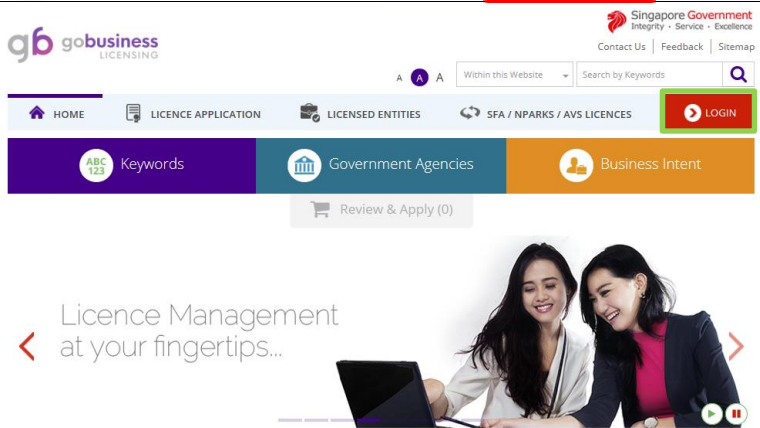
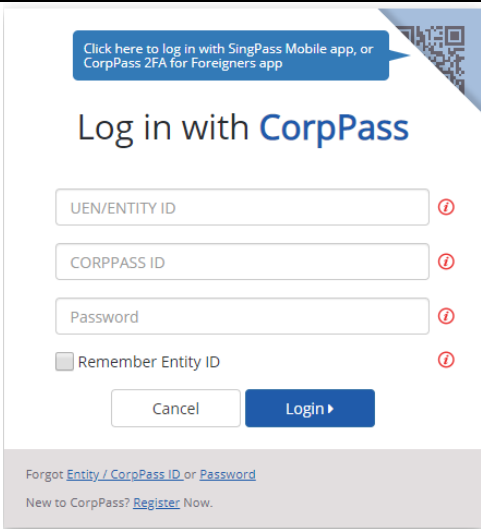
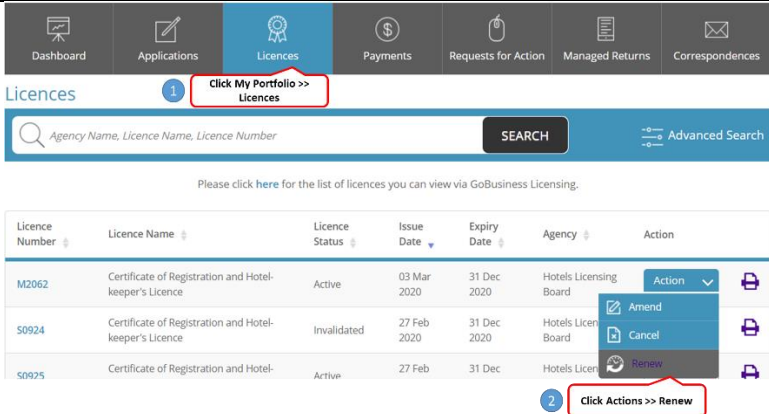


Step-by-Step Guide for Renewal of Certificate of Registration and Hotel-keeper's Licence

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 through GoBusiness Licensing.


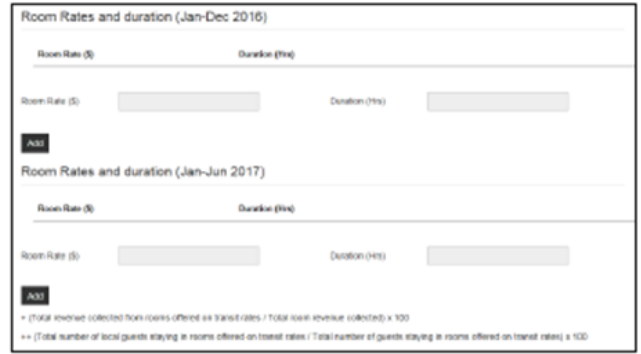
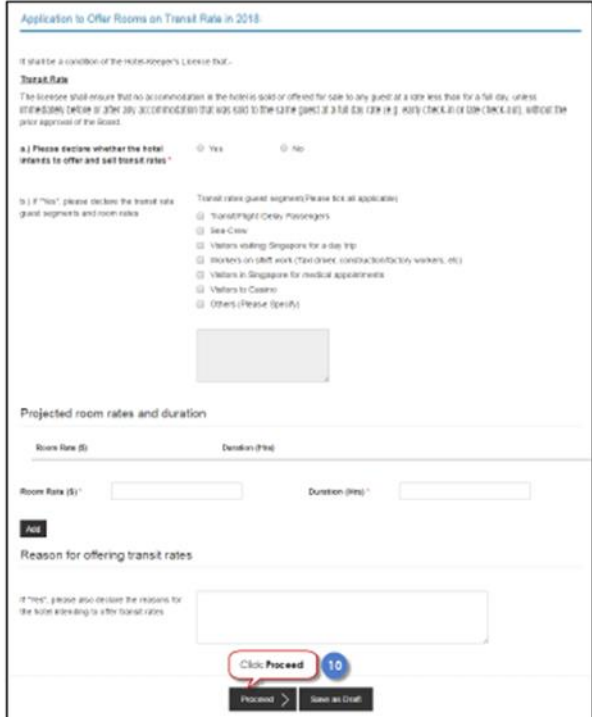
S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://www.gobusiness.gov.sg/licences , and click on under “For all other business owners”	
1a	Next, click on “Login”	
2	Log in to GoBusiness Licensing using CorpPass	

S/N	Step	Screenshot
2a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”.	
3	<p>Click on “My Portfolio > Licence”</p> <p>Enter the Licence Number and Click on “Search”</p> <p>Click on “Action > Renew”</p>	

S/N	Step	Screenshot
4	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	
5	<p>You may amend the existing licence information by selecting the relevant amendment profile¹</p> <p>If there is no update to the existing licence information, please select “No Update (For Renewal)”</p>	

¹ Please note that the any amendment made will only be reflected in the licence for the next year.

S/N	Step	Screenshot																	
6	<p>If an “Amendment Profile” is selected in the earlier screen, the relevant fields will be opened up for updating</p> <p>If you selected “No Update (For Renewal)”, you may skip this step</p>	<div><div><div><div><div>Hotel Related Information</div><div>URA Information</div><div><div>I have obtained the relevant consent of relevant person(s) to use approval from Urban Redevelopment Authority (URA) for submitting the said URA permission / approval online with this application.</div><div>Hotel Information</div><div><div><div><div><div>Name of Hotel*</div><div>XXXXX</div></div><div><div>Hotel Telephone Number*</div><div>9232323</div></div><div><div>Hotel Code*</div><div>112311</div><div>Hotel Fax Number</div><div></div></div><div><div>Block / House Number*</div><div>21</div><div>Email Address</div><div></div></div><div><div>Street Name*</div><div>SCIENCE PARK ROAD</div><div>Website URL</div><div></div></div><div><div>Unit Number</div><div></div><div>Hotel Owner*</div><div>Jia</div></div><div><div>Level</div><div></div><div>Hotel Owner's Name</div><div>SOMETHING</div></div><div><div>Building Name</div><div>DRAGON THE</div><div>Hotel Developer</div><div></div></div><div><div></div><div></div><div>Hotel Operator</div><div></div></div></div></div><div><div>Room Information</div><div><table><tr><th>Category</th><th>Room Rate (\$)</th><th>No. of Rooms</th><th>No. of Beds</th></tr><tr><td>One</td><td>250</td><td>100</td><td></td></tr></table><div><div>Room Category*</div><div></div><div>Room Rate (\$)*</div><div></div></div><div><div>Number of Rooms*</div><div></div><div>Number of Beds Per Room</div><div>(Mandatory for Hostel Only)</div></div><div><div>Add Room Category</div></div><div>Total Number of Rooms & Beds</div><div><div>Total Number of Rooms</div><div>100</div><div>Total Number of Beds</div><div>0</div></div></div></div></div></div><div><div><div>F&B Outlet Information</div><div>Type Of Outlet</div><div><div>1</div><div></div></div><div>Type Of Outlet</div><div></div><div><div>Add Outlet Type</div></div><div>Total Number of Outlets</div><div><div>Total Number of Outlets</div><div>1</div></div></div></div><div><div><div>Hotel-keeper's Information</div><div>Hotel-keeper General Information</div><div><div>Sex*</div><div>Male</div><div>NRIC / FIN*</div><div>9232323</div></div><div><div>Name*</div><div>Adrian Johnson</div><div>Employment Pass Expiry Date (if FN is expired)</div><div></div></div><div><div>Designation in hotel*</div><div>Chief Executive</div><div>Date of Birth*</div><div>01/01/1982</div></div><div><div></div><div></div><div>Nationality*</div><div>SINGAPORE CITIZEN</div></div></div><div><div>Hotel-keeper's Residential Address</div><div><div>Hotel Code*</div><div>207229</div><div>Level</div><div>01</div></div><div><div>Block / House Number</div><div></div><div>Unit Number</div><div>02</div></div><div><div>Street Name*</div><div>RITCHER LINK</div><div>Building Name</div><div>CITY SQUARE RESIDENCES</div></div></div><div><div>Hotel-keeper's Contact Details</div><div><div>Mobile Number*</div><div>97188888</div><div>Email Address*</div><div>user01@temasek.com</div></div><div><div>Office Telephone</div><div>97188888</div><div></div><div></div></div></div></div></div></div><div>7</div><div>Complete the Guest Ratio (Percentage) field</div><div><div><div>Renewal Declaration Details</div><div>Guest Ratio (Percentage)</div><div><div>Please indicate the guest ratio based on actual numbers.</div><div><div>10</div><div>Specify the required details</div></div></div><div><table><tr><th>Type of Guests</th><th>Guest ratio % (January to December 2014)</th><th>Guest ratio % (January to June 2015)</th></tr><tr><td>Foreign *</td><td><div></div></td><td><div></div></td></tr><tr><td>Local *</td><td><div></div></td><td><div></div></td></tr></table><div>Local guests include:</div><div><div>i) Singapore Citizens</div><div>ii) Singapore permanent residents ; and</div><div>iii) non-permanent resident holding employment pass ,work permit,student pass,dependent pass holders and long-term social visit pass.</div></div></div></div></div></div></div>	Category	Room Rate (\$)	No. of Rooms	No. of Beds	One	250	100		Type of Guests	Guest ratio % (January to December 2014)	Guest ratio % (January to June 2015)	Foreign *	<div></div>	<div></div>	Local *	<div></div>	<div></div>
Category	Room Rate (\$)	No. of Rooms	No. of Beds																
One	250	100																	
Type of Guests	Guest ratio % (January to December 2014)	Guest ratio % (January to June 2015)																	
Foreign *	<div></div>	<div></div>																	
Local *	<div></div>	<div></div>																	

S/N	Step	Screenshot
8	<p>If the hotel is currently offering rooms on transit rate, complete the section on “Transit rate Information”</p> <p>If the hotel is currently not offering transit rates, this section will be greyed out</p>	 
9	<p>Select if the hotel has the intention to offer rooms on transit rate for the next licence period</p> <p>If you select “Yes”, you are required to select the guest segment and specify the project room rates and duration</p> <p>Click on “Proceed” once the section has been completed</p>	

S/N	Step	Screenshot
10	<p>Upload the supporting documents (if any) and Click “Next”.</p> <p>If you are submitting a change of hotel name with your renewal application, you will need to upload the e-notice according to the Notice template in PDF format. Ensure that you have provided accurate information in the e-notice. The e-notice will typically be published on the HLB Website within 3 working days from when the e-notice is successfully uploaded.</p>	
11	<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> <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>	

S/N	Step	Screenshot
12	<p>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).</p> <p>You may choose to print or close the acknowledgement page.</p>	

The Secretariat may request for additional information or supporting documents (if any) via the “Request for Action”² feature. Upon receiving all the required documents and clarification (if any), the Secretariat will process the application.

S/N	Step	Screenshot
13	<p>Once the application has been approved, 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 GoBusiness Licensing.</p>	
14	<p>For printing of licences, please refer to the Guide for Printing of Licences.</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 [here](#).

² Please refer to the step-by-step guide on “Request for Action”