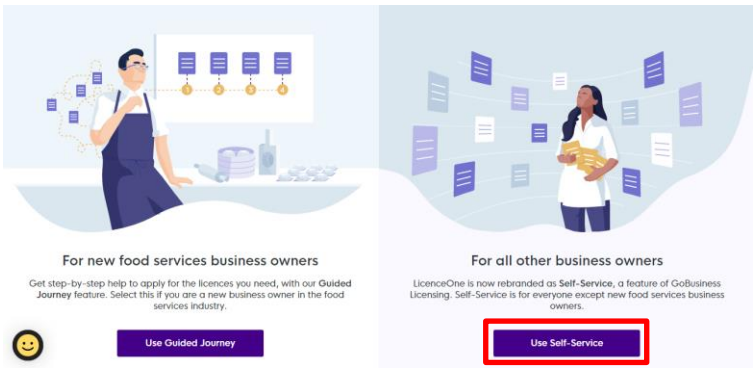
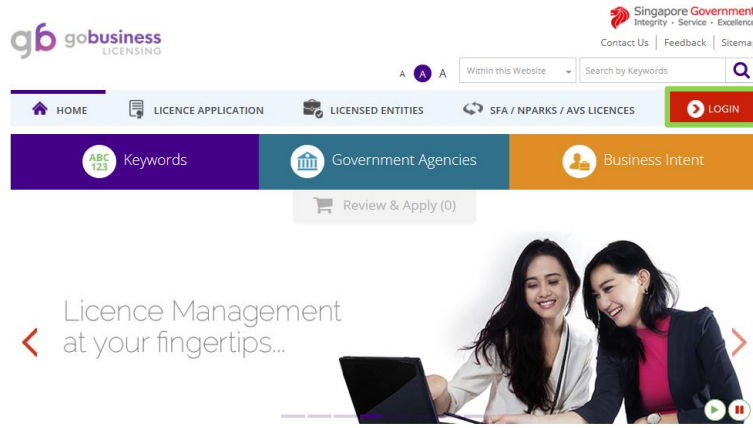
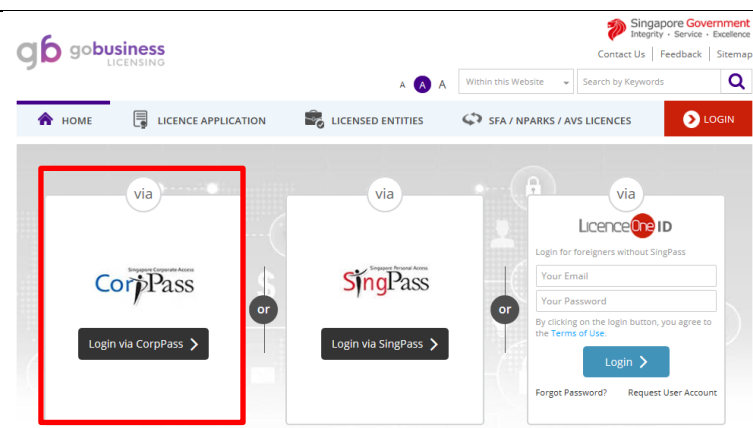
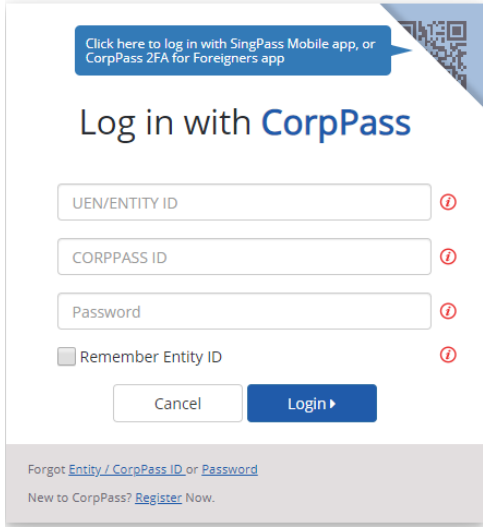
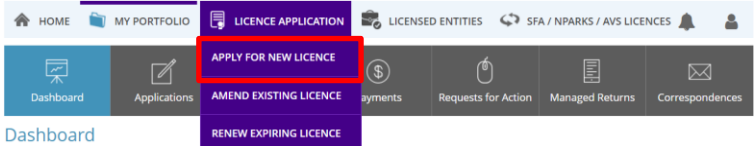
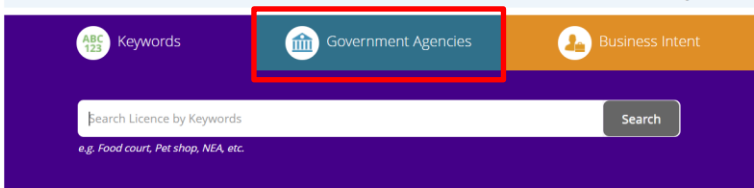
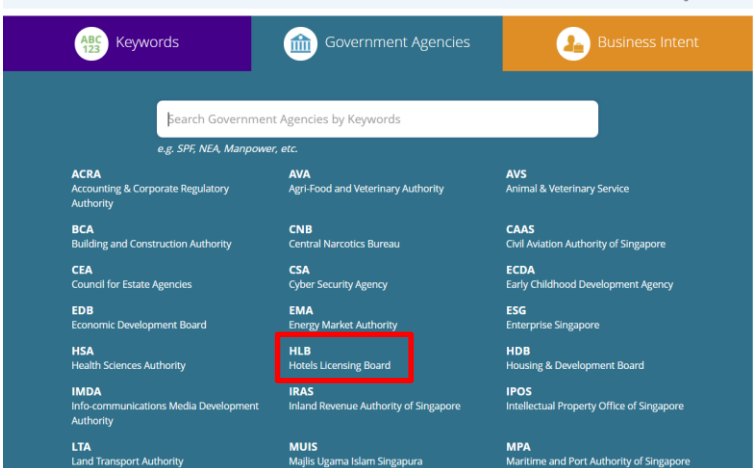
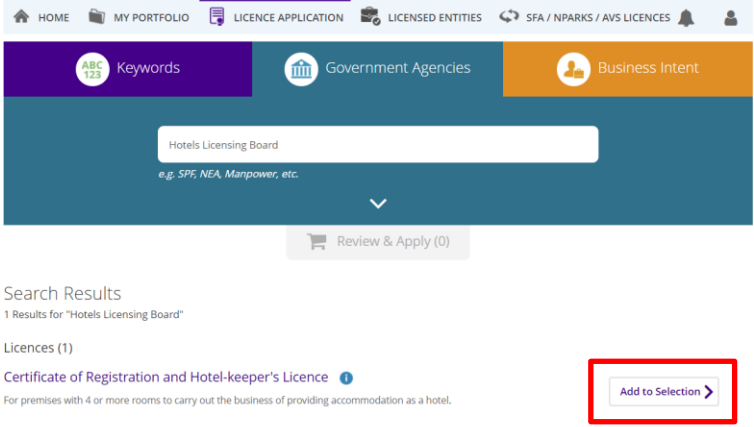
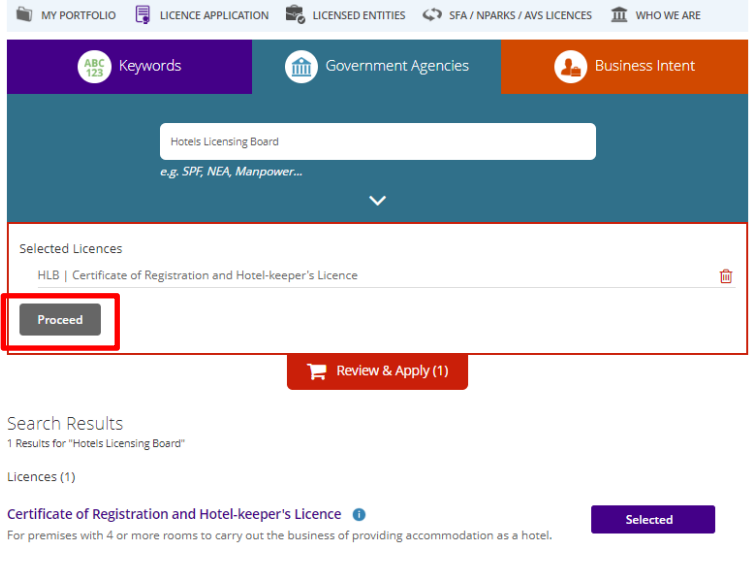
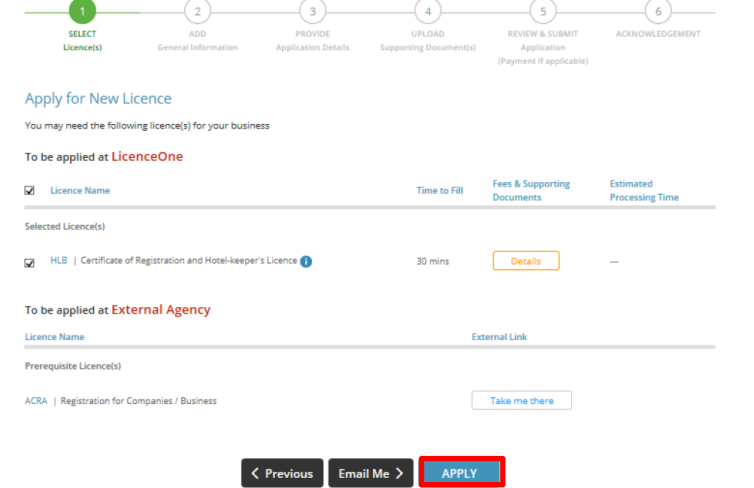


## Step-by-Step Guide for New Application of Certificate of Registration and Hotel-keeper's Licence

S/N	Step	Screenshot
1	Go to GoBusiness Licensing website <a href="https://gobusiness.gov.sg/licences">https://gobusiness.gov.sg/licences</a> 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 <sup>1</sup>	

<sup>1</sup> 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](http://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 &amp; 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. There is also a 'Review &amp; Apply (1)' button. The 'Search Results' section 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 'Selected' button is highlighted with a purple box.</p>
9	Click on “Apply”	 <p>The screenshot shows the 'Apply for New Licence' page. It features a progress bar with 6 steps: 1. SELECT Licence(s), 2. ADD General Information, 3. PROVIDE Application Details, 4. UPLOAD Supporting Document(s), 5. REVIEW &amp; SUBMIT Application (Payment if applicable), and 6. ACKNOWLEDGEMENT. Below the progress bar, there is a section for 'To be applied at LicenceOne' with a table of licences. The 'HLB   Certificate of Registration and Hotel-keeper's Licence' is selected. Below this, there is a section for 'To be applied at External Agency' with a table of external agencies. The 'APPLY' button is highlighted with a red box.</p>

S/N	Step	Screenshot
10	<p>Select</p> <ul style="list-style-type: none"> <li>“Applicant/Licensee” if you are the proposed Hotel-keeper of the Hotel, or</li> <li>“On behalf of Licensee” if you are applying on behalf of the proposed Hotel-keeper<sup>2</sup></li> </ul> <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>	

<sup>2</sup> 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 <sup>3</sup>	
15	Enter Hotel General Information	

<sup>3</sup> 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 'Transit rate guest segments' with checkboxes for various categories like 'Transit/Fight Delay Passengers', 'Sea-Crew', etc. A callout box (26) says: 'If your hotel offers rooms on transit rates, then, a) click <b>Yes</b>, 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 (27) points to the table and says: 'Specify transit room rates and duration.' Another callout box (28) points to the 'Add Rates' button and says: 'Click <b>Add Rates</b>.' A final callout box (29) points to the 'Reasons for offering transit rates' section 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 'Name of Company / Business / LLP', 'Business Registration No. (UEN)', 'Registration Date', 'Company Type', 'Status of Establishment', 'Status Date', 'Primary Activity Code', 'Primary Activity Description', 'Secondary Activity Code', and 'Secondary Activity Description'. At the bottom, there is a 'Proceed' button highlighted with a red box and a callout box (30) that says: 'Click <b>Proceed</b>.'</p>

S/N	Step	Screenshot
18	<p>Upload the supporting documents and Click “Next”</p> <p>Note:</p> <ul style="list-style-type: none"> <li>URA Grant of Written Permission is a mandatory document for submission of licence application.</li> <li>Upload the e-notice<sup>4</sup> 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.</li> </ul>	

<sup>4</sup> 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>	<p>Apply for New Licence</p> <p>Information Review</p> <p>Click to print the application</p> <p>Click to preview before printing</p> <p>Hotel Related Information</p> <p>URA Information</p> <p>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 online with this application</p> <p>Hotel Information</p> <p>Declaration</p> <p>General Declaration</p> <p>1. I declare that all the information given in this application form is true and correct. I am aware that legal action may be taken against me if I had knowingly provided false information. I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, communications, acknowledgements, information recorded in or produced in this application. <input checked="" type="checkbox"/></p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <p>1. I declare that I am authorised to act for the intended operator of the Hotel for the purposes of this application. <input checked="" type="checkbox"/></p> <p>2. I further declare that the documents submitted, if any, in support of this application are true and correct. <input checked="" type="checkbox"/></p> <p>3. I understand the Hotel-keeper's licence condition on "Transit Rates" set out above. Further, I undertake to fully and completely communicate the said licence condition on "Transit Rates" to the Hotel-keeper in the event the Hotels Licensing Board grants him a Hotel-keeper licence. <input checked="" type="checkbox"/></p> <p>4. I understand that the Hotels Licensing Board reserves the right not to grant the Certificate of Registration and/or the Hotel-keeper's licence if there is any declaration or statement made that is false or inaccurate in any material particular or misleading by reason of a material omission. <input checked="" type="checkbox"/></p> <p>Click Submit</p> <p>&lt; Previous 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>	<p>Apply for New Licence</p> <p>Submitted successfully: 1 application(s)</p> <p>You will be notified of the approval of your application via SMS/Email.</p> <p>Hotels Licensing Board</p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <table><tr><td>Application Number</td><td>C2020119162</td><td>Application Status</td><td>Submitted (No Upfront Payment Required)</td></tr><tr><td>Submission Number</td><td>B2020267170</td><td>Payment Status</td><td>STAGE1 : N/A STAGE2 : PENDING</td></tr><tr><td>Submission Date</td><td>18/02/2020 15:57:46</td><td></td><td></td></tr><tr><td>Submission Name</td><td>B2020267170</td><td></td><td></td></tr></table> <p>View your Applications and Status</p> <p>NOTE</p> <p>Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.</p> <p>Please note that the "Submission Name" is for your personal reference only.</p> <p>You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.</p> <p>Click Print</p> <p>PRINT CLOSE</p> <p>Click Close</p>	Application Number	C2020119162	Application Status	Submitted (No Upfront Payment Required)	Submission Number	B2020267170	Payment Status	STAGE1 : N/A STAGE2 : PENDING	Submission Date	18/02/2020 15:57:46			Submission Name	B2020267170		
Application Number	C2020119162	Application Status	Submitted (No Upfront Payment Required)															
Submission Number	B2020267170	Payment Status	STAGE1 : N/A STAGE2 : PENDING															
Submission Date	18/02/2020 15:57:46																	
Submission Name	B2020267170																	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”<sup>5</sup> feature. Upon receiving all the required documents and publish of the e-notice<sup>6</sup>, the Secretariat will arrange with the applicant for a pre-opening inspection<sup>7</sup> 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 to inform you to make payment for the licence fees. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing.	<p>The screenshot shows the 'Correspondences' page in the GoBusiness Licensing system. The top navigation bar includes 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Correspondences' tab is active. Below the navigation bar, there is a search bar with the placeholder text 'Agency Name, Licence Name, Correspondence Name' and a 'SEARCH' button. To the right of the search bar is an 'Advanced Search' link. Below the search bar is a table with the following columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. The table contains three rows of data: 'Outstanding Payment Advice', 'HLB - Approval for New Application', and 'HLB - Pre-Opening Inspection Passed'. A red box highlights the 'Click My Portfolio &gt;&gt; Correspondences' link in the top navigation bar. Another red box highlights the 'Search for required correspondences' button. A third red box highlights the 'Click to view details' link for the first item in the table.</p>
22	To make payment, click on the “Payment” tab and click to view the payment details or make payment	<p>The screenshot shows the 'Payments' page in the GoBusiness Licensing system. The top navigation bar includes 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Payments' tab is active. Below the navigation bar, there is a search bar with the placeholder text 'Agency Name, Licence Name, Payment Advice Number, Application Number' and a 'SEARCH' button. To the right of the search bar is an 'Advanced Search' link. Below the search bar is a table with the following columns: Payment Advice Number, Application Type, Application Number, Agency, Licence Name, Amount (SGD), Payment Due Date, Payment Date, and Payment Status. The table contains one row of data: 'PA2110281913'. A red box highlights the 'Click My Portfolio &gt;&gt; Payments' link in the top navigation bar. Another red box highlights the 'Search for required payment record' button. A third red box highlights the 'Click to view payment details or make payment' link for the first item in the table.</p>

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

<sup>6</sup> 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.

<sup>7</sup> 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 Click the “Payment Advice” to view it in pdf format

DashboardApplicationsLicencesPaymentsRequests for ActionManaged ReturnsCorrespondences

Payment Details

Hotels Licensing Board  
Certificate of Registration and Hotel-keeper's Licence

Payment Advice NumberPA2110281913

Application NumberC2120125204

Applicant/Licensee NameS4969447DTest

Application TypeNew

Payment StatusUnpaid

Payment Due Date05 Feb 2021

Payment Date--

Payable Amount(SGD)\$400.00

Paid Amount(SGD)\$0.00

Payment Method--

4

Click to view payment advice in PDF format

5

Click on the header to view the respective details

PAYMENT ADVICE (PDF, 18.8 KB)

Item Details

SNo.	Description	Amount(SGD)	Quantity	Total(SGD)
2	Hotel Keeper's Licence	\$100.00	1	\$100.00
1	Certificate of Registration	\$300.00	1	\$300.00

Payment History

24 Click “Make Payment”, followed by “Proceed with Payment”

Payment can be made via PayPal Account, Debit, Credit Card<sup>8</sup>

DashboardApplicationsLicencesPaymentsRequests for ActionManaged ReturnsCorrespondences

Payment Details

Hotels Licensing Board  
Certificate of Registration and Hotel-keeper's Licence

Payment Advice NumberPA2110281913

Application NumberC2120125204

Applicant/Licensee NameS4969447DTest

Application TypeNew

Payment StatusUnpaid

Payment Due Date05 Feb 2021

Payment Date--

Payable Amount(SGD)\$400.00

Paid Amount(SGD)\$0.00

Payment Method--

Click Make Payment

BACK

MAKE PAYMENT

PAYMENT ADVICE (PDF, 18.8 KB)

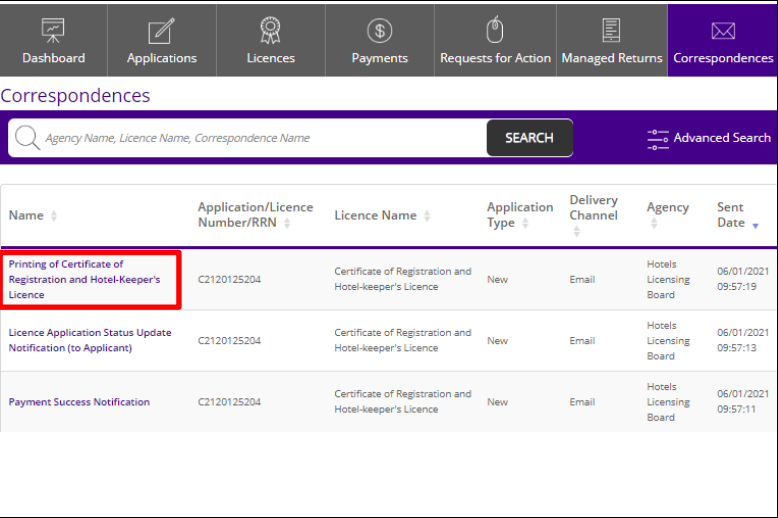
Item Details

SNo.	Description	Amount(SGD)	Quantity	Total(SGD)
2	Hotel Keeper's Licence	\$100.00	1	\$100.00
1	Certificate of Registration	\$300.00	1	\$300.00

Payment History

<sup>8</sup> 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>.

25	<p>Once the payment is successful, a receipt will be generated</p> <p>To view a copy of the receipt, click on “View Receipt”. Otherwise, click “Close”</p>	
26	The licence number can be found under the Application tab.	<p><b>Application tab</b></p>

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	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 [here](#).