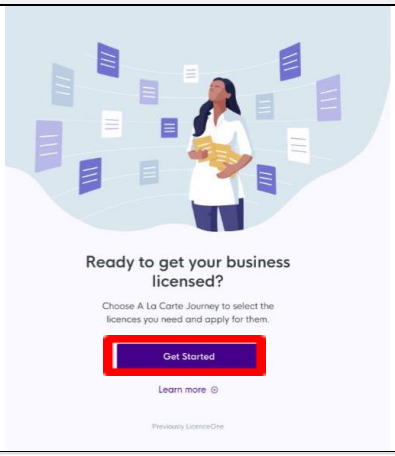
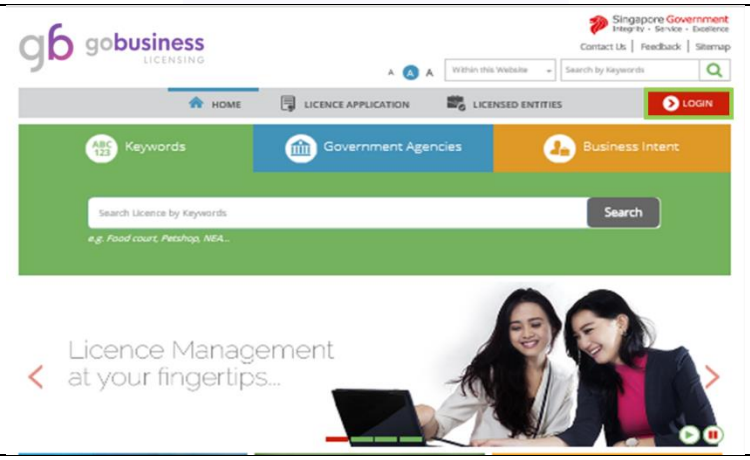
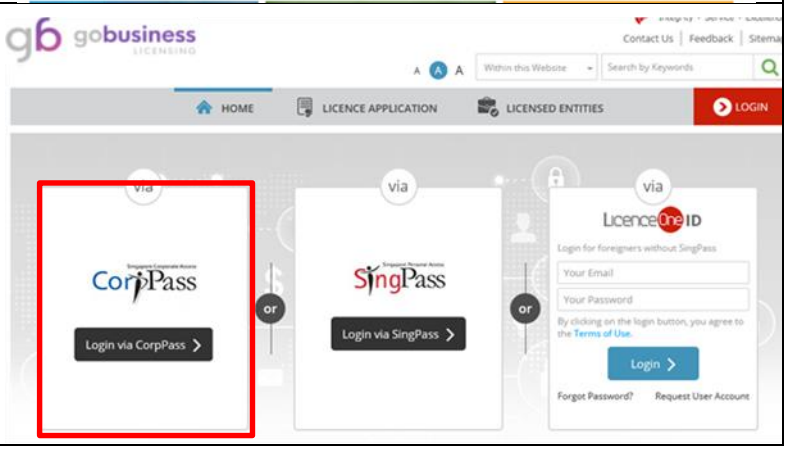
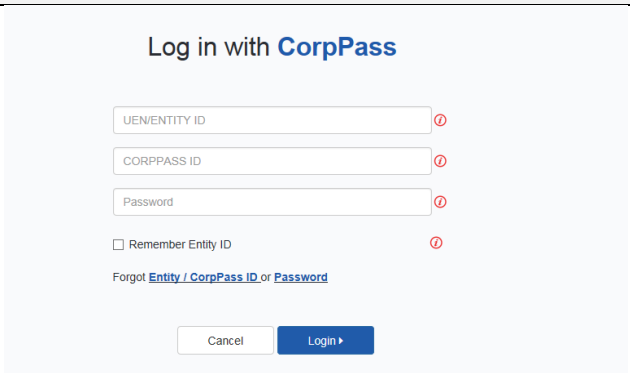
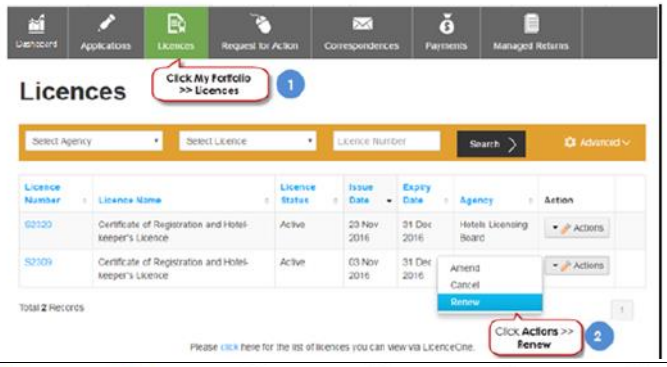
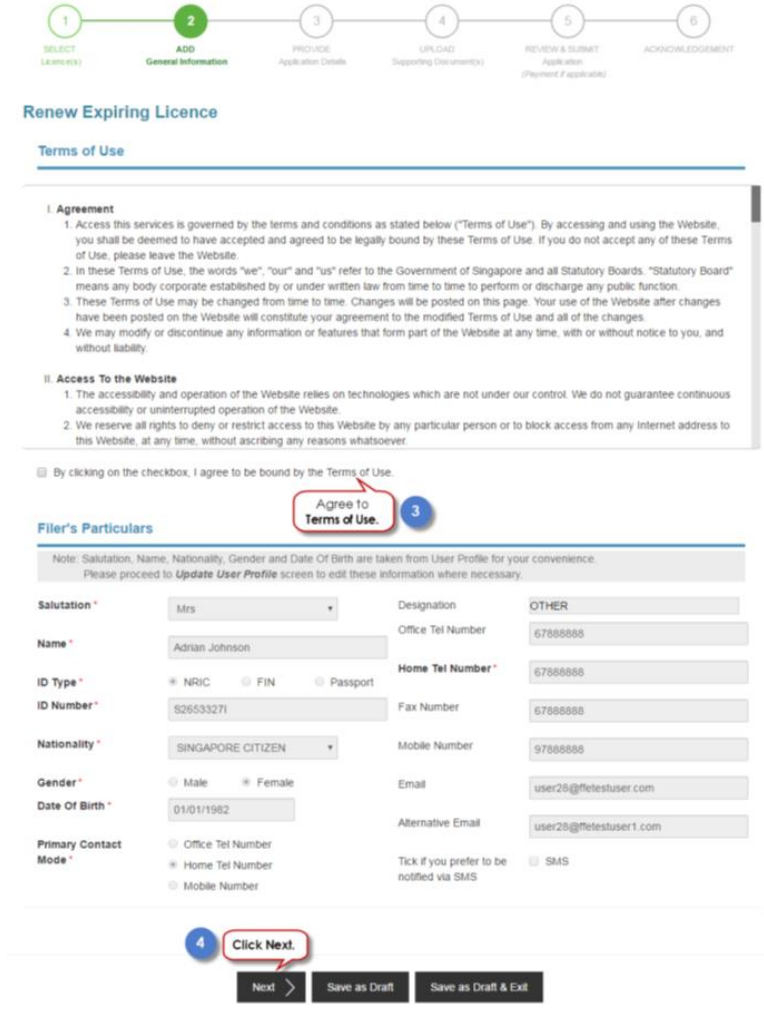
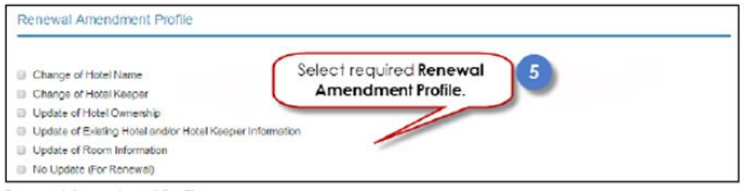
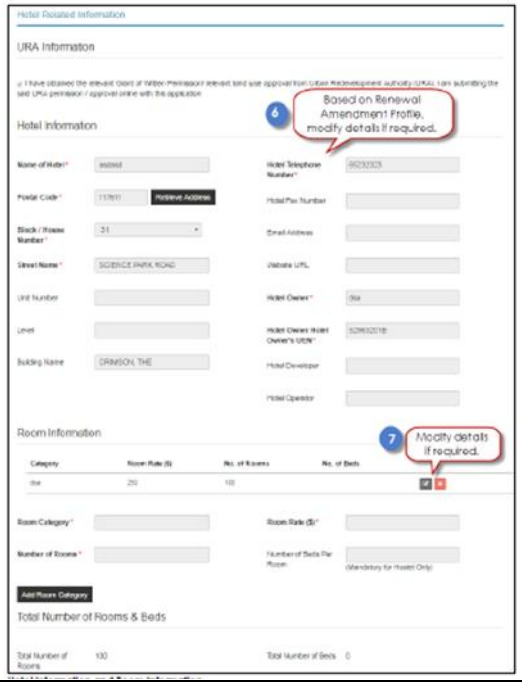
Step-by-Step Guide for <u>Renewal</u> of
Certificate of Registration and Hotel-keeper's Licence

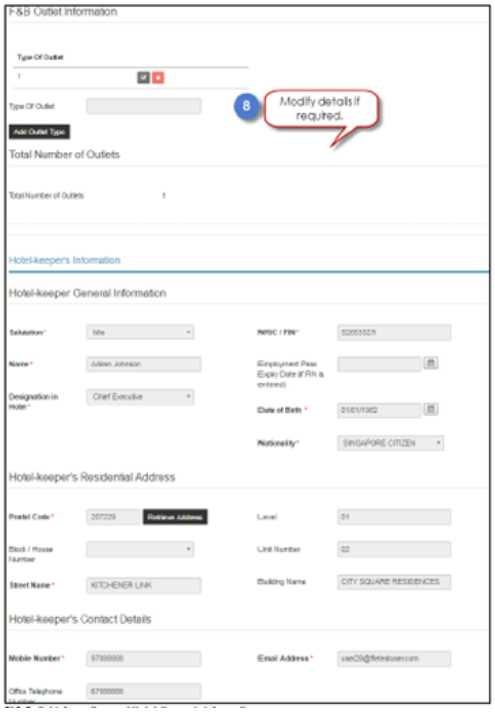
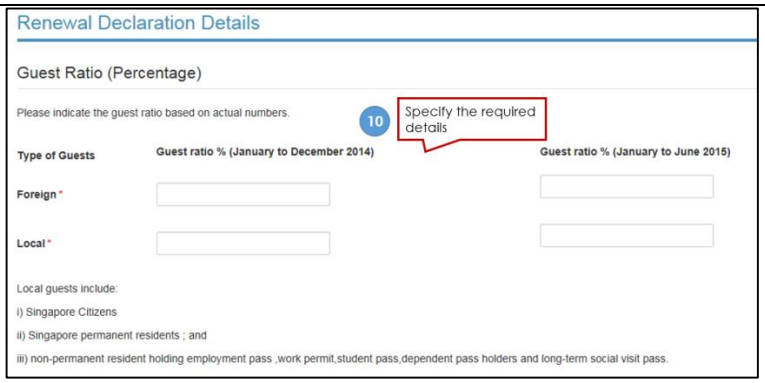
The licence expires on 31 December annually and the licence renewal exercise starts from October each year. Hotels can only submit the licence renewal application from 1 October to 30 November. HLB will send the notice of renewal to hotels in early October and hotels are required to submit the renewal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

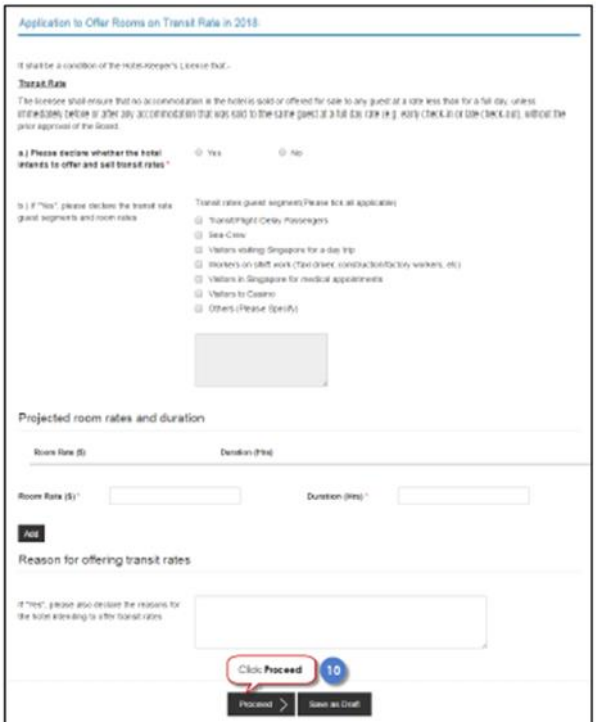
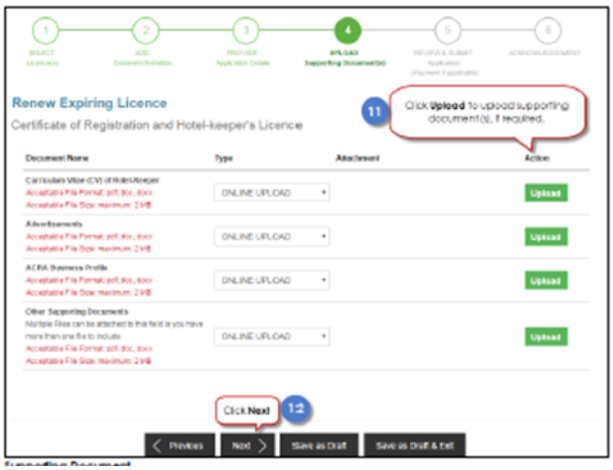
S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://www.gobusiness.gov.sg/licences, and click on "Get Started" for "Ready to get your business licensed?".	
1a	Next, click on "Login"	
2	Log in to GoBusiness Licensing using CorpPass	

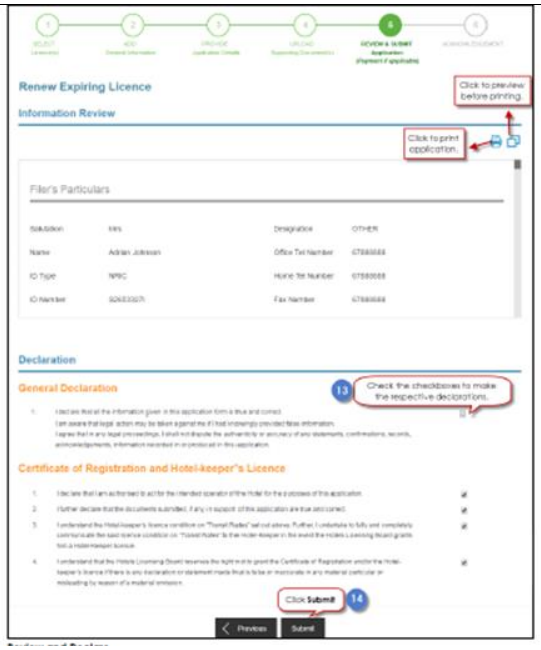
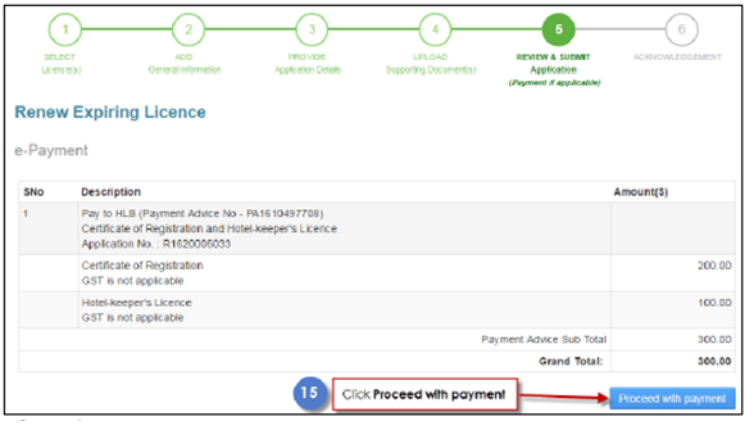
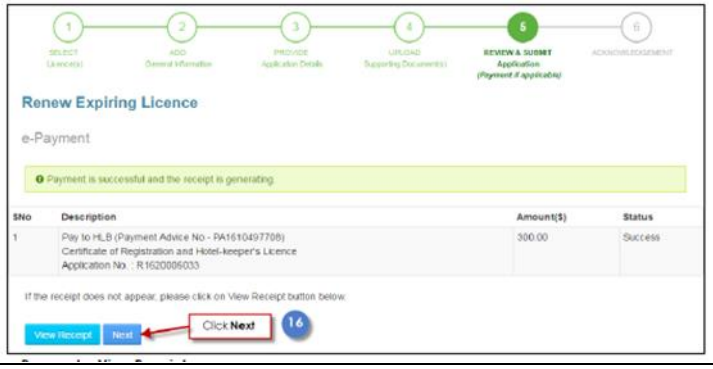
S/N	Step	Screenshot
2a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”.	
3	Click on “My Portfolio > Licence” Enter the Licence Number and Click on “Search” Click on “Action > Renew”	
4	Select the checkbox to agree to the Terms of Use Click on “**Next**”	

S/N	Step	Screenshot
5	You may amend the existing licence information by selecting the relevant amendment profile[1] If there is no update to the existing licence information, please select "No Update (For Renewal)"	
6	If an "Amendment Profile" is selected in the earlier screen, the relevant fields will be opened up for updating If you selected "No Update (For Renewal)", you may skip this step	

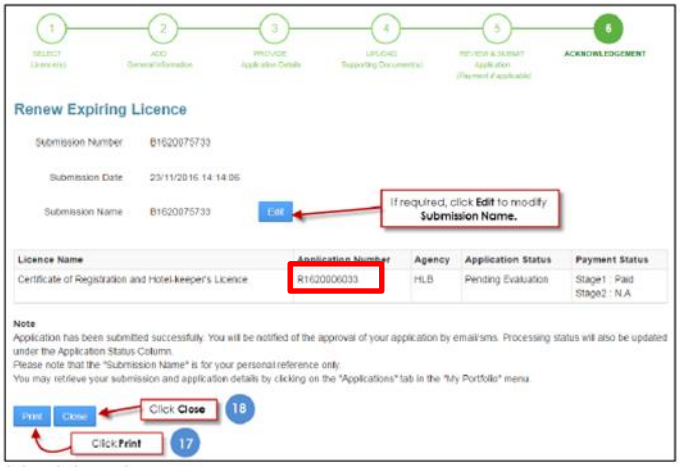
[1] Please note that the any amendment made will only be reflected in the licence for the next year.

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

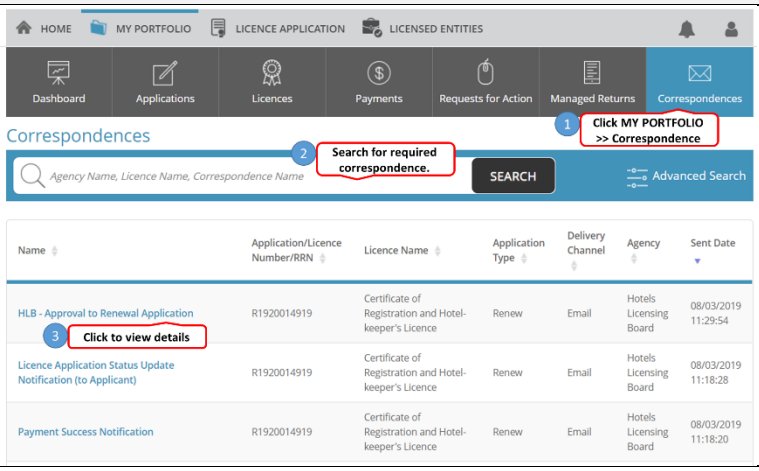
S/N	Step	Screenshot
9	Select if the hotel has the intention to offer rooms on transit rate for the next licence period If you select "Yes", you are required to select the guest segment and specify the project room rates and duration Click on "Proceed" once the section has been completed	
10	Upload the supporting documents (if any) and Click "Next". If you are submitting a change of hotel name with your renewal 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	

S/N	Step	Screenshot
	on the HLB Website within 3 working days from when the e-notice is successfully uploaded.	
11	You may preview and print the application form at this screen. Tick the check box under "General Declaration" and "Certificate of Registration and Hotel-keeper's Licence" and Click on "Submit".	
12	You will be directed to the payment page to make payment[2]	
13	Once the payment is successful, a receipt will be generated To view a copy of the receipt, click on "View Receipt". Otherwise, click "Next"	

[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	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. 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"[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"