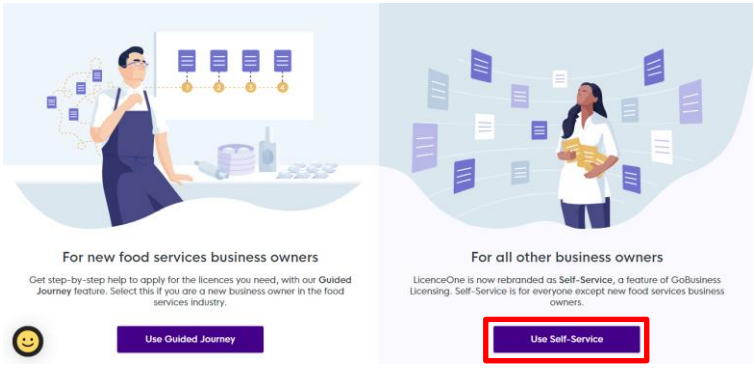
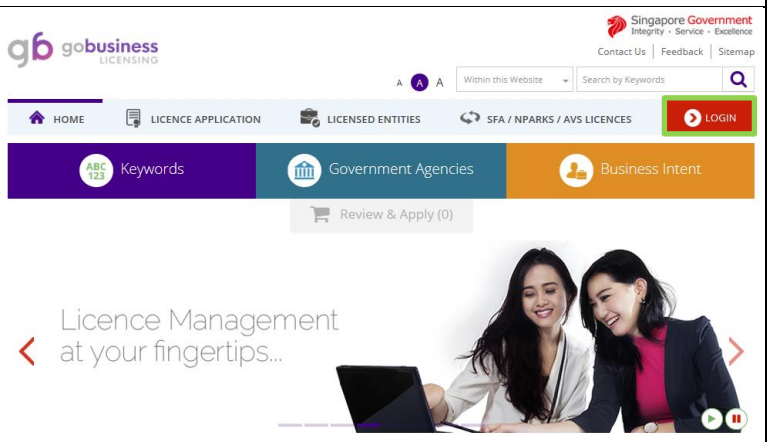
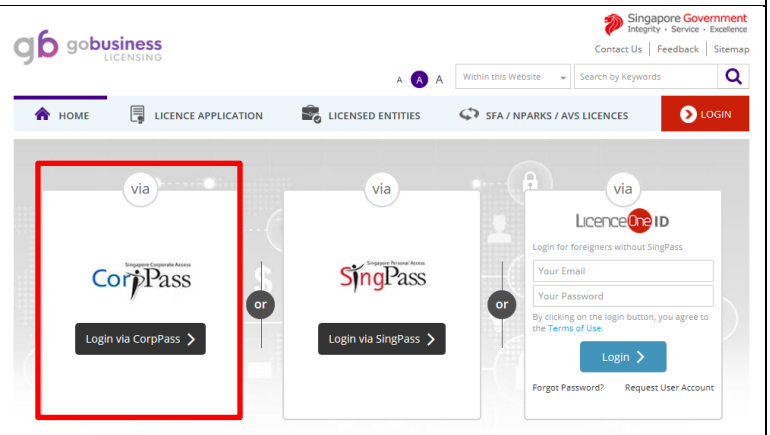
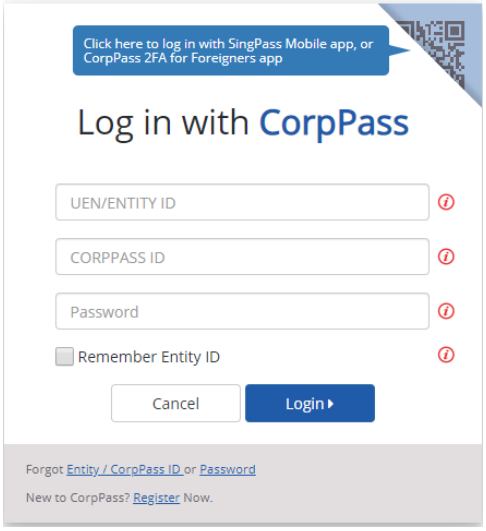
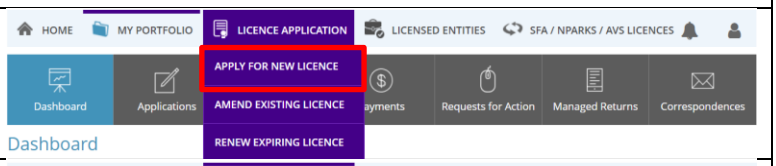
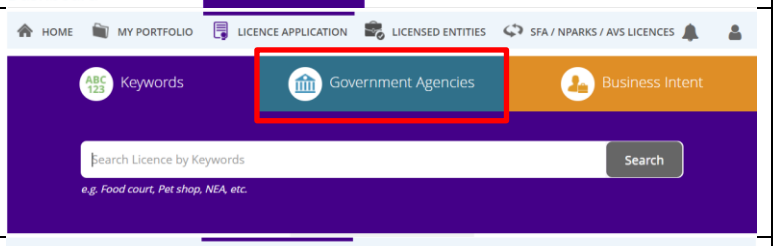
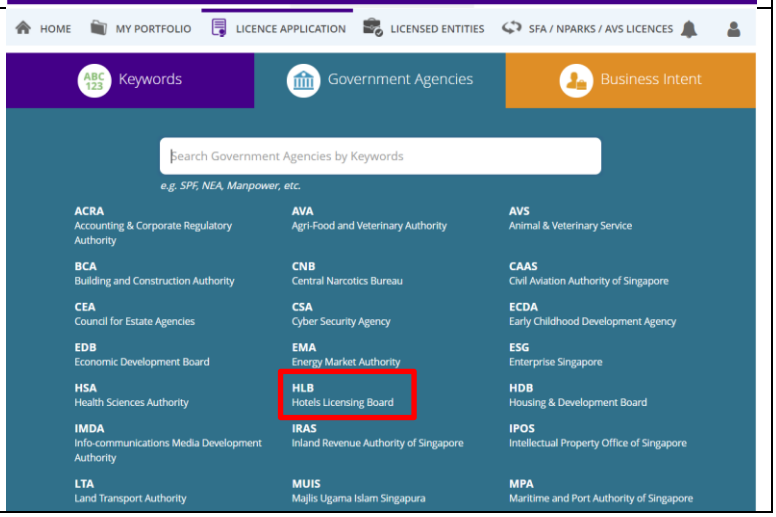
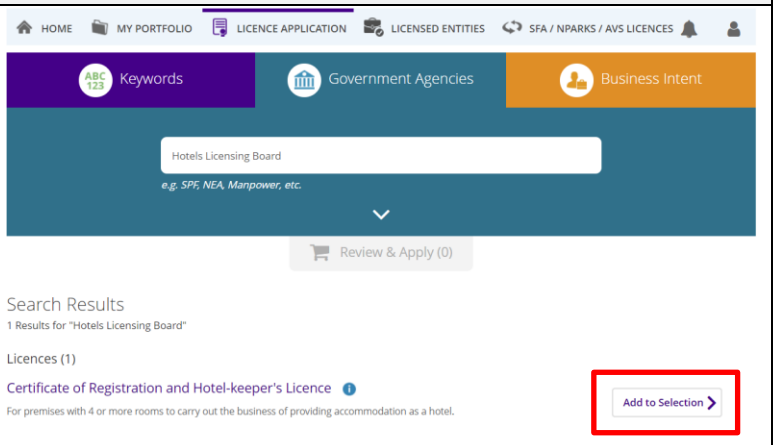
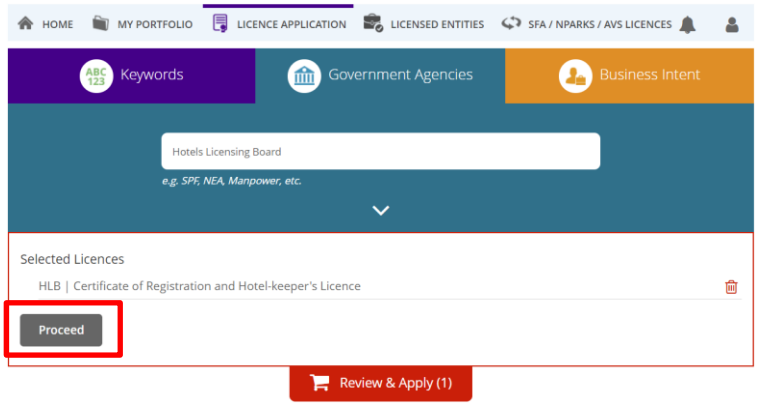
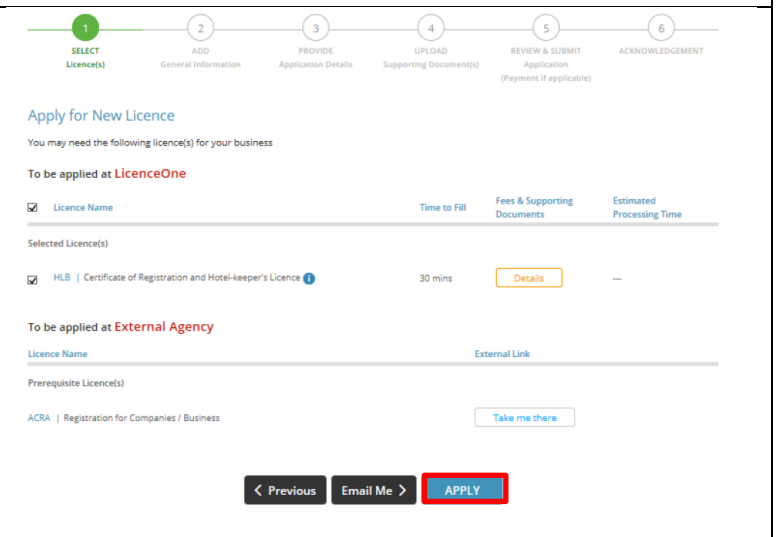
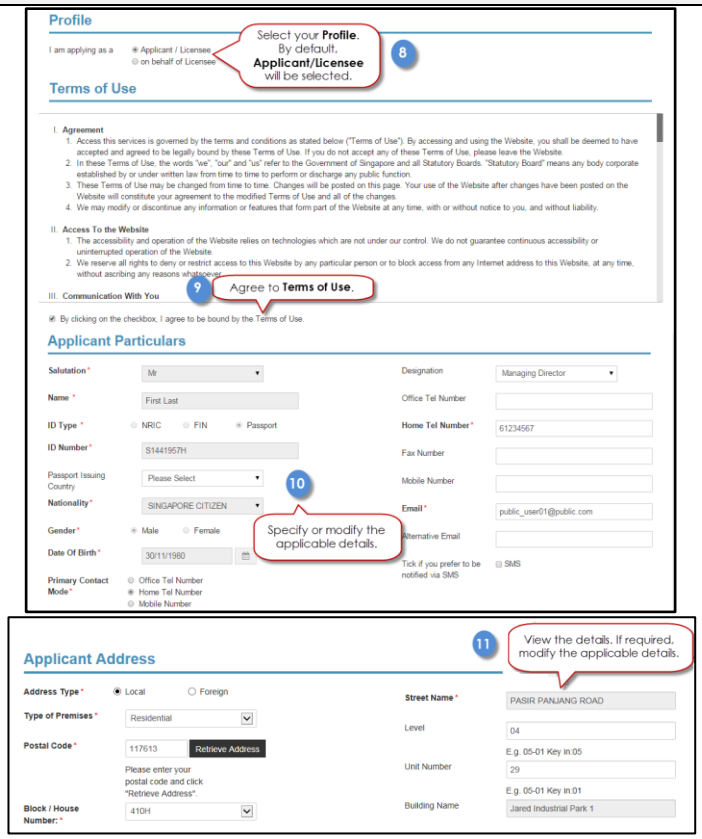
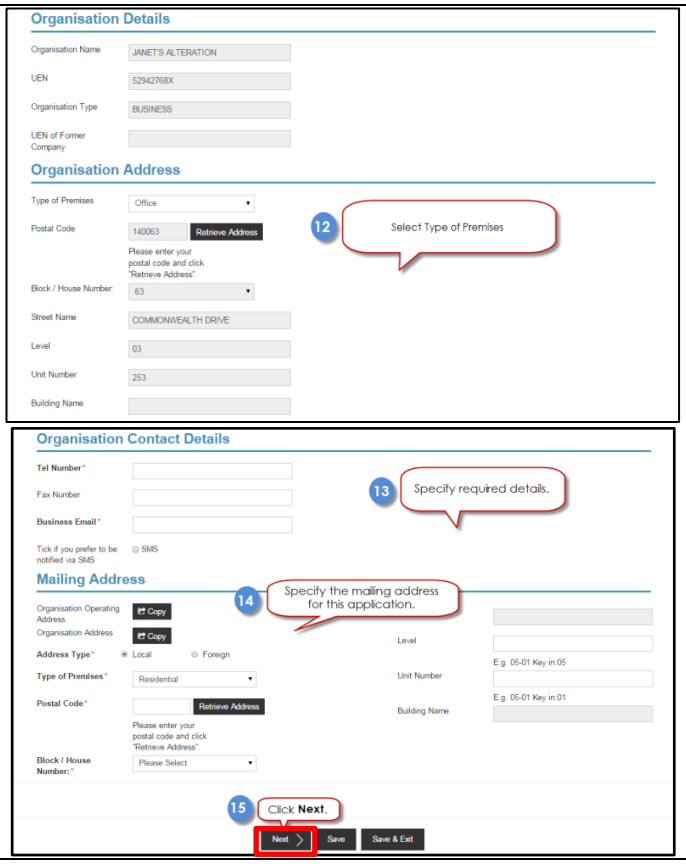
Step-by-Step Guide for <u>New Application</u> of
Certificate of Registration and Hotel-keeper's Licence

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]	

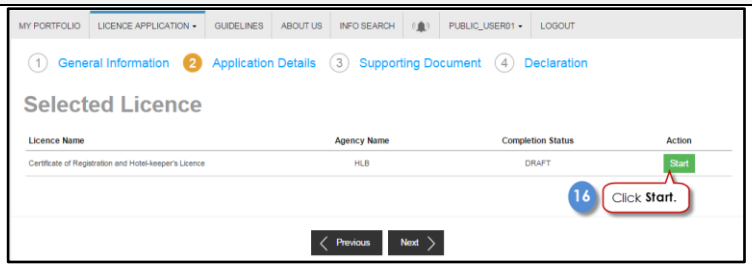
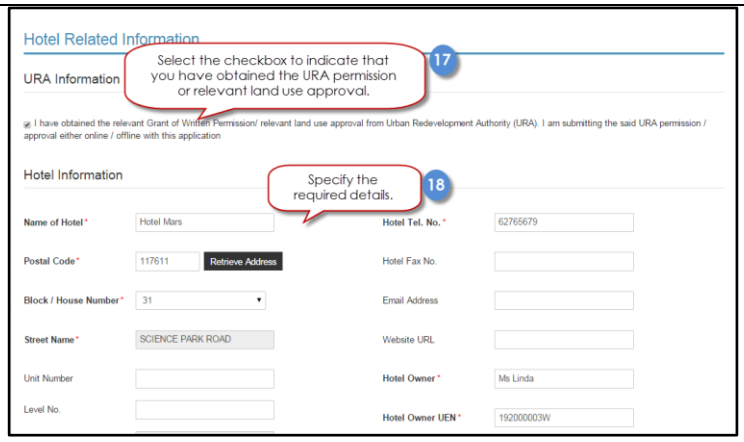
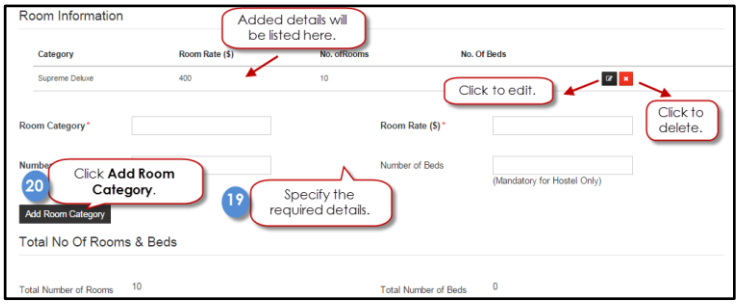
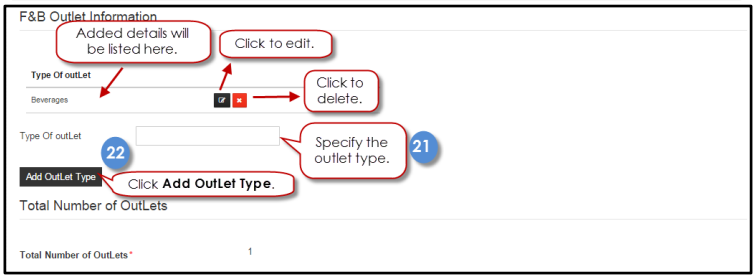
[1] Singapore Corporate Access (or CorpPass) is a corporate digital identity for businesses and other entities to transact with Government agencies online. With the introduction of CorpPass, business entities will use a single digital account to transact with the whole-of government. With effect 1 September 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.

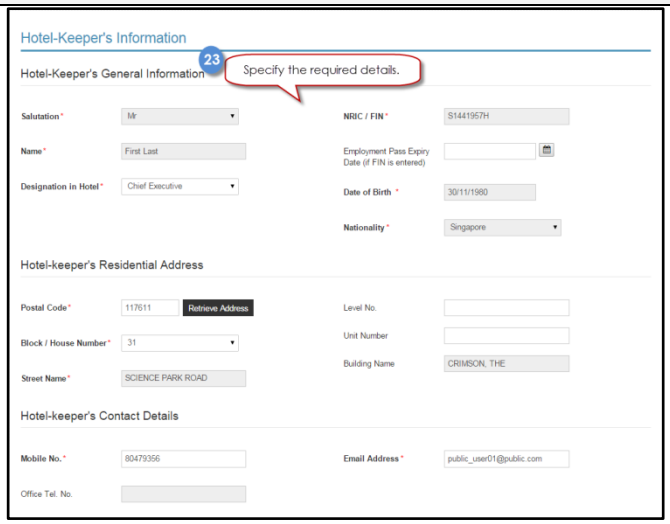
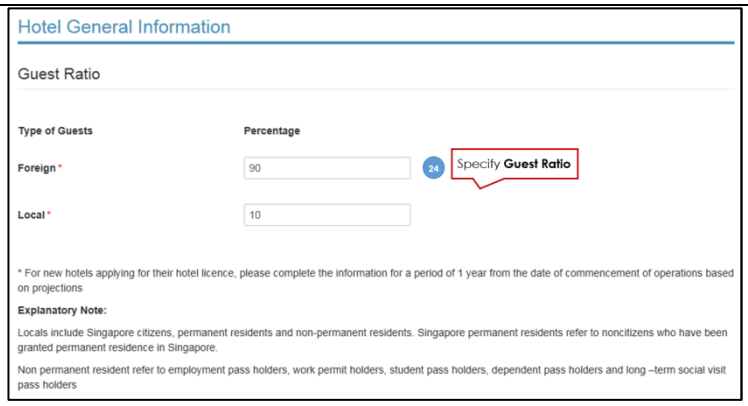
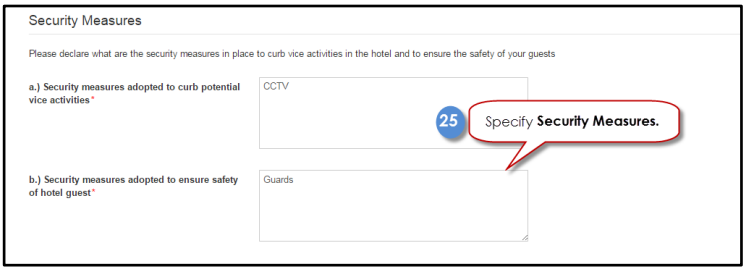
S/N	Step	Screenshot
3a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”.	
4	Click on “Licence Application” > “Apply for new licence”	
5	Click on “Choose licence (s) by Government Agency”	
6	Select “HLB – Hotels Licensing Board”	

S/N	Step	Screenshot
7	Click on “Add to Selection”	
8	The selected licence will be listed, click on “Review & Apply”, followed by “Proceed”.	
9	Click on “Apply”	

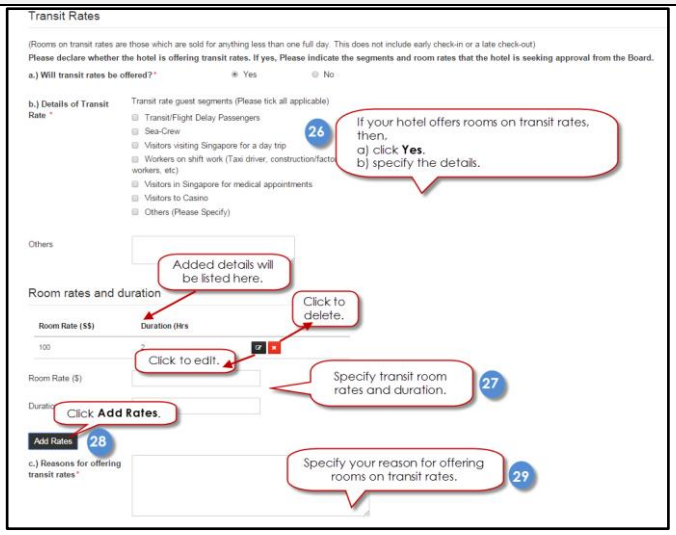
S/N	Step	Screenshot
10	Select • "Applicant/Licensee" if you are the proposed Hotel-keeper of the Hotel, or • "On behalf of Licensee" if you are applying on behalf of the proposed Hotel-keeper[2] View or enter the Applicant/Licensee's details	
11	Enter the "Organisation Address", "Organisation Contact Details" and "Mailing Address" Click "Next"	

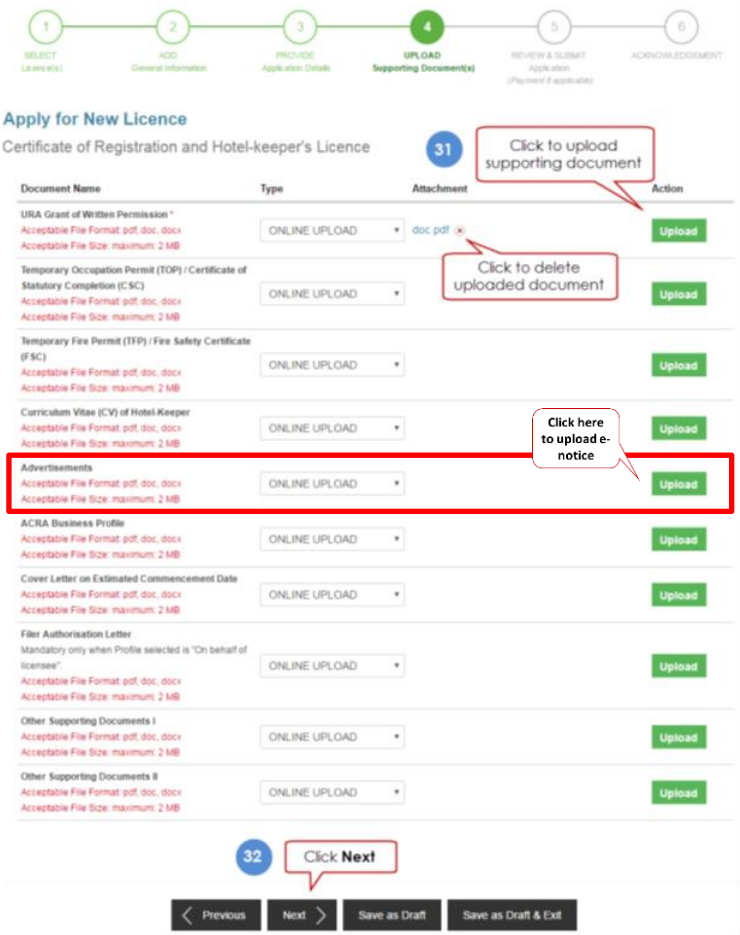
[2] If you are applying on behalf of the Applicant/Licensee (Hotel-keeper), the authorized filer is required to enter the Applicant/Licensee (Hotel-keepers)'s details.

S/N	Step	Screenshot
12	Click “Start” to complete the Hotel, Hotel-keeper and Hotel General information	
13	Enter Hotel Related Information	  

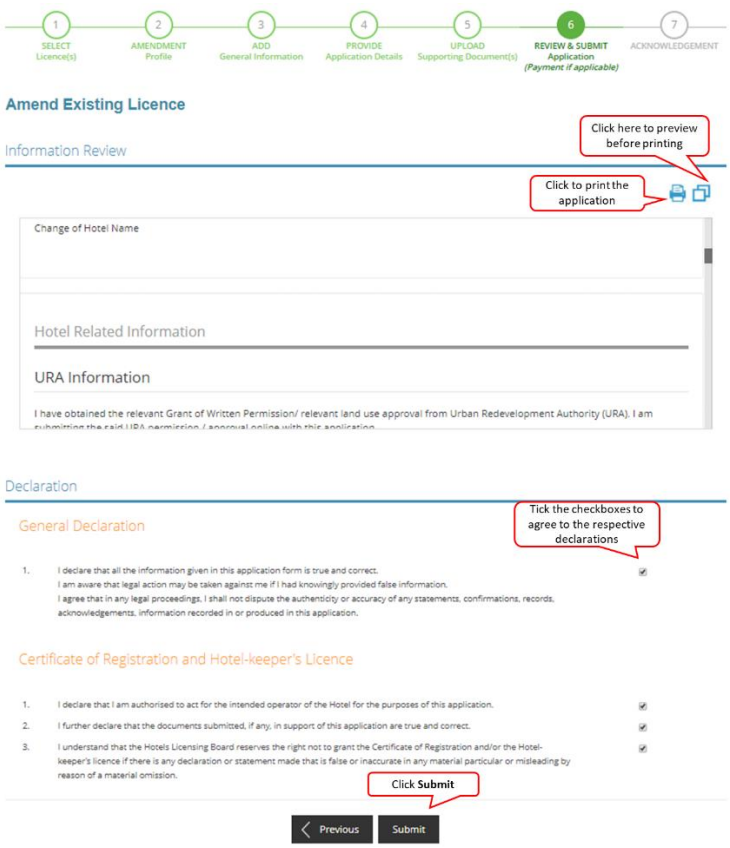
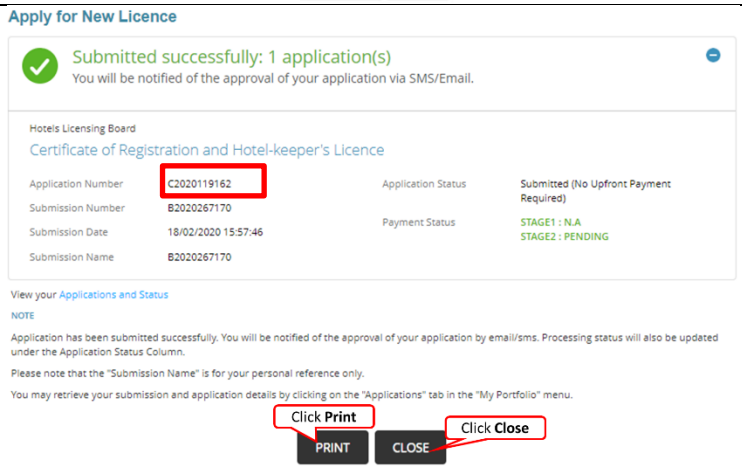
S/N	Step	Screenshot
14	Enter Hotel-keeper's Information[3]	
15	Enter Hotel General Information	 

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

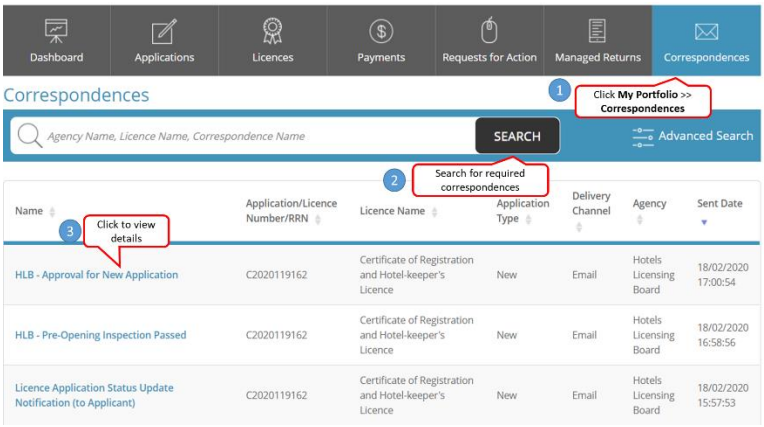
S/N	Step	Screenshot
16	Select 'Yes' if the hotel is applying to charge transit rates. Follow steps 26 to 29 if the hotel is applying to charge transit rate. Click on 'Add Rates' after filling in information on Room Rate and Duration. *Note: Steps 26 to 29 will only be applicable if hotel is applying to charge transit rates.*	
17	Click "Proceed"	

S/N	Step	Screenshot
18	Upload the supporting documents and Click "Next" Note: • URA Grant of Written Permission is a mandatory document for submission of licence application. • Upload the e-notice[4] 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.

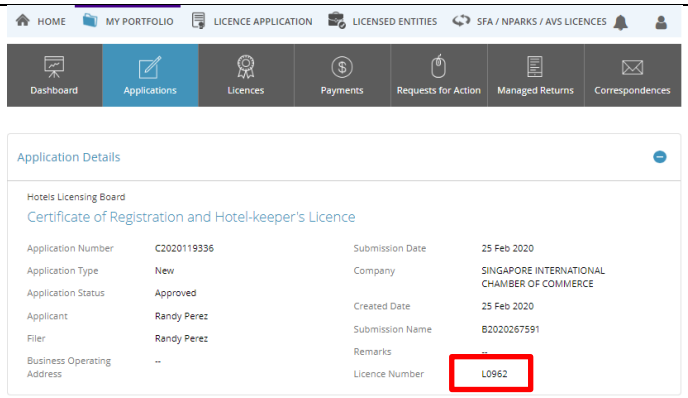
S/N	Step	Screenshot
19	You may preview and print the application form at this screen Tick the check box under "General Declaration" and "Certificate of Registration and Hotel-keeper's Licence" and Click on "Submit"	
20	Once you submit the application, the system will provide you with an acknowledgement 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"[5] feature. Upon receiving all the required documents and publish of the e-notice[6], the Secretariat will arrange with the applicant for a pre-opening inspection[7] 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	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. *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).*	
22	The licence number can be found under the Application tab.	*Application tab*

[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

		
23	For printing of licences, please refer to the Guide for Printing of Licences.	