prior written approval of the Board.

S/N	Step	Screenshot
1	Select “Change of Hotel Name” under the Amend Profile section	 <p>Amend Profile</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Change of Hotel Name <input type="checkbox"/> Change of Hotel Keeper <input type="checkbox"/> Update of Hotel Ownership <input type="checkbox"/> Update of Existing Hotel and/or Hotel Keeper Information <input type="checkbox"/> Update of Room Information
2	Enter the new Hotel Name by over-riding the existing name of the hotel	 <p>Hotel Related Information</p> <p>URA Information</p> <p>If 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 online with this application.</p> <p>Hotel Information</p> <p>Name of Hotel * The Hotel Hotel Telephone Number * 51234785</p> <p>Postal Code * 117811 Retrieve Address Hotel Fax Number</p> <p>Block / House Number * 31 Email Address</p> <p>Street Name * SCIENCE PARK ROAD Website URL</p> <p>Unit Number Hotel Owner * The Hotel</p> <p>Level Hotel Owner's UEN * 102700048H</p> <p>Building Name CRIMSON, THE Hotel Developer</p> <p>Hotel Operator</p>
3	Scroll to the bottom of the page and Click on “Proceed”	 <p>Organisation Address</p> <p>Type of Premises Standard (No floor/unit number)</p> <p>Postal Code 229327</p> <p>Block / House Number 51</p> <p>Street Name EMERALD HILL ROAD</p> <p>Level</p> <p>Unit Number</p> <p>Building Name</p> <p>Proceed Save</p>
4	Upload the supporting documents (if any) and Click “Next”	 <p>Amend Existing Licence</p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <p>Document Name Type Attachment Action</p> <p>Certificate of Registration (CR) of Hotel-keeper Attached when Amend/Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB Upload</p> <p>Advertisements Attached when Amend/Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB Upload</p> <p>ACRA Business Profile Attached when Amend/Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB Upload</p> <p>Other Supporting Documents Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB Upload</p> <p>12 Click Next</p> <p>Next Save as Draft Save as Draft & Exit</p>

S/N	Step	Screenshot
5	<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 “Submit”</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (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.</p>	

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 placement of the advertisements⁵, the Secretariat will process the application which will take an average of two weeks.

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

⁵ 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

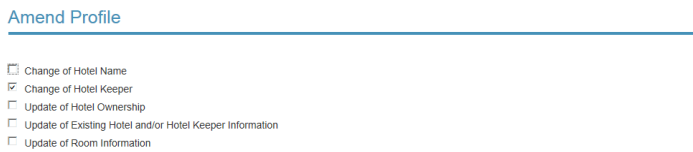
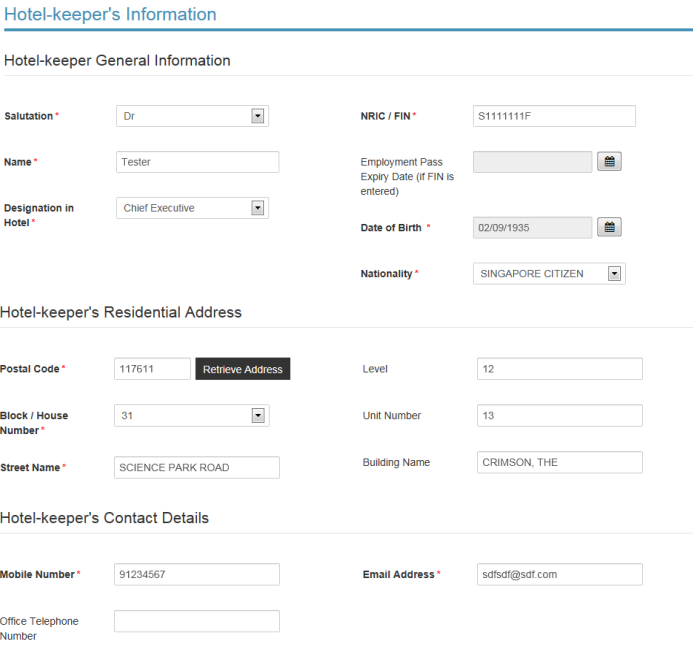
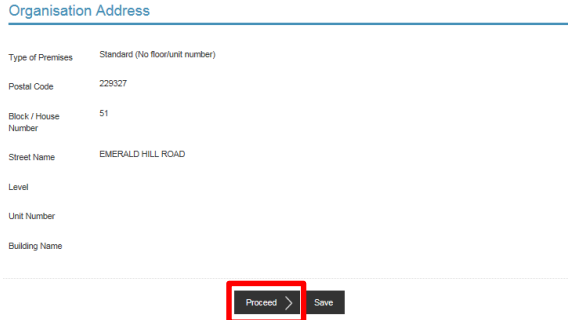
S/N	Step	Screenshot																												
7	Once the application has been approved by the Board, you will receive an email to inform you to make the payment for the licence fee. A copy of the correspondence can also be found under the “Correspondence” tab in LicenceOne	<p>Correspondences</p> <p>Agency Name, Licence Name, Correspondence Name</p> <p>SEARCH</p> <p>Advanced Search</p> <table><thead><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></thead><tbody><tr><td>Outstanding Payment Advice</td><td>U1920029757</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>08/03/2019 10:58:41</td></tr><tr><td>HLB - Approval to Amendment Application (Change of Hotel Name)</td><td>U1920029757</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>08/03/2019 10:58:33</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>U1920029757</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>08/03/2019 10:53:45</td></tr></tbody></table>	Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	Outstanding Payment Advice	U1920029757	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	08/03/2019 10:58:41	HLB - Approval to Amendment Application (Change of Hotel Name)	U1920029757	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	08/03/2019 10:58:33	Licence Application Status Update Notification (to Applicant)	U1920029757	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	08/03/2019 10:53:45
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8	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 Select Application Type Search Advanced</p> <table><thead><tr><th>Payment Advice No</th><th>Type</th><th>No</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></thead><tbody><tr><td>PA1510004365</td><td>New</td><td>C1510010178</td><td>Hotels Licensing Board</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>\$300.00</td><td></td><td></td><td>Unpaid</td></tr></tbody></table> <p>Total 1 Records</p> <p>Make Payment</p>	Payment Advice No	Type	No	Agency	Licence Name	Amount (\$GD)	Payment Due Date	Payment Date	Payment Status	PA1510004365	New	C1510010178	Hotels Licensing Board	Certificate of Registration and Hotel-keeper's Licence	\$300.00			Unpaid										
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9	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/Licensee Name: stb_bg_licensee1b</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: Click to view payment advice in PDF format</p> <p>Back Make Payment Click the required tab to view the respective details.</p> <table><thead><tr><th>SNo.</th><th>Description</th><th>Amount(\$GD)</th><th>Quantity</th><th>Total</th></tr></thead><tbody><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></tbody></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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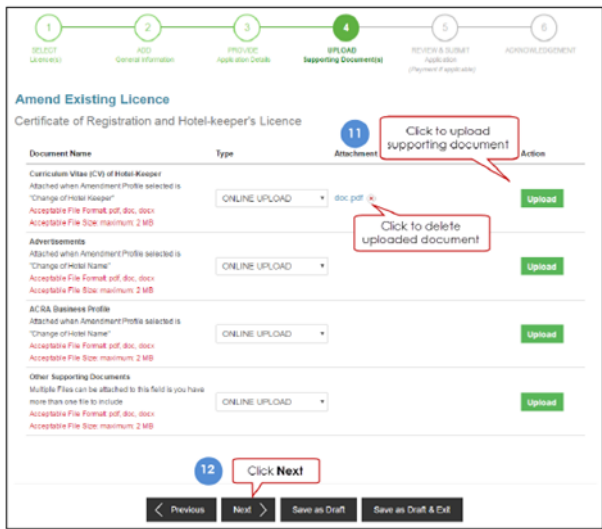
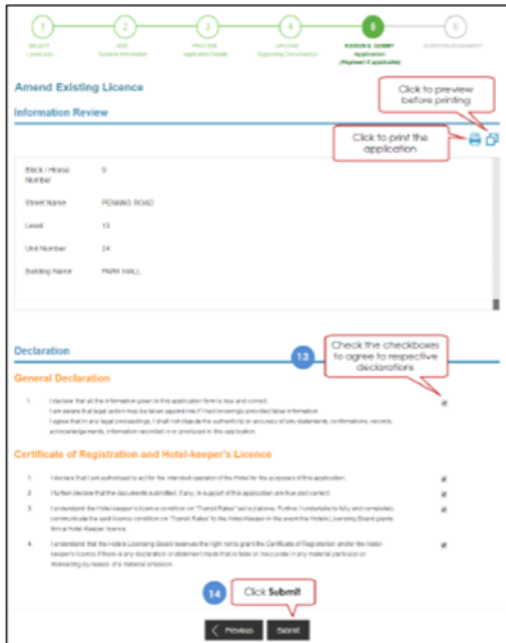
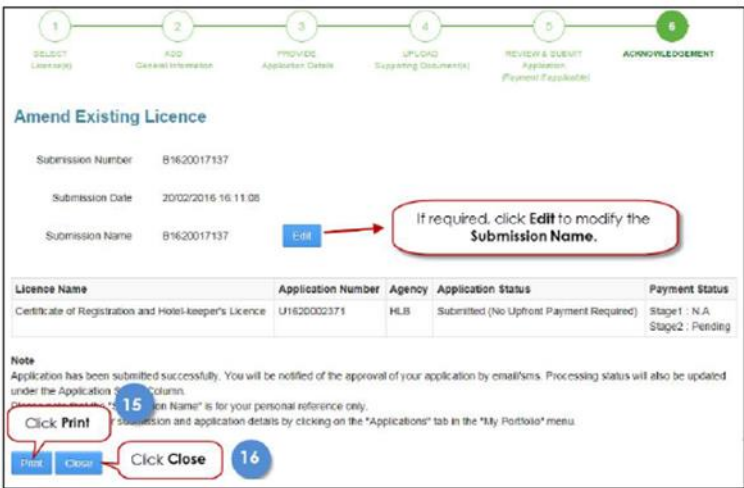
⁶ The e-Payment process is handled via the PayPal payment gateway. For more details on e-Payment requirements, please refer to <https://www.paypal.com>.

S/N	Step	Screenshot
11	<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>	
12	<p>An acknowledgement page will be generated with the payment status updated as “Paid” under stage 2</p>	
13	<p>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 LicenceOne.</p>	
14	<p>For printing of licences, please refer to the Guide on Printing of Licences.</p>	

Change of Hotel-Keeper

Pursuant to Hotels Licensing Regulations R(14)(1), where any change is effected in the hotel-keeper of a hotel, the hotel owner shall notify the secretary in writing all the particulars of the change within 10 days of the effective date of such change.

S/N	Step	Screenshot
1	Select “Change of Hotel Keeper” under the Amend Profile section	
2	Enter the new Hotel-keeper information such as Hotel-keeper General Information, Residential Address and Contact Details by over-riding the existing hotel-keeper’s information.	
3	Scroll to the bottom of the page and Click on “Proceed”	

S/N	Step	Screenshot
4	Upload the supporting documents (if any) and Click “Next”	
5	<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 “Submit”</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (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.</p>	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”⁷ feature. Upon receiving all the required documents, the Secretariat will process the application which will take an average of two weeks.

S/N	Step	Screenshot																																							
7	Once the application has been approved by the Board, you will receive an email to inform you to make the payment for the licence fee. A copy of the correspondence can also be found under the “Correspondence” tab in LicenceOne	<p>Correspondences</p> <p>1 Click MY PORTFOLIO >> Correspondence</p> <p>2 Search for required correspondence.</p> <p>3 Click to view details</p> <table><thead><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></thead><tbody><tr><td>Outstanding Payment Advice</td><td>U1920029659</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>28/02/2019 16:33:55</td></tr><tr><td>HLB - Approval to Amendment Application (Change of Hotel Keeper)</td><td>U1920029659</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>28/02/2019 16:33:48</td></tr><tr><td>HLB - RFA Notification</td><td>U1920029659</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>28/02/2019 16:28:52</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>U1920029659</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>28/02/2019 16:26:51</td></tr></tbody></table>	Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	Outstanding Payment Advice	U1920029659	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	28/02/2019 16:33:55	HLB - Approval to Amendment Application (Change of Hotel Keeper)	U1920029659	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	28/02/2019 16:33:48	HLB - RFA Notification	U1920029659	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	28/02/2019 16:28:52	Licence Application Status Update Notification (to Applicant)	U1920029659	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	28/02/2019 16:26:51				
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9	Click the “Payment Advice” to view it in pdf format	<p>Payment Details</p> <p>4 Click the required tab to view the respective details.</p> <p>5 Click to view payment advice in PDF format</p> <table><tbody><tr><td>Payment Advice Number</td><td>PA1510004365</td><td>Payment Status</td><td>Unpaid</td><td>Payment Due Date</td><td></td><td>Payable Amount(\$GD)</td><td>\$300.00</td></tr><tr><td>Application Number</td><td>C1510010178</td><td>Application Type</td><td>New</td><td>Applicant/Licensee Name</td><td>SB_to_Licensee to</td><td></td><td></td></tr><tr><td>Licence Name</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amount(\$GD)</td><td>\$0.00</td><td>Payment Date</td><td></td><td>Payment Method</td><td>e-Payment</td></tr></tbody></table> <p>Payment Advice:</p> <p>Item Details</p> <table><thead><tr><th>SNo.</th><th>Description</th><th>Amount(\$GD)</th><th>Quantity</th><th>Total</th></tr></thead><tbody><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></tbody></table>	Payment Advice Number	PA1510004365	Payment Status	Unpaid	Payment Due Date		Payable Amount(\$GD)	\$300.00	Application Number	C1510010178	Application Type	New	Applicant/Licensee Name	SB_to_Licensee to			Licence Name	Certificate of Registration and Hotel-keeper's Licence	Amount(\$GD)	\$0.00	Payment Date		Payment Method	e-Payment	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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⁷ Please refer to the step-by-step guide on “Request for Action”

S/N	Step	Screenshot
10	<p>Click “Make Payment”, followed by “Proceed with Payment”.</p> <p>Payment can be made via eNets or Credit Card⁸</p>	
11	<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>	
12	<p>An acknowledgement page will be generated with the payment status updated as “Paid” under stage 2</p>	
13	<p>Once the payment has been made, you will receive a Printing of Licence notification on the printing of the Hotel-keeper’s Licence. A copy of the correspondence can also be found under the “Correspondence” tab in LicenceOne</p>	


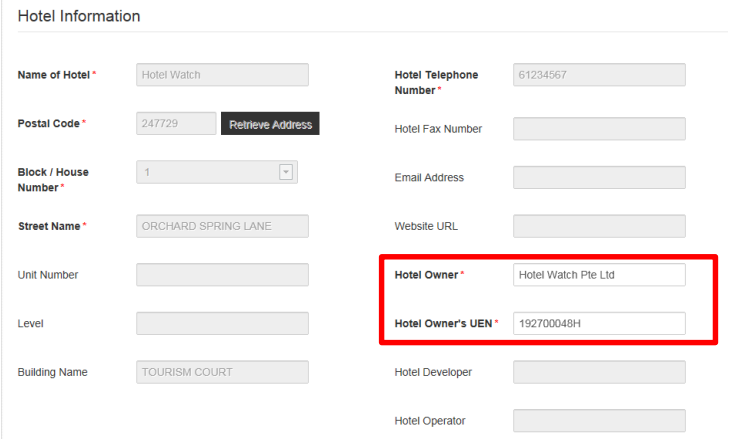
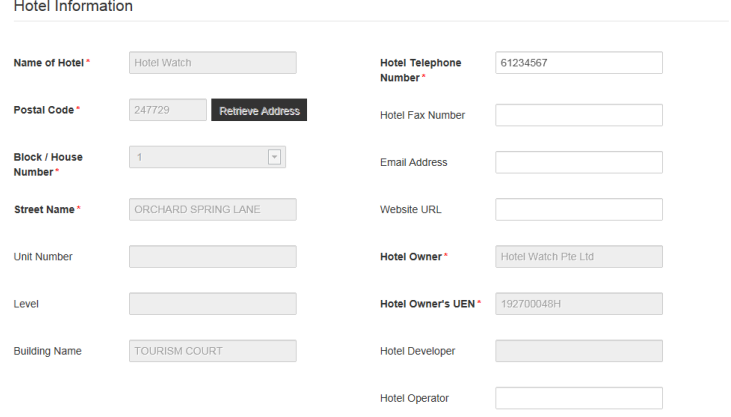
⁸ The e-Payment process is handled via the PayPal payment gateway. For more details on e-Payment requirements, please refer to <https://www.paypal.com>.

14	For printing of licences, please refer to the Guide on Printing of Licences.	
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Update of Hotel Ownership

Update of Existing Hotel and/or Hotel Keeper Information

For update of Hotel Ownership⁹ or existing hotel and/or hotel-keeper information, these applications do not require approvals from the Board and will be auto-approved upon submission of the application.

S/N	Step	Screenshot
1	Select “Update of Hotel Ownership” or “Update of Existing Hotel and/or Hotel Keeper information” under the Amend Profile section	
2a	For Update of Hotel Ownership, input the new Hotel Owner information by over-riding the existing data	
2b	For Update of existing Hotel information, only the Hotel Tel Number, Hotel Fax Number, Email Address, Website URL can be updated.	

⁹ Hotel Ownership means the company that owns the hotel or owns the business that operates the hotel. For e.g. Hotel XYZ is owned by Company A but Company B operates the hotel and applies for the hotel licence (i.e Company B is the hotel licensee). Should Company A sells the Hotel XYZ to Company C, but Company B continues to operate the hotel, only an update of the Hotel Ownership is required. However, should Company C wish to take over the operations of the hotel from Company B, a new application for a Certification of Registration and Hotel Keeper’s Licence is required as licenses are not transferable.

S/N	Step	Screenshot
	For Update of existing Hotel-keeper information, only the Hotel-keeper's Residential Address and Contact details can be updated	
3	Scroll to the bottom of the page and Click on "Proceed"	
4	Upload the supporting documents (if any) and Click "Next"	

S/N	Step	Screenshot
5	<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 “Submit”.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application). The application status will be reflected as “Approved”. You may choose to print or close the acknowledgement page</p> <p>No payment is required for “Update of Hotel Ownership, Update of Existing Hotel and/or Hotel-keeper Information”.</p>	

Update of Room Information

Should there be any changes to the hotel room information, please update the changes via LicenceOne.

S/N	Step	Screenshot																				
1	Select “Update of Room Information” under the Amend Profile section	<div><h3>Amend Profile</h3><div><input type="checkbox"/> Change of Hotel Name <input type="checkbox"/> Change of Hotel Keeper <input type="checkbox"/> Update of Hotel Ownership <input type="checkbox"/> Update of Existing Hotel and/or Hotel Keeper Information <input checked="" type="checkbox"/> Update of Room Information</div></div>																				
2	Update the Room Information either by editing the existing data or adding new room category The total number of rooms & beds will be updated automatically	<div><h3>Room Information</h3><table><thead><tr><th>Category</th><th>Room Rate (\$)</th><th>No. of Rooms</th><th>No. of Beds</th><th></th></tr></thead><tbody><tr><td>6 Bed-Dorm</td><td>20</td><td>5</td><td>6</td><td><input type="checkbox"/> <input type="checkbox"/></td></tr><tr><td>8 Bed-Dorm</td><td>15</td><td>5</td><td>8</td><td><input type="checkbox"/> <input type="checkbox"/></td></tr><tr><td>10 Bed-Dorm</td><td>10</td><td>10</td><td>10</td><td><input type="checkbox"/> <input type="checkbox"/></td></tr></tbody></table><div><div>Room Category *</div><div></div><div>Room Rate (\$) *</div><div></div></div><div><div>Number of Rooms *</div><div></div><div>Number of Beds Per Room</div><div></div><div>(Mandatory for Hostel Only)</div></div><div>Add Room Category</div><div>Total Number of Rooms & Beds</div><div><div>Total Number of Rooms *</div><div>20</div><div>Total Number of Beds *</div><div>170</div></div></div>	Category	Room Rate (\$)	No. of Rooms	No. of Beds		6 Bed-Dorm	20	5	6	<input type="checkbox"/> <input type="checkbox"/>	8 Bed-Dorm	15	5	8	<input type="checkbox"/> <input type="checkbox"/>	10 Bed-Dorm	10	10	10	<input type="checkbox"/> <input type="checkbox"/>
Category	Room Rate (\$)	No. of Rooms	No. of Beds																			
6 Bed-Dorm	20	5	6	<input type="checkbox"/> <input type="checkbox"/>																		
8 Bed-Dorm	15	5	8	<input type="checkbox"/> <input type="checkbox"/>																		
10 Bed-Dorm	10	10	10	<input type="checkbox"/> <input type="checkbox"/>																		
3	Scroll to the bottom of the page and Click on “Proceed”	<div><h3>Organisation Address</h3><div>Type of PremisesStandard (No floor/unit number)</div><div>Postal Code220327</div><div>Block / House Number51</div><div>Street NameEMERALD HILL ROAD</div><div>Level</div><div>Unit Number</div><div>Building Name</div><div></div><div><div>Proceed</div><div>Save</div></div></div>																				
4	Upload the supporting documents (if any) and Click “Next”	<div><div><div>1SELECT Licence(s)</div><div>2General Information</div><div>3PROVIDE Application Details</div><div>4UPLOAD Supporting Document(s)</div><div>5REVIEW & SIGNOFF Application (Payment if applicable)</div><div>6APPROVAL/ENDORSEMENT</div></div><h3>Amend Existing Licence</h3><p>Certificate of Registration and Hotel-keeper's Licence</p><div><div>Document Name</div><div>Type</div><div>Attachment</div><div>Action</div></div><div><div>Curriculum Vitae (CV) of Hotel Keeper Attached when Amendment Profile selected is "Change of Hotel Keeper" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</div><div>ONLINE UPLOAD</div><div>doc.pdf</div><div>Upload</div></div><div><div>Advertisements Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</div><div>ONLINE UPLOAD</div><div></div><div>Upload</div></div><div><div>ACRA Business Profile Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</div><div>ONLINE UPLOAD</div><div></div><div>Upload</div></div><div><div>Other Supporting Documents Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</div><div>ONLINE UPLOAD</div><div></div><div>Upload</div></div><div><div>12Click Next</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
5	<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 “Submit”.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (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.</p>	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”¹⁰ feature. Upon receiving all the required documents, the Secretariat may request for an inspection and the application will take an average of two weeks for processing.

S/N	Step	Screenshot
7	<p>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 in LicenceOne.</p> <p>No payment is required for “Update of Room Information”.</p>	
7a	<p>If a change in number of rooms result in a change in the size of hotel, you will need to print both the Certificate of Registration and Hotel-Keeper’s Licence.</p> <p>You will receive an Amendment Application Print Notification – Update of Room Information under Correspondences.</p> <p>For printing of licences, you may refer to the Guide for Printing of Licences.</p>	

¹⁰ Please refer to the step-by-step guide on “Request for Action”