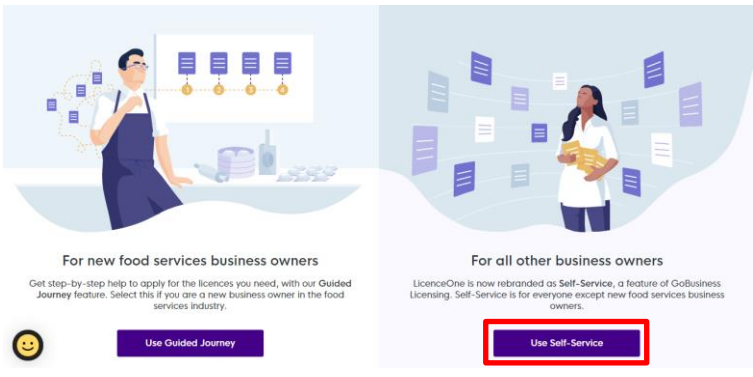
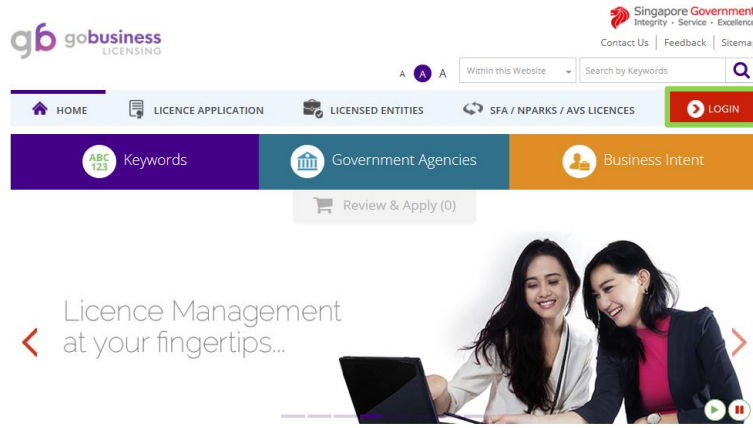
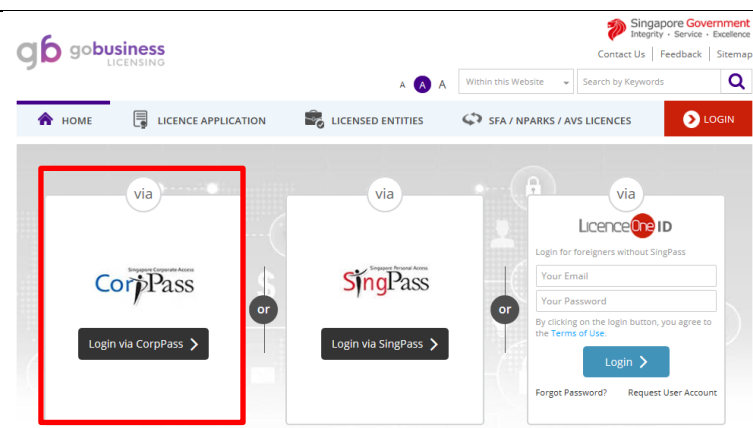
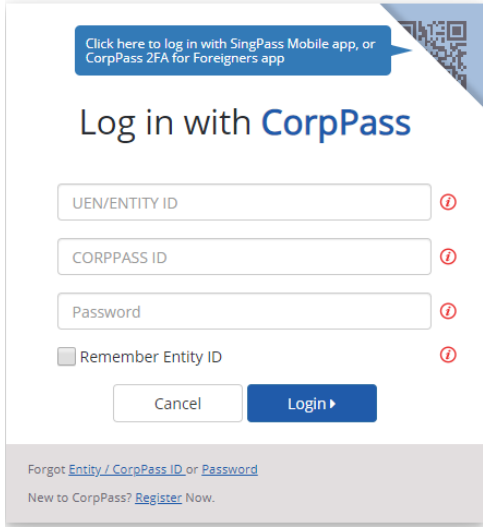
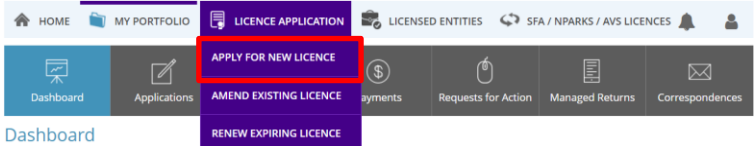
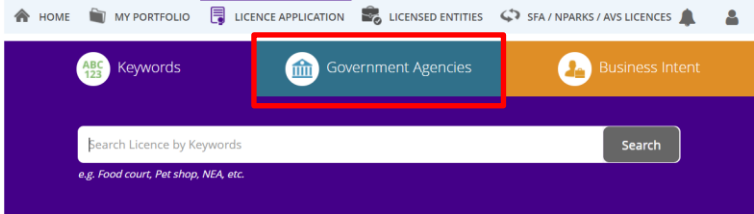
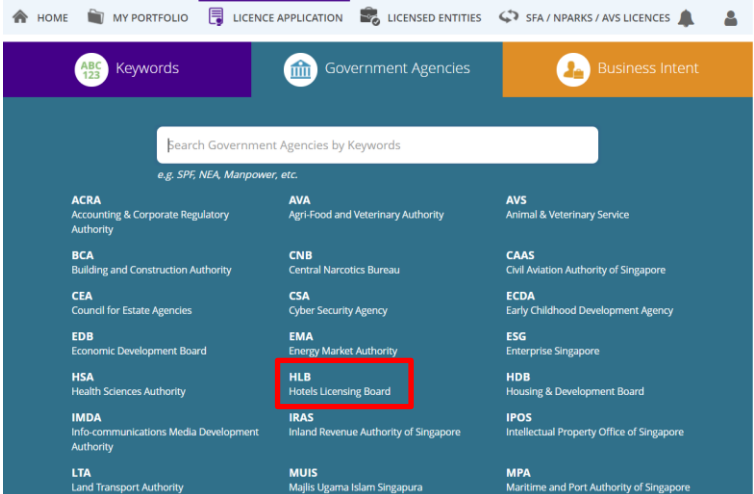
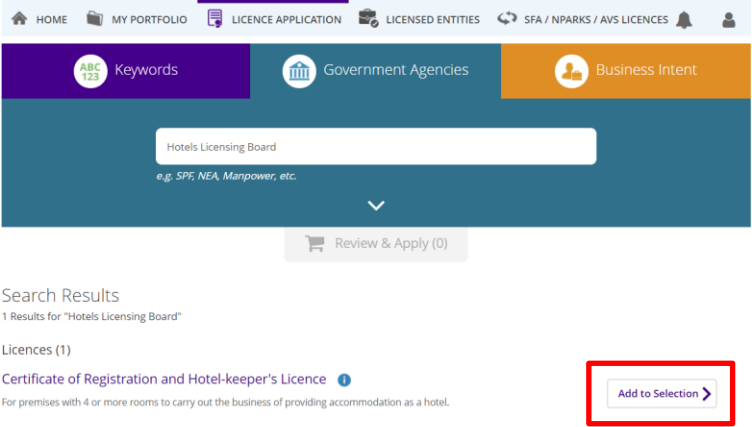
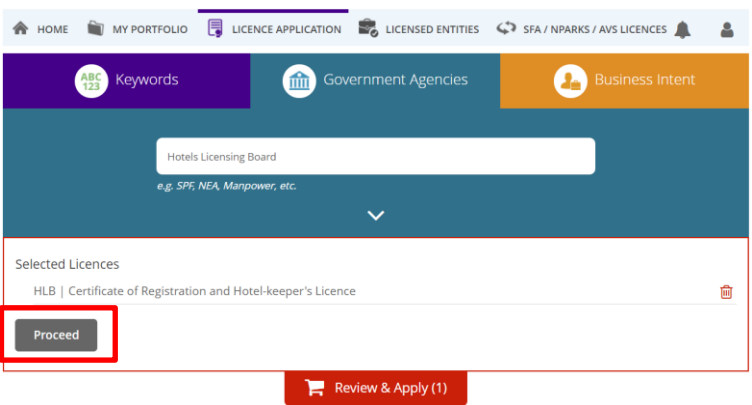

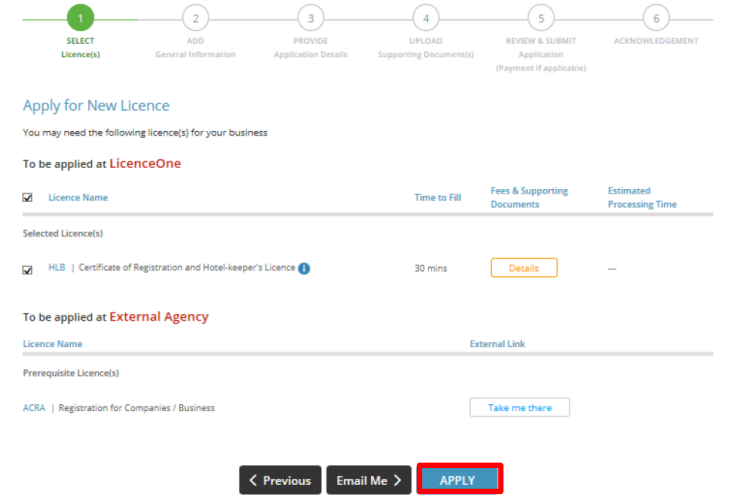


Step-by-Step Guide for New Application of Certificate of Registration and Hotel-keeper's Licence

S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://gobusiness.gov.sg/licences and click on “Use Self-Service” under “For all other business owners”	
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://licence1.business.gov.sg/licence1/cms/showHelp.action?pageName=corppass-in-licenceone>.

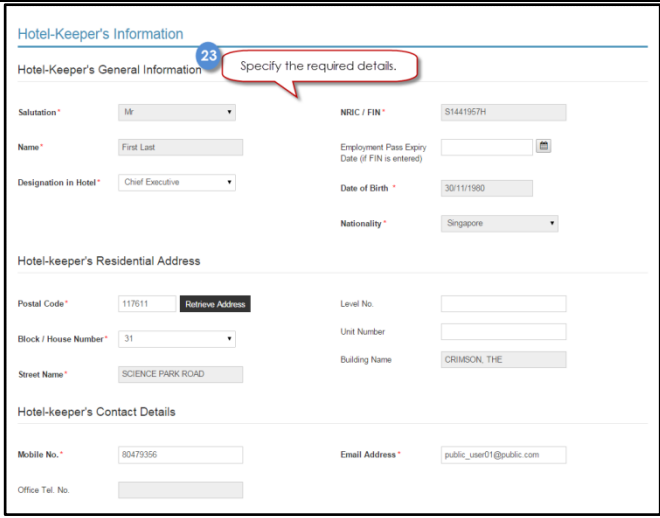
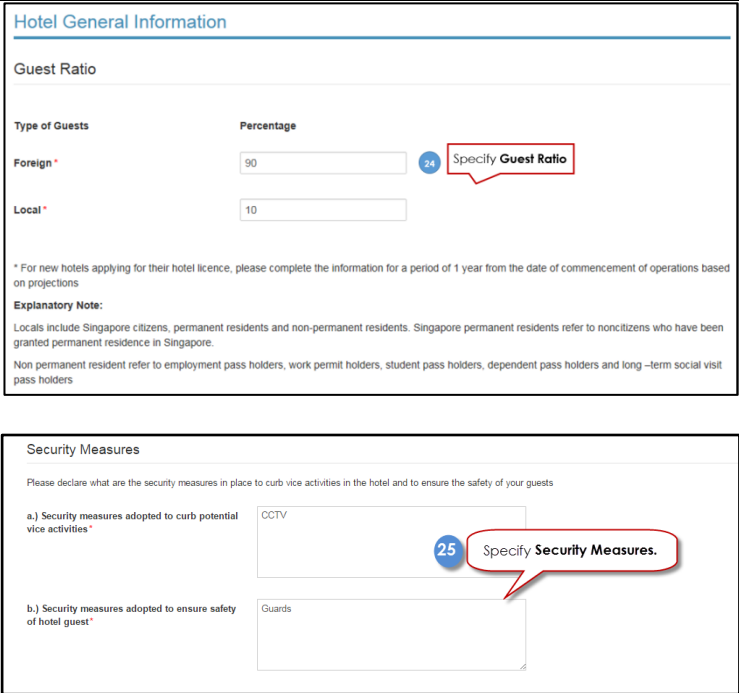
S/N	Step	Screenshot
3a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”.	
4	Click on “Licence Application” > “Apply for new licence”	
5	Click on “Choose licence (s) by Government Agency”	
6	Select “HLB – Hotels Licensing Board”	

S/N	Step	Screenshot
7	Click on “Add to Selection”	 <p>The screenshot shows the 'Licence Application' page with a search bar containing 'Hotels Licensing Board'. Below the search bar, there is a 'Review & Apply (0)' button. Under 'Search Results', it shows '1 Results for "Hotels Licensing Board"'. Under 'Licences (1)', there is a result for 'Certificate of Registration and Hotel-keeper's Licence' with a description: 'For premises with 4 or more rooms to carry out the business of providing accommodation as a hotel.' The 'Add to Selection' button is highlighted with a red box.</p>
8	The selected licence will be listed, click on “Review & Apply”, followed by “Proceed”.	 <p>The screenshot shows the 'Licence Application' page with the 'Selected Licences' section. It lists 'HLB Certificate of Registration and Hotel-keeper's Licence'. Below this list, there is a 'Proceed' button highlighted with a red box. At the bottom, there is a 'Review & Apply (1)' button.</p>
9	<p>Click on “Apply”</p> <p>(STB provides the Applicant with a platform to report any wrong-doings, unlawful conduct or malpractices of STB staff that are against the public interest. The details of STB’s whistleblowing framework is set out below.</p> <p> STB Whistleblowing Framework.pdf)</p>	 <p>The screenshot shows the 'Apply for New Licence' page. It features a progress bar with six steps: 1. SELECT Licence(s), 2. ADD General Information, 3. PROVIDE Application Details, 4. UPLOAD Supporting Document(s), 5. REVIEW & SUBMIT Application (Payment if applicable), and 6. ACKNOWLEDGEMENT. Below the progress bar, it says 'Apply for New Licence' and 'You may need the following licence(s) for your business'. There are two sections: 'To be applied at LicenceOne' and 'To be applied at External Agency'. The 'APPLY' button is highlighted with a red box.</p>

S/N	Step	Screenshot
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>	
11	<p>Enter the “Organisation Address”, “Organisation Contact Details” and “Mailing Address”</p> <p>Click “Next”</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
12	Click “Start” to complete the Hotel, Hotel-keeper and Hotel General information	
13	Enter Hotel Related Information	

S/N	Step	Screenshot
14	Enter Hotel-keeper's Information ³	 <p>Hotel-Keeper's Information</p> <p>Hotel-Keeper's General Information 23 Specify the required details.</p> <p>Salutation * Mr <input type="text"/> NRIC / FIN * S1441957H</p> <p>Name * First Last <input type="text"/> Employment Pass Expiry Date (if FIN is entered) <input type="text"/></p> <p>Designation in Hotel * Chief Executive <input type="text"/> Date of Birth * 30/11/1980</p> <p>Nationality * Singapore <input type="text"/></p> <p>Hotel-keeper's Residential Address</p> <p>Postal Code * 117611 <input type="text"/> Retrieve Address <input type="button"/> Level No. <input type="text"/></p> <p>Block / House Number * 31 <input type="text"/> Unit Number <input type="text"/></p> <p>Street Name * SCIENCE PARK ROAD <input type="text"/> Building Name CRIMSON, THE <input type="text"/></p> <p>Hotel-keeper's Contact Details</p> <p>Mobile No. * 80479356 <input type="text"/> Email Address * public_user01@public.com <input type="text"/></p> <p>Office Tel. No. <input type="text"/></p>
15	Enter Hotel General Information	 <p>Hotel General Information</p> <p>Guest Ratio</p> <p>Type of Guests Percentage</p> <p>Foreign * 90 <input type="text"/> 24 Specify Guest Ratio</p> <p>Local * 10 <input type="text"/></p> <p>* 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</p> <p>Explanatory Note:</p> <p>Locals include Singapore citizens, permanent residents and non-permanent residents. Singapore permanent residents refer to noncitizens who have been granted permanent residence in Singapore.</p> <p>Non permanent resident refer to employment pass holders, work permit holders, student pass holders, dependent pass holders and long-term social visit pass holders</p> <p>Security Measures</p> <p>Please declare what are the security measures in place to curb vice activities in the hotel and to ensure the safety of your guests</p> <p>a.) Security measures adopted to curb potential vice activities * CCTV <input type="text"/></p> <p>25 Specify Security Measures.</p> <p>b.) Security measures adopted to ensure safety of hotel guest * Guards <input type="text"/></p>

³ If Hotel-keeper information had already been submitted in step #10, the relevant fields of information will be auto-populated here.

S/N	Step	Screenshot
16	<p>Select 'Yes' if the hotel is applying to charge transit rates.</p> <p>Follow steps 26 to 29 if the hotel is applying to charge transit rate. Click on 'Add Rates' after filling in information on Room Rate and Duration.</p> <p><i>Note: Steps 26 to 29 will only be applicable if hotel is applying to charge transit rates.</i></p>	<p>The screenshot shows the 'Transit Rates' form. It includes a section for 'b.) Details of Transit Rate' with checkboxes for various guest segments. A callout box labeled '26' says: 'If your hotel offers rooms on transit rates, then, a) click Yes, b) specify the details.' Below this is a table for 'Room rates and duration' with columns for 'Room Rate (\$)' and 'Duration (hrs)'. A callout box labeled '27' points to the table and says: 'Specify transit room rates and duration.' Another callout box labeled '28' points to the 'Add Rates' button and says: 'Click Add Rates.' A final callout box labeled '29' points to a text area and says: 'Specify your reason for offering rooms on transit rates.'</p>
17	Click "Proceed"	<p>The screenshot shows the 'Company Details' form. It contains fields for company information such as 'Name of Company / Business / LLP', 'Business Registration No. (UEN)', 'Registration Date', 'Company Type', and 'Status of Establishment'. At the bottom, there is a 'Proceed' button highlighted with a red box and a callout box labeled '30' that says: 'Click Proceed.'</p>

S/N	Step	Screenshot
18	<p>Upload the supporting documents and Click “Next”</p> <p>Note:</p> <ul style="list-style-type: none"> URA Grant of Written Permission is a mandatory document for submission of licence application. Upload the e-notice⁴ according to the Notice template in PDF format. Do ensure that you have accurately entered the Name of Hotel-keeper, Name of Hotel and Address of Hotel. Further, please make sure that the Name of Hotel is the same as the Name of Hotel as per your application and on your hotel signage. The e-notice will typically be published on the HLB Website within 3 working days from when the e-notice is successfully uploaded. 	

⁴ Any notice of objection lodged with HLB within two weeks from the e-notice published date will be taken into account in the assessment of the application for a Certificate of Registration.

S/N	Step	Screenshot
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>	
20	<p>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.</p>	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”⁵ feature. Upon receiving all the required documents and publish of the e-notice⁶, the Secretariat will arrange with the applicant for a pre-opening inspection⁷ of the hotel. The processing of the application will take an average of two weeks upon the hotel passing the pre-opening inspection.

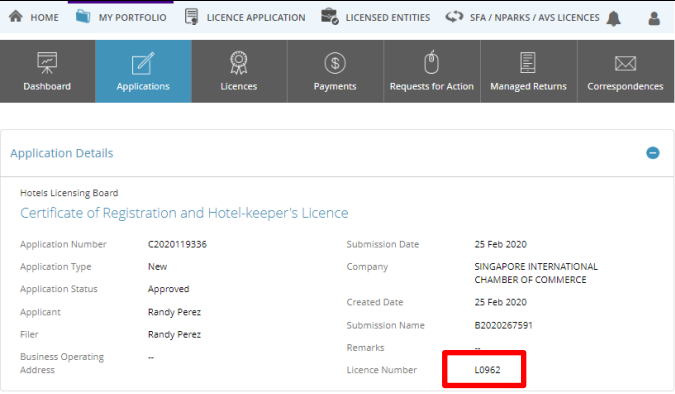
S/N	Step	Screenshot
21	<p>Once the application has been approved, you will receive an email notification on the approval, and the steps on where to locate your licence(s). A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing.</p> <p><i>Note: Licence fees related to new, amendment, and renewal applications that are payable for the rest of 2020 will be waived to help mitigate the impact of Coronavirus Disease 2019 (COVID-19).</i></p>	
22	<p>The licence number can be found under the Application tab.</p>	<p><i>Application tab</i></p>

⁵ Please refer to the step-by-step guide on “Request for Action”.

⁶ 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 e-notice published date.

⁷ 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

		 <p>The screenshot shows the 'Application Details' page for a 'Certificate of Registration and Hotel-keeper's Licence'. The application number is C2020119336, submitted on 25 Feb 2020. The applicant is Randy Perez, and the company is SINGAPORE INTERNATIONAL CHAMBER OF COMMERCE. The licence number L0962 is highlighted with a red box.</p>
23	For printing of licences, please refer to the Guide for Printing of Licences.	

STB provides the Applicant with a platform to report any wrong-doings, unlawful conduct or malpractices of STB staff that are against the public interest. The details of STB's whistleblowing framework is set out below.



STB Whistleblowing
Framework.pdf