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 LicenceOne.

S/N	Step	Screenshot
1	Go to LicenceOne website https://licence1.business.gov.sg and click on "Login"	
2	Log in to LicenceOne 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 LicenceOne. Only authorised CorpPass users of the company can use CorpPass to access LicenceOne and submit renewal of the Certificate of Registration and Hotel-keeper's Licence. Should the Hotel-Keeper or Company Director wish to submit the renewal 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.

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[2] 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	
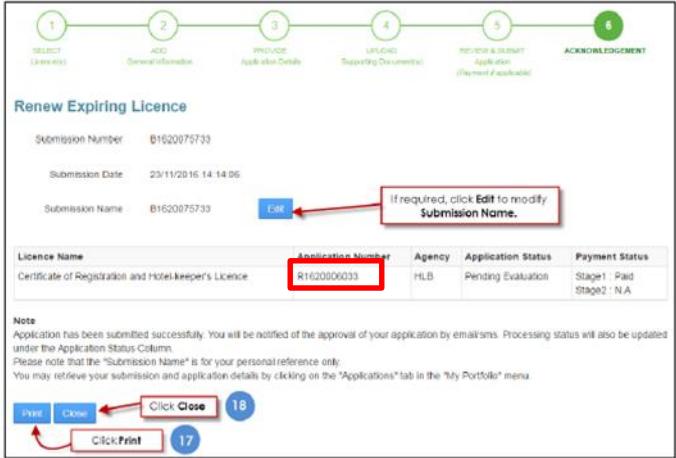
S/N	Step	Screenshot
7	Complete the Guest Ratio (Percentage) field	
8	If the hotel is currently offering rooms on transit rate, complete the section on "Transit rate Information" If the hotel is currently not offering transit rates, this section will be greyed out	

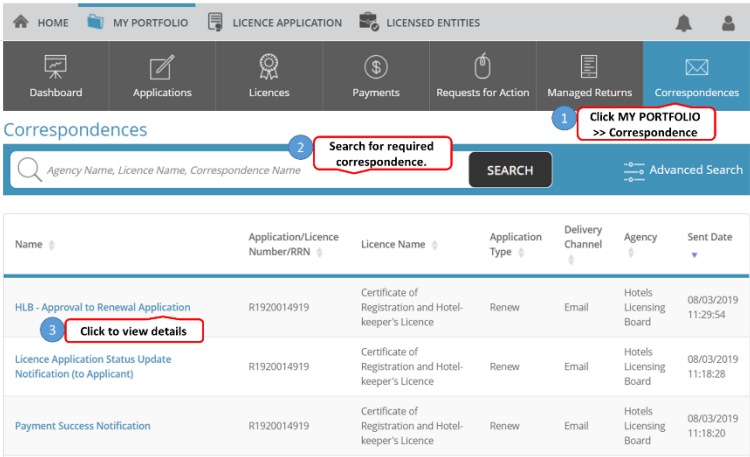| S/N	Step	Screenshot
		Room Rates and duration (Jan-Dec 2016) Room Rate ($) Duration (Hrs) Room Rate ($) [_____] Duration (Hrs) [_____] Add Room Rates and duration (Jan-Jun 2017) Room Rate ($) Duration (Hrs) Room Rate ($) [_____] Duration (Hrs) [_____] Add * (Total revenue collected from rooms offered as transit rates / Total room revenue collected) x 100 ** (Total number of local guests staying in rooms offered on transit rates / Total number of guests staying in rooms offered on transit rates) x 100
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	Application to Offer Rooms on Transit Rate in 2018 It shall be a condition of the hotel-keeper's Licence that:- **Transit Rate** The licensee shall ensure that no accommodation in the hotel is sold or offered for sale to any guest at a rate less than for a full day, unless immediately before or after any accommodation that was sold to the same guest at a full day rate (e.g. early check-in or late check-out), without the prior approval of the Board. a.) Please declare whether the hotel intends to offer and sell transit rates * ○ Yes ○ No b.) If "Yes", please declare the transit rate guest segments and room rates Transit rates guest segment(Please tick all applicable) ☐ Transit/Flight Delay Passengers ☐ Sea-Crew ☐ Visitors visiting Singapore for a day trip ☐ Workers on shift work (Taxi driver, construction/factory workers, etc) ☐ Visitors in Singapore for medical appointments ☐ Visitors to Casino ☐ Others (Please Specify) Projected room rates and duration Room Rate ($) Duration (Hrs) Room Rate ($) * [_____] Duration (Hrs) * [_____] Add Reason for offering transit rates If "Yes", please also declare the reasons for the hotel intending to offer transit rates Click **Proceed** ⑩ [Proceed >] [Save as Draft]
10	Upload the supporting documents (if any) and Click "Next"	①②③④⑤⑥ **Renew Expiring Licence** ⑪ Click **Upload** to upload supporting document(s), if required. Certificate of Registration and Hotel-keeper's Licence Document Name Type Attachment Action Curriculum Vitae (CV) of Hotel-keeper Acceptable File Format: pdf, doc, docx ONLINE UPLOAD ▾ [Upload] Acceptable File Size: maximum 2 MB Advertisements Acceptable File Format: pdf, doc, docx ONLINE UPLOAD ▾ [Upload] Acceptable File Size: maximum 2 MB ACRA Business Profile Acceptable File Format: pdf, doc, docx ONLINE UPLOAD ▾ [Upload] Acceptable File Size: maximum 2 MB Other Supporting Documents Multiple files can be attached to this field is you have more than one file to include ONLINE UPLOAD ▾ [Upload] Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB Click **Next** ⑫ [< Previous] [Next >] [Save as Draft] [Save as Draft & Exit]

S/N	Step	Screenshot
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[3]	
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"	

---

[3] 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"[4] 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 LicenceOne.	
16	For printing of licences, please refer to the Guide for Printing of Licences.	

---

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