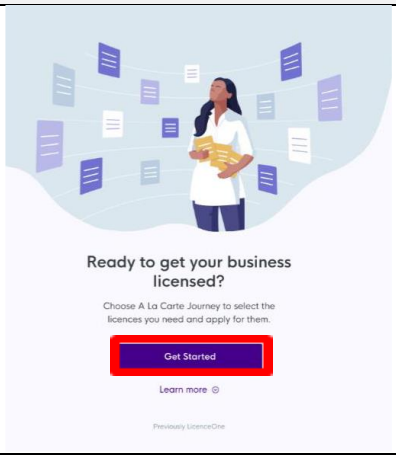
Step-by-Step Guide for <u>Amendment</u> of
Certificate of Registration and Hotel-keeper's Licence

The authorised CorpPass user[1] 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

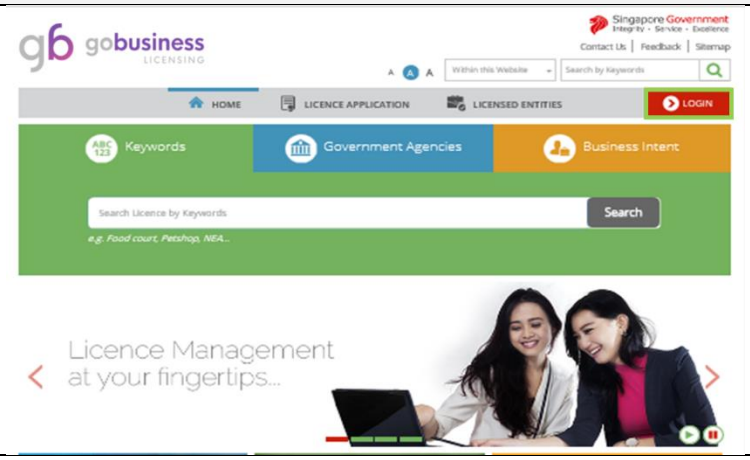
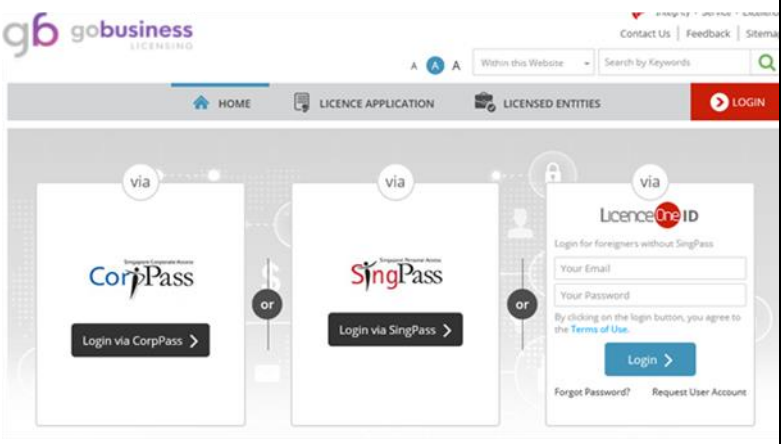
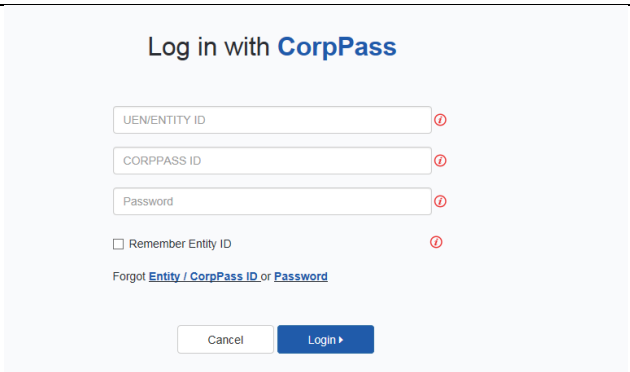
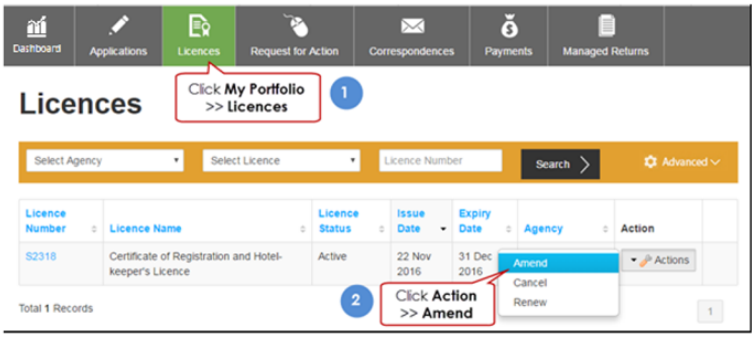
<u>Accessing GoBusiness Licensing</u>

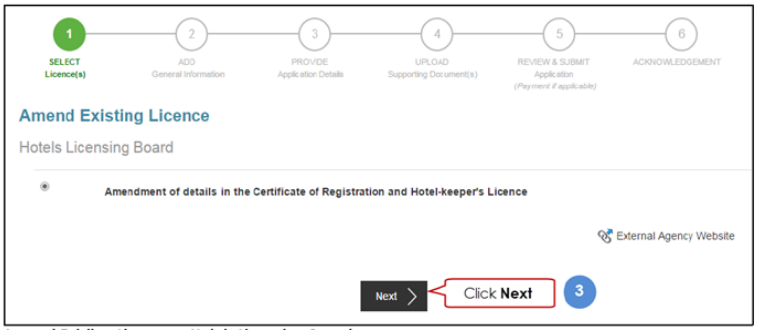
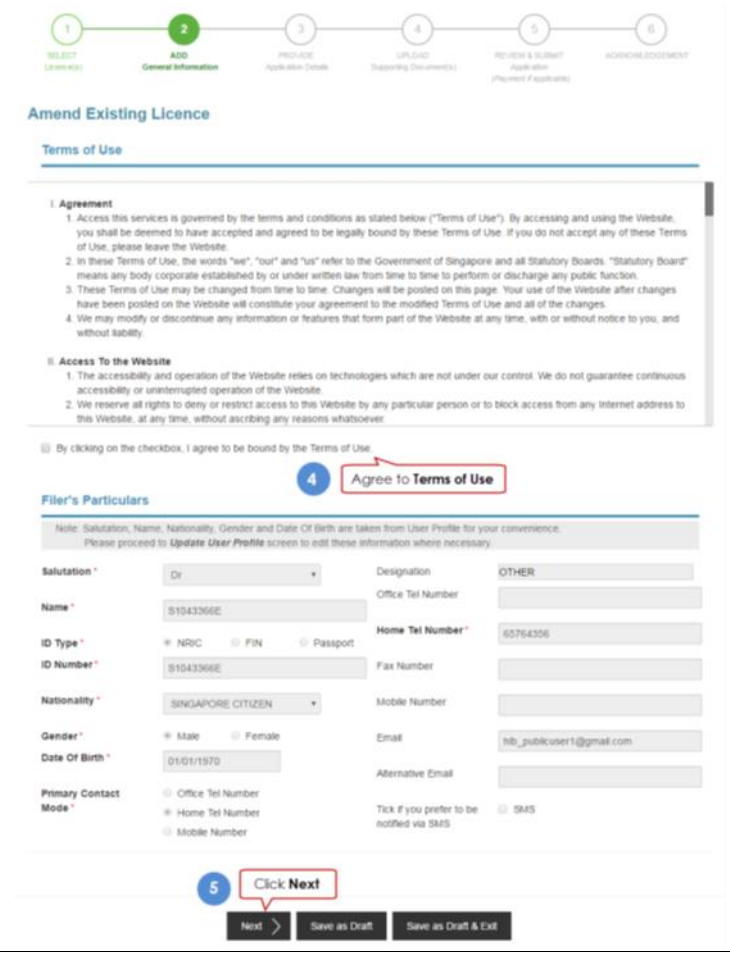
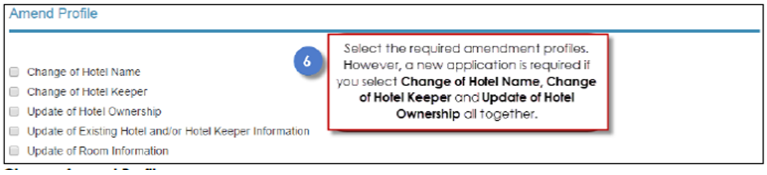
S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://go.business.gov.sg/licences and click on "Get Started"	

[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 users of the company can use CorpPass to access GoBusiness Licensing 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 GoBusiness Licensing, please visit https://GoBusiness Licensing.gov.sg/web/frontier/help/corppass-in-GoBusiness Licensing.

[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.

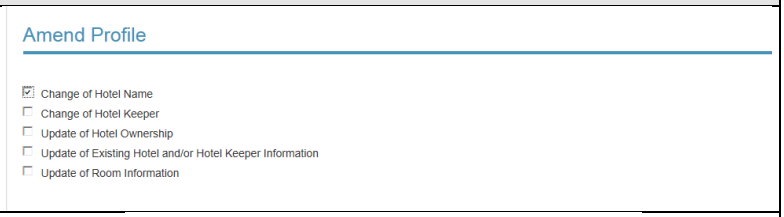
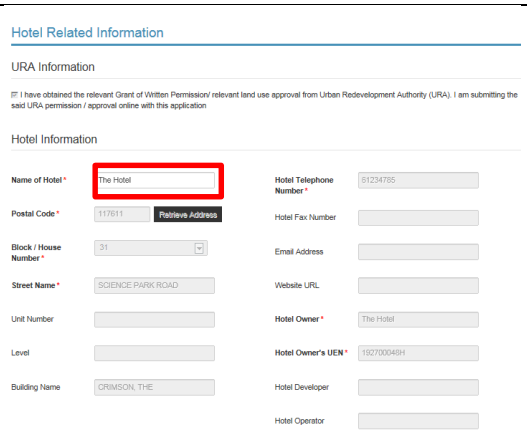
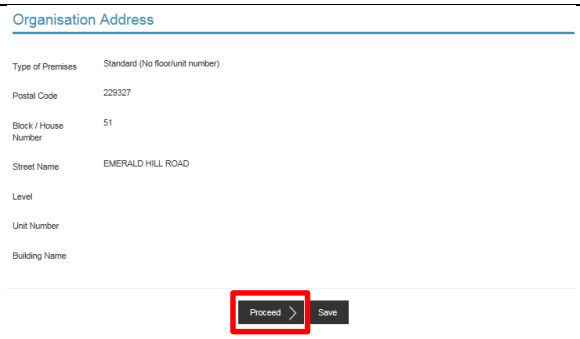
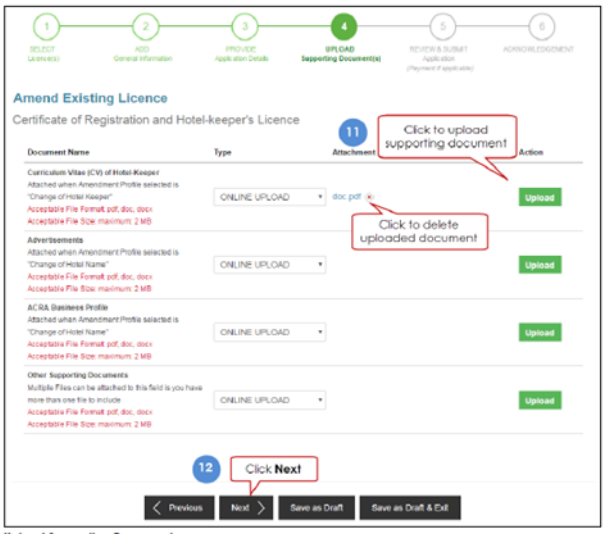
S/N	Step	Screenshot
1a	Next, click on “Login”	
2	Log in to GoBusiness Licensing using CorpPass	
2a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”	
3	Click on “My Portfolio > Licence” Enter the Licence Number and Click on “Search” Click on “Action > Amend”	

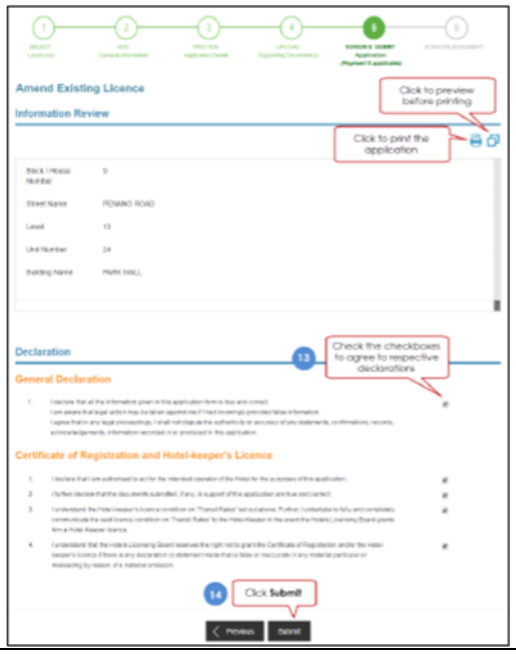
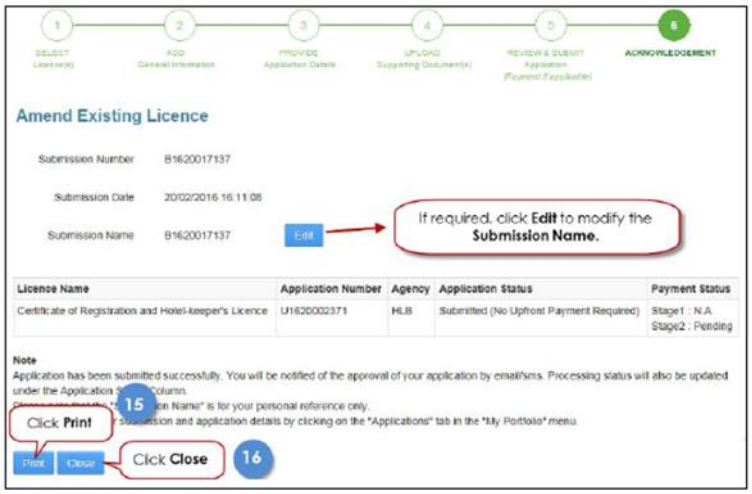
S/N	Step	Screenshot
4	Select "Amendment of details in the Certificate of Registration and Hotel-keeper's Licence" and Click on "Next"	
5	Select the checkbox to agree to the Terms of Use Click on "**Next**"	
6	Select the relevant "Amendment Profile[3]".	

[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.

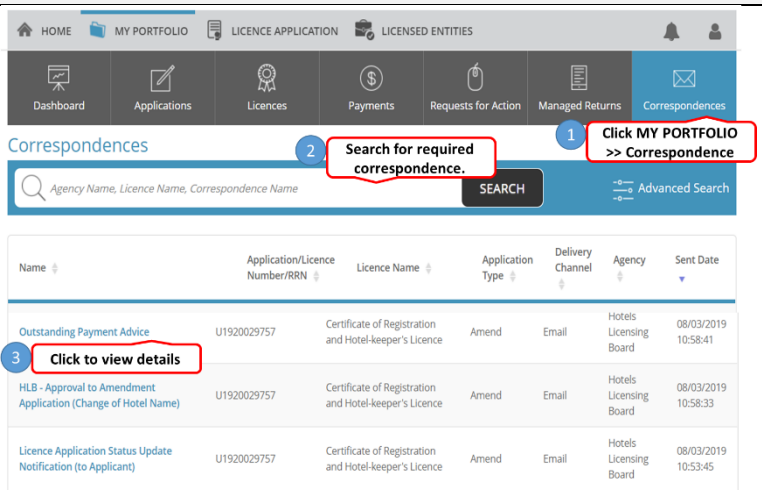
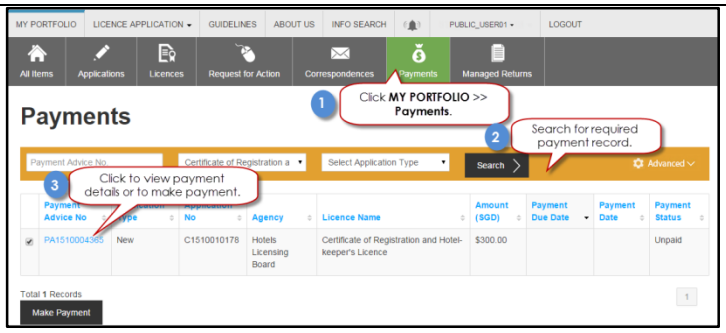
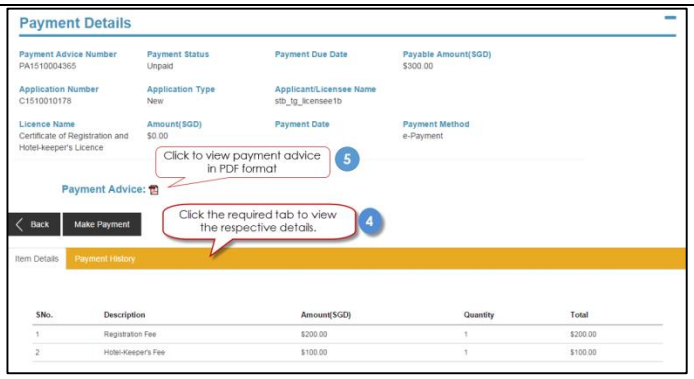
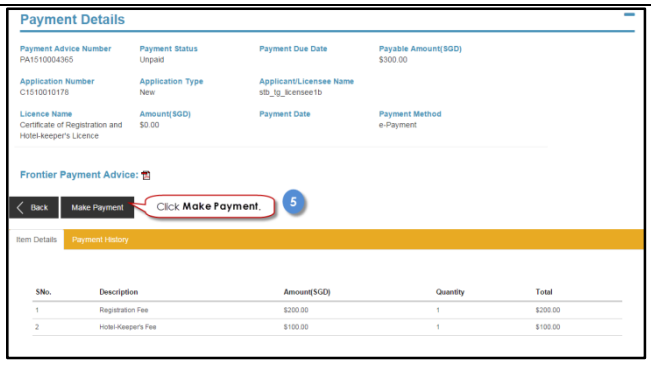
S/N	Step	Screenshot
1	Select "Change of Hotel Name" under the Amend Profile section	
2	Enter the new Hotel Name by over-riding the existing name of the hotel	
3	Scroll to the bottom of the page and Click on "Proceed"	
4	Upload the supporting documents (if any) and Click "Next"	

S/N	Step	Screenshot
5	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 "Submit"	
6	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.	

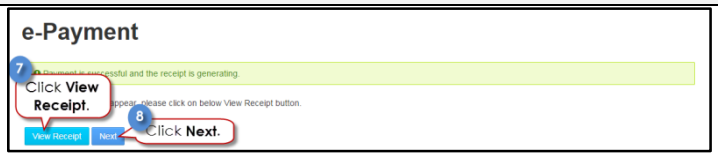
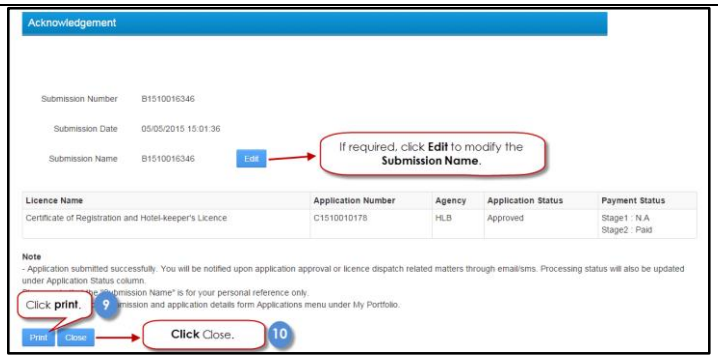
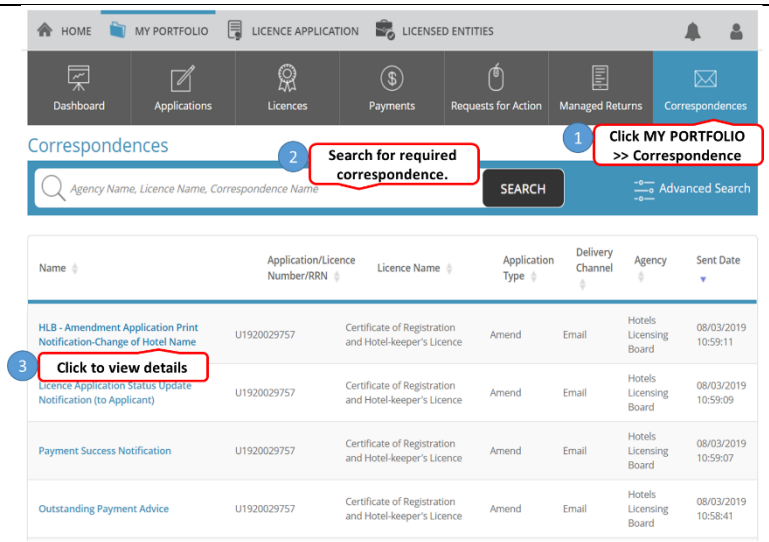
The Secretariat may request for additional information or outstanding documents (if any) via the "Request for Action"[4] feature. Upon receiving all the required documents and placement of the advertisements[5], the Secretariat will process the application which will take an average of two weeks.

[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

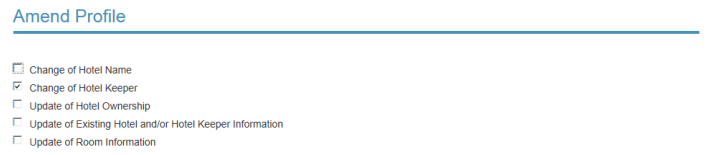
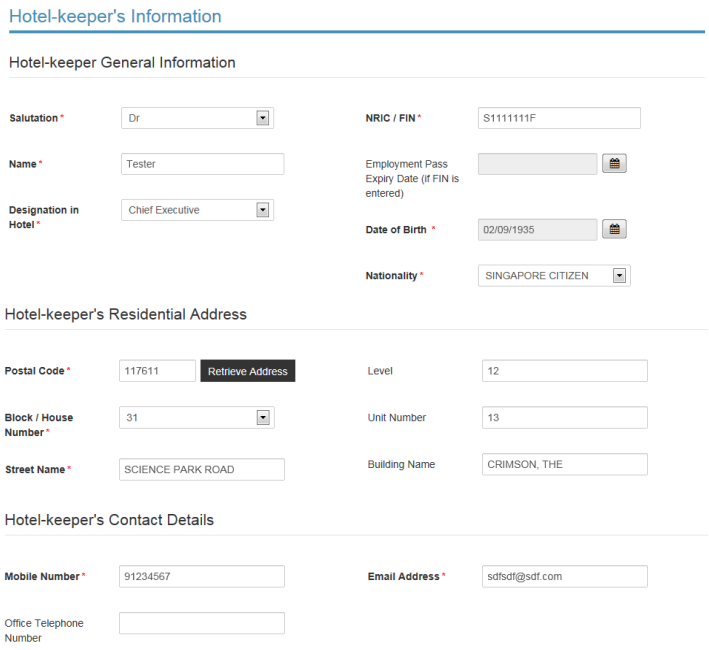
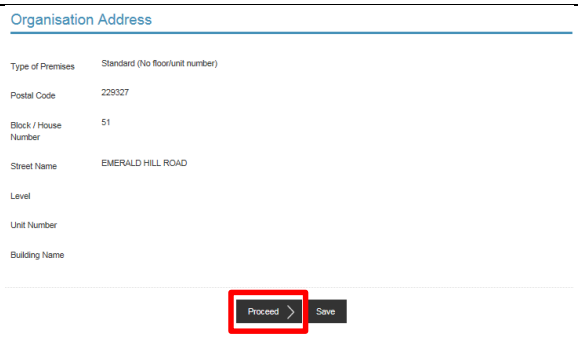
S/N	Step	Screenshot
7	Once the application has been approved by the Board, you will receive an email to inform you to make the payment for the licence fee. A copy of the correspondence can also be found under the "Correspondence" tab in GoBusiness Licensing	
8	To make payment, click on the "Payment" tab and click to view the payment details or make payment	
9	Click the "Payment Advice" to view it in pdf format	
10	Click "Make Payment", followed by "Proceed with Payment". Payment can be made via eNets or Credit Card[6]	

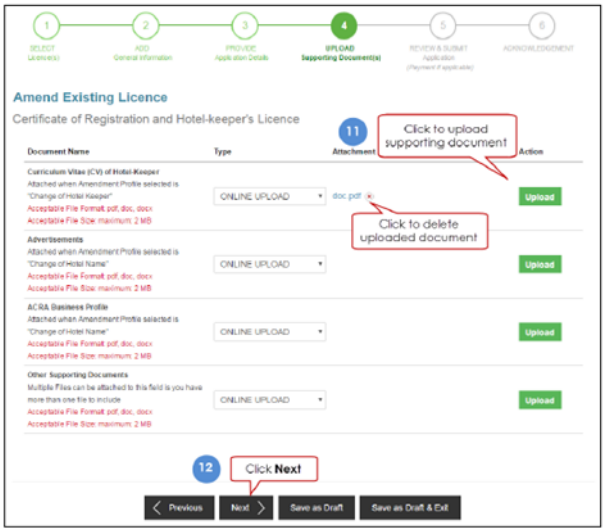
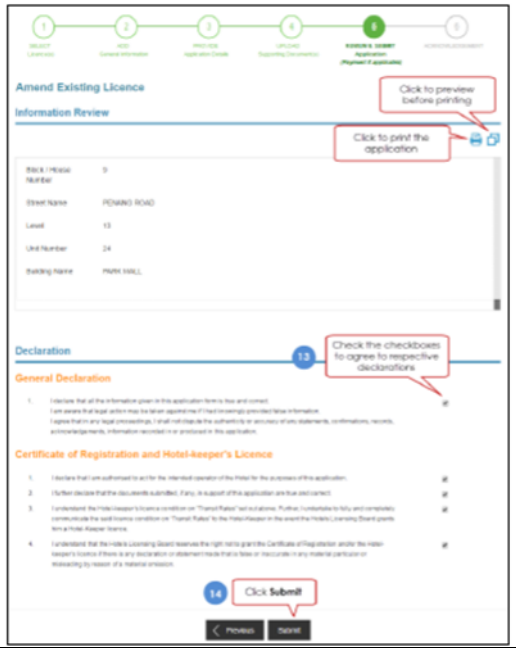
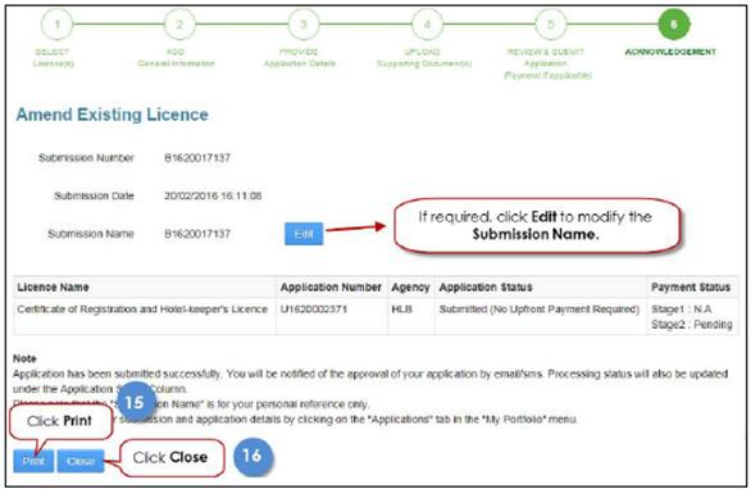
[6] The e-Payment process is handled via the PayPal payment gateway. For more details on e-Payment requirements, please refer to https://www.paypal.com.

S/N	Step	Screenshot
11	Once the payment is successful, a receipt will be generated. To view a copy of the receipt, click on “View Receipt”. Otherwise, click “Next”	
12	An acknowledgement page will be generated with the payment status updated as “Paid” under stage 2	
13	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	
14	For printing of licences, please refer to the Guide on Printing of Licences.	

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	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 “Submit”	
6	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.	

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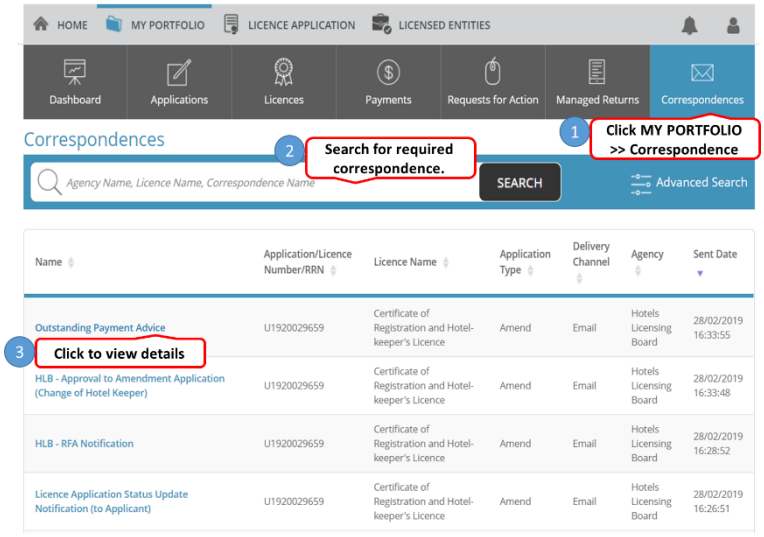
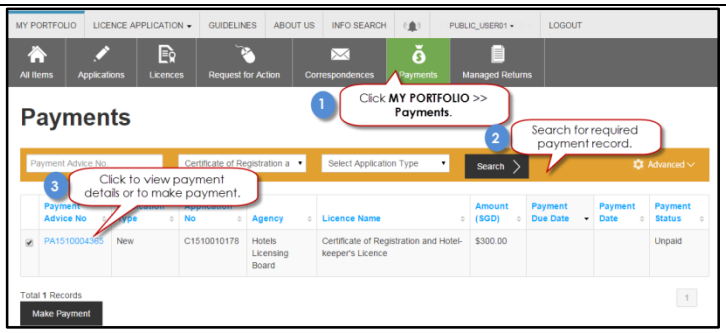
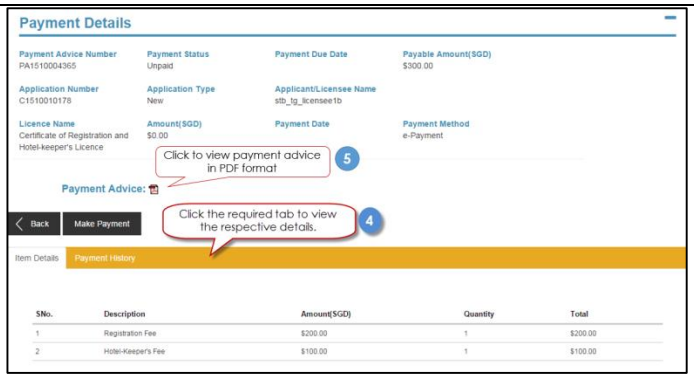
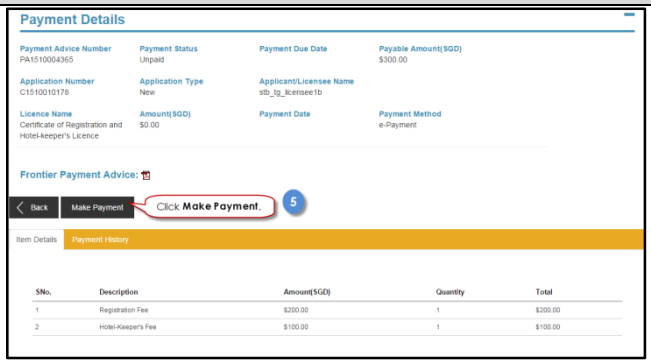
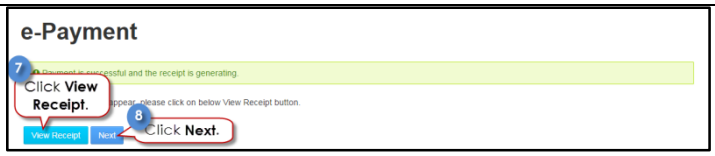
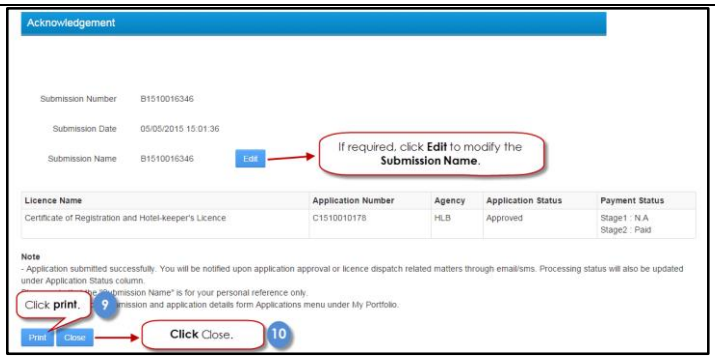
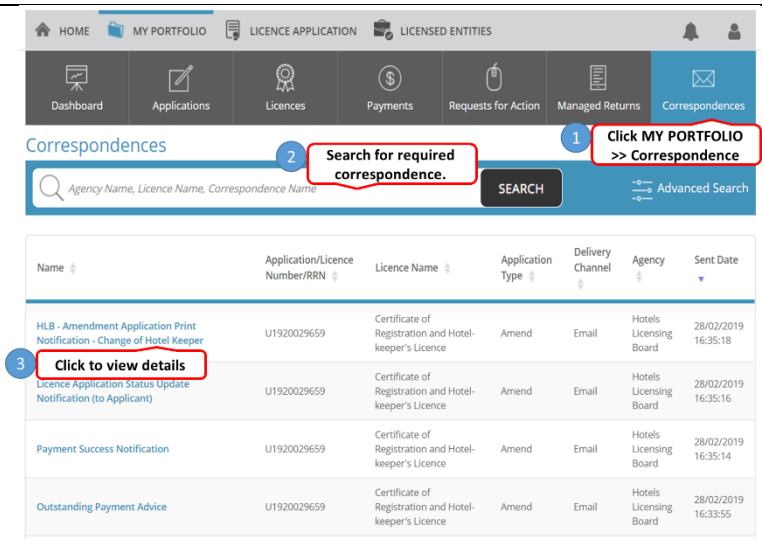
S/N	Step	Screenshot
7	Once the application has been approved by the Board, you will receive an email to inform you to make the payment for the licence fee. A copy of the correspondence can also be found under the "Correspondence" tab in GoBusiness Licensing	
8	To make payment, click on the "Payment"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

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

S/N	Step	Screenshot
10	Click “Make Payment”, followed by “Proceed with Payment”. Payment can be made via eNets or Credit Card[8]	
11	Once the payment is successful, a receipt will be generated To view a copy of the receipt, click on “View Receipt”. Otherwise, click “Next”	
12	An acknowledgement page will be generated with the payment status updated as “Paid” under stage 2	
13	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 GoBusiness Licensing	

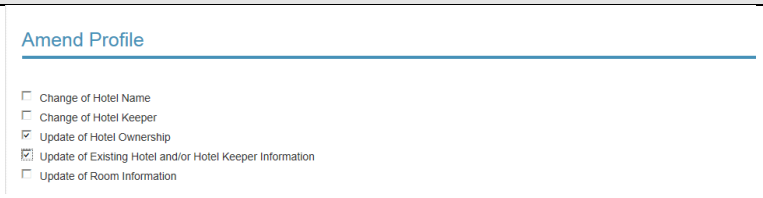
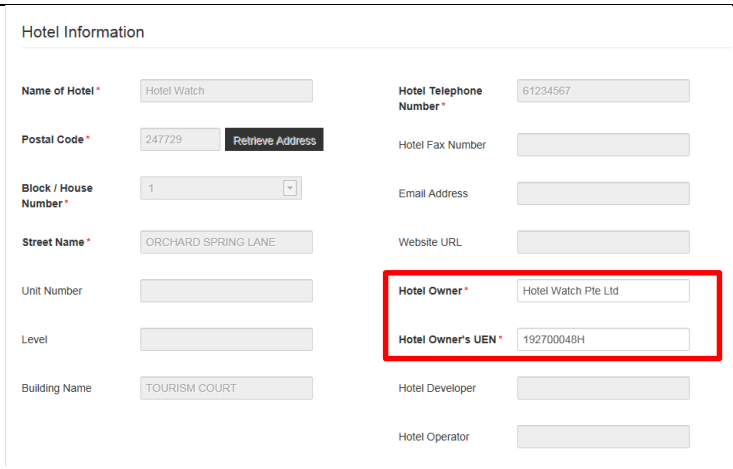
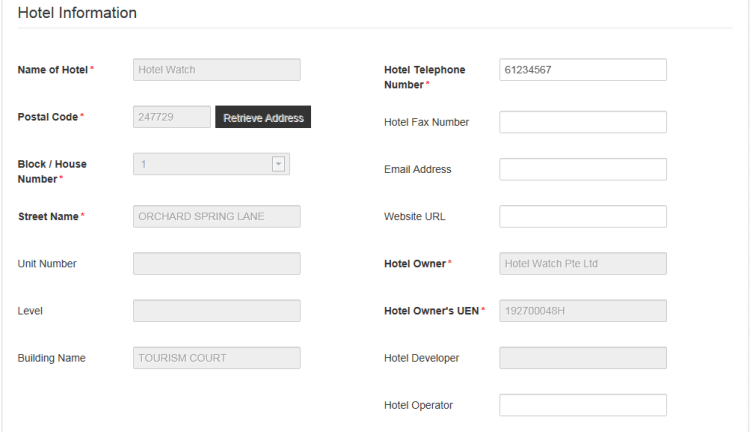
[8] The e-Payment process is handled via the PayPal payment gateway. For more details on e-Payment requirements, please refer to https://www.paypal.com.

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

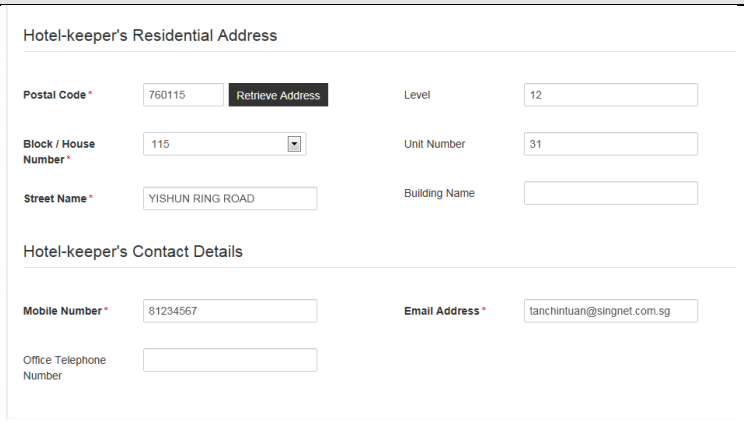
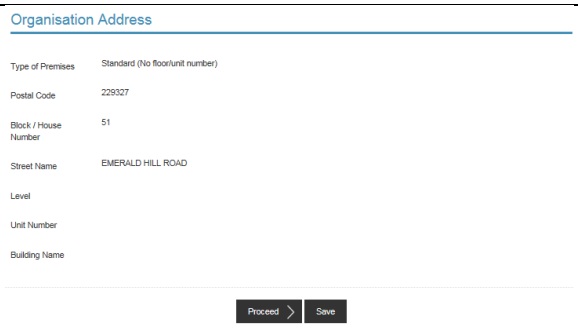
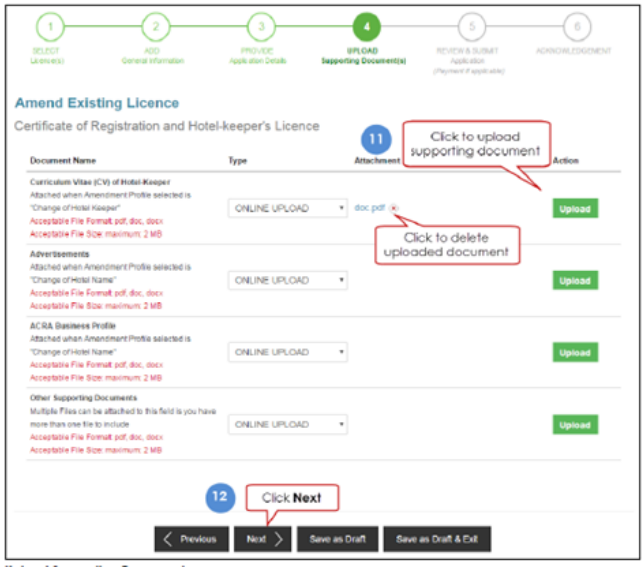
Update of Hotel Ownership

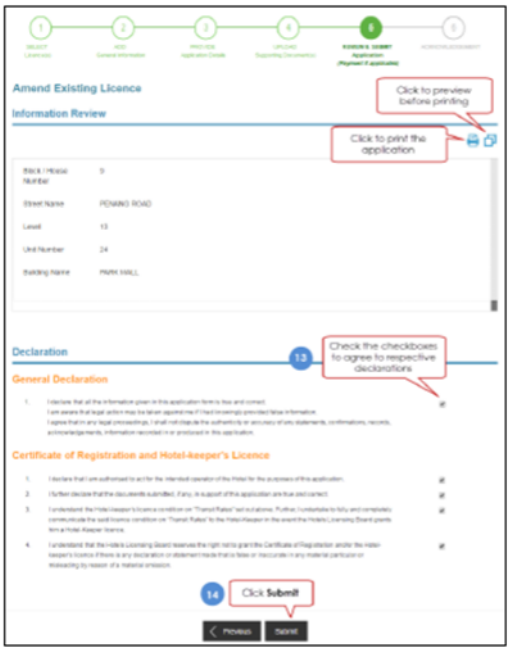
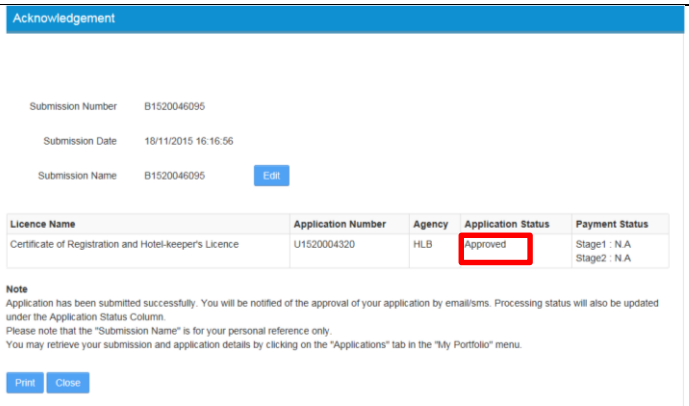
Update of Existing Hotel and/or Hotel Keeper Information

For update of Hotel Ownership[9] 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.	

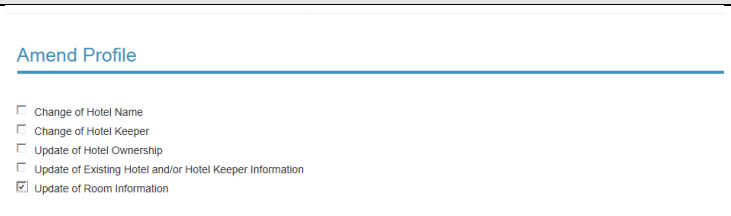
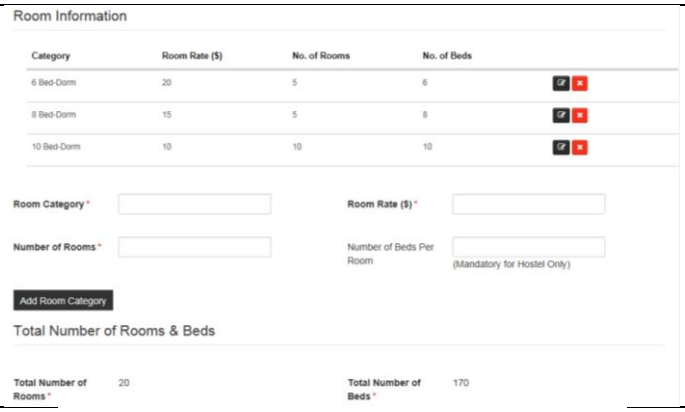
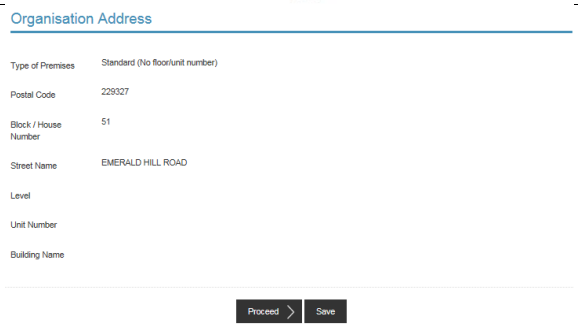
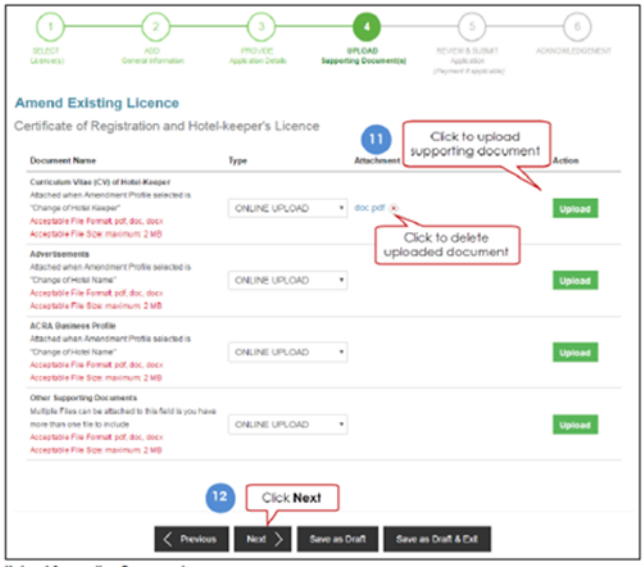
[9] Hotel Ownership means the company that owns the hotel or owns the business that operates the hotel. For e.g. Hotel XYZ is owned by Company A but Company B operates the hotel and applies for the hotel licence (i.e Company B is the hotel licensee). Should Company A sells the Hotel XYZ to Company C, 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.

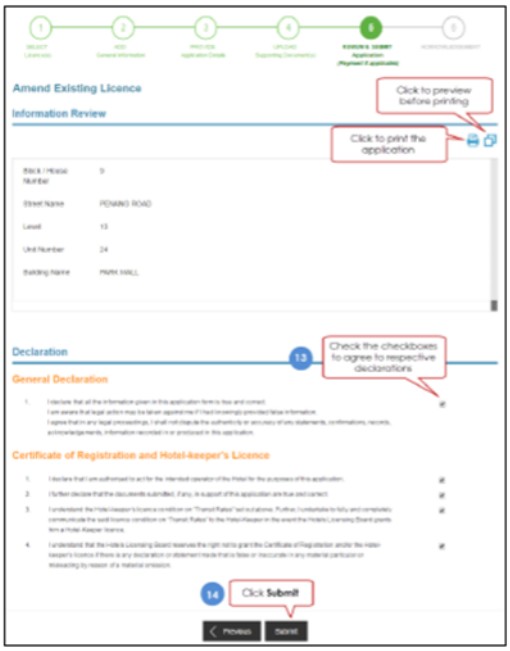
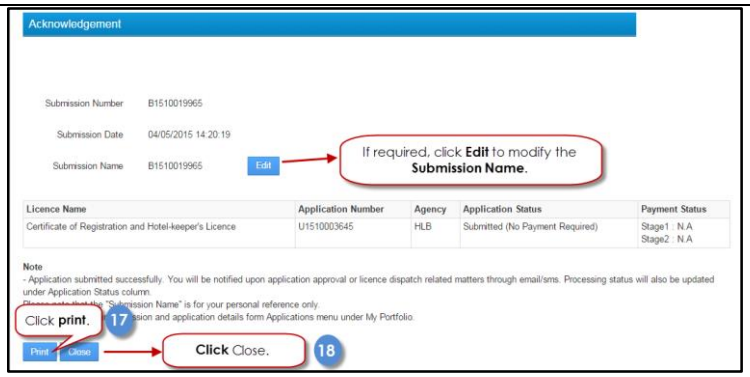
S/N	Step	Screenshot
	For Update of existing Hotel-keeper information, only the Hotel-keeper's Residential Address and Contact details can be updated	
3	Scroll to the bottom of the page and Click on "Proceed"	
4	Upload the supporting documents (if any) and Click "Next"	

S/N	Step	Screenshot
5	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 “Submit”.	
6	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 No payment is required for “Update of Hotel Ownership, Update of Existing Hotel and/or Hotel-keeper Information”.	

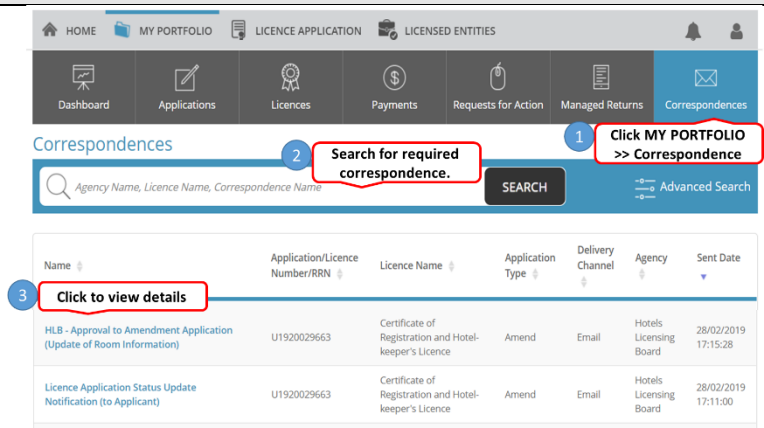
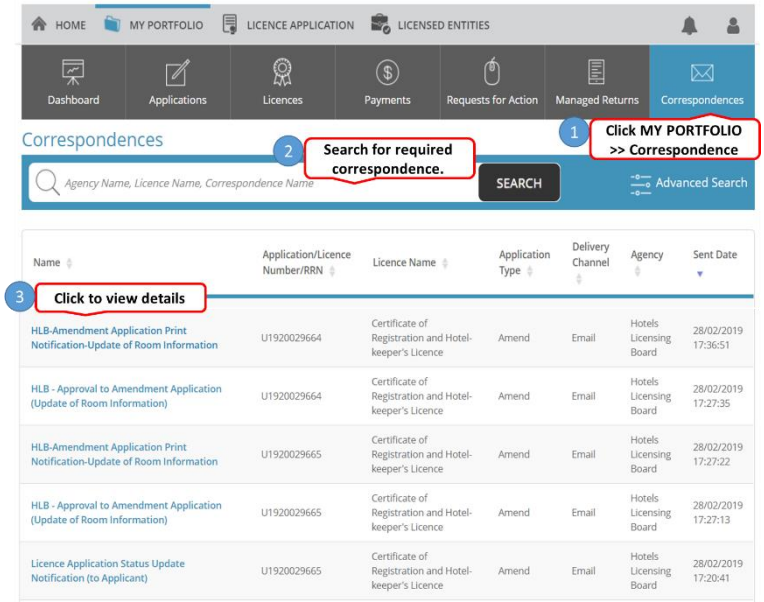
Update of Room Information

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

S/N	Step	Screenshot
1	Select "Update of Room Information" under the Amend Profile section	
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	
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	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 “Submit”.	
6	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.	

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	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 GoBusiness Licensing. No payment is required for "Update of Room Information".	
7a	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. You will receive an Amendment Application Print Notification – Update of Room Information under Correspondences. For printing of licences, you may refer to the Guide for Printing of Licences.	

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