

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://go.business.gov.sg/licences and click on “Get Started”	
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. For information on how to activate CorpPass in GoBusiness Licensing, please visit <https://GoBusinessLicensing.business.gov.sg/web/frontier/help/corppass-in-GoBusinessLicensing>.

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>Specify the required details.</div><div>18</div></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><div><div>Category</div><div>Room Rate (\$)</div><div>No. of Rooms</div><div>No. of Beds</div></div><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</div></div><div><div>Click Add Room Category.</div><div>19</div><div>Specify the required details.</div></div><div><div>Add Room Category</div><div>(Mandatory for Hotel Only)</div></div><div><div>Total No Of Rooms & Beds</div><div>Total Number of Rooms <div>10</div></div><div>Total Number of Beds <div>0</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><div><div>Type Of Outlet</div><div>Beverages</div></div><div><div>Type Of Outlet</div><div>22</div><div>Specify the outlet type.</div><div>21</div></div><div><div>Add Outlet Type</div><div>Click Add Outlet Type.</div></div><div><div>Total Number of Outlets</div><div>Total Number of Outlets * <div>1</div></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	<div><div>Hotel General Information</div><div><div>Guest Ratio</div><div><div>Type of Guests</div><div>Percentage</div><div>Foreign *</div><div>90</div><div>24</div><div>Specify Guest Ratio</div><div>Local *</div><div>10</div></div></div><div><div>* For new hotels applying for their hotel licence, please complete the information for a period of 1 year from the date of commencement of operations based on projections</div><div><div>Explanatory Note:</div><div>Locals include Singapore citizens, permanent residents and non-permanent residents. Singapore permanent residents refer to noncitizens who have been granted permanent residence in Singapore.</div><div>Non permanent resident refer to employment pass holders, work permit holders, student pass holders, dependent pass holders and long-term social visit pass holders</div></div></div></div>
16	Select 'Yes' if the hotel is applying to charge transit rates. Steps 26 to 29 will only be applicable if the hotel is applying to charge transit rate	<div><div>Transit Rates</div><div><div>(Rooms on transit rates are those which are sold for anything less than one full day. This does not include early check-in or a late check-out)</div><div>Please declare whether the hotel is offering transit rates. If yes, Please indicate the segments and room rates that the hotel is seeking approval from the Board.</div><div>a.) Will transit rates be offered? * <div>Yes</div> <div>No</div></div><div>b.) Details of Transit Rate *</div><div><div>Transit rate guest segments (Please tick all applicable)</div><div><div><input type="checkbox"/> Transit/Flight Delay Passengers</div><div><input type="checkbox"/> Sea-Crew</div><div><input type="checkbox"/> Visitors visiting Singapore for a day trip</div><div><input type="checkbox"/> Workers on shift work (Taxi driver, construction/factory workers, etc)</div><div><input type="checkbox"/> Visitors in Singapore for medical appointments</div><div><input type="checkbox"/> Visitors to Casino</div><div><input type="checkbox"/> Others (Please Specify)</div></div><div>Others</div><div>Room rates and duration</div><div><div>Room Rate (\$5)</div><div>Duration (hrs)</div><div>100</div><div>Room Rate (\$)</div><div>Duration</div><div>Click Add Rates. 28</div><div>c.) Reasons for offering transit rates*</div></div><div><div>26</div><div>If your hotel offers rooms on transit rates, then, a) click Yes. b) specify the details.</div><div>27</div><div>Specify transit room rates and duration.</div><div>29</div><div>Specify your reason for offering rooms on transit rates.</div><div>Added details will be listed here.</div><div>Click to delete.</div><div>Click to edit.</div></div></div></div></div>
17	Click "Proceed"	<div><div>Company Details</div><div><div>Name of Company / Business / LLP</div><div>JANET'S ALTERATION</div><div>Status Date</div><div>01/1/1970</div><div>Business Registration No. (UEN)</div><div>52942768X</div><div>Primary Activity Code</div><div>14105</div><div>Registration Date</div><div>01/1/1970</div><div>Primary Activity Description</div><div>Company Type</div><div>BUSINESS</div><div>Secondary Activity Code</div><div>Status of Establishment</div><div>0</div><div>Secondary Activity Description</div></div><div><div>30</div><div>Click Proceed.</div><div>Proceed</div><div>Save</div></div></div>

S/N	Step	Screenshot
18	<p>Upload the supporting documents and Click “Next”</p> <p>Note: URA Grant of Written Permission is a mandatory document for submission of licence application</p>	
19	<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 on “Submit”</p>	

S/N	Step	Screenshot
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 placement of the advertisements⁵, the Secretariat will arrange with the applicant for a pre-opening inspection⁶ of the hotel. The processing of the application will take an average of two weeks upon the hotel passing the pre-opening inspection.

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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	

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

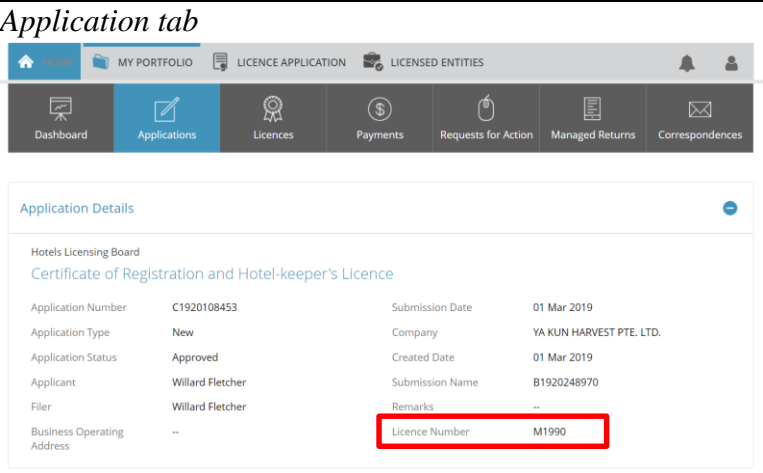
⁶ A pre-opening inspection will be carried out to ascertain if the hotel is ready for operations. Checks will include, but are not limited to:

- 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
22	To make payment, click on the “Payment” tab and click to view the payment details or make payment	
23	Click the “Payment Advice” to view it in pdf format	
24	Click “Make Payment”, followed by “Proceed with Payment” Payment can be made via PayPal Account, Debit, Credit Card ⁷	
25	Once the payment is successful, a receipt will be generated To view a copy of the receipt, click on “View Receipt”. Otherwise, click “Next”	

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
26	An acknowledgement page will be generated with the payment status updated as "Paid" under stage 2.	
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	
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>Printing of Licence Notification header</p> <p>MESSAGE 01 March 2019</p> <p>Mrs. Willard Fletcher Hotel ABC 237, ALEXANDRA ROAD, THE ALEXCIER Singapore 159929</p> <p>Dear Mrs. Willard Fletcher</p> <p>PRINTING OF CERTIFICATE OF REGISTRATION AND HOTEL-KEEPER'S LICENCE (LICENCE NO: M1990)</p> <p>1. Thank you for making payment for the Certificate of Registration and Hotel-Keeper's Licence.</p> <p>2. The Certificate of Registration and Hotel-Keeper's Licence are ready for printing via LicenceOne. Please login to LicenceOne and go to:</p> <ul style="list-style-type: none"> My Portfolio > Licences > Search Licence > Action > Print; or My Portfolio > Licences > Search Licence > Licence Details > Print <p>The Certificate of Registration and Hotel-Keepers Licence should be printed on two separate pieces of plain white A4 size paper. A step-by-step guide is available at https://www.hlb.gov.sg to guide you through the printing process.</p> <p>3. Do note that Regulation 23 of the Hotels Licensing Regulations, 1990 Ed, requires the following to be displayed in a conspicuous place in the public part of your hotel:</p>

		<p><i>Application tab</i></p> 
29	For printing of licences, please refer to the Guide for Printing of Licences.	