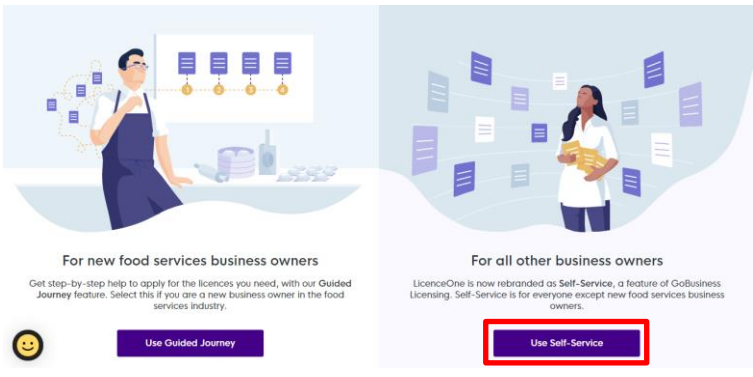
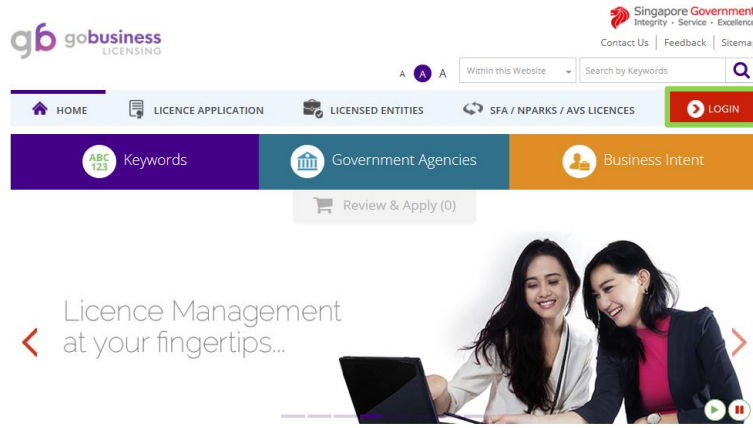
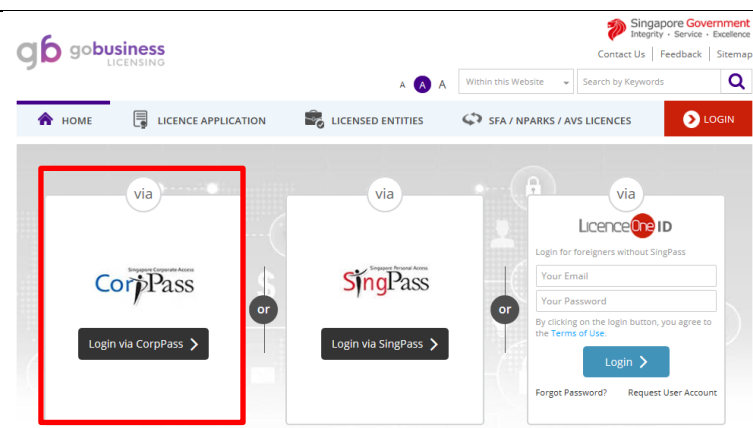
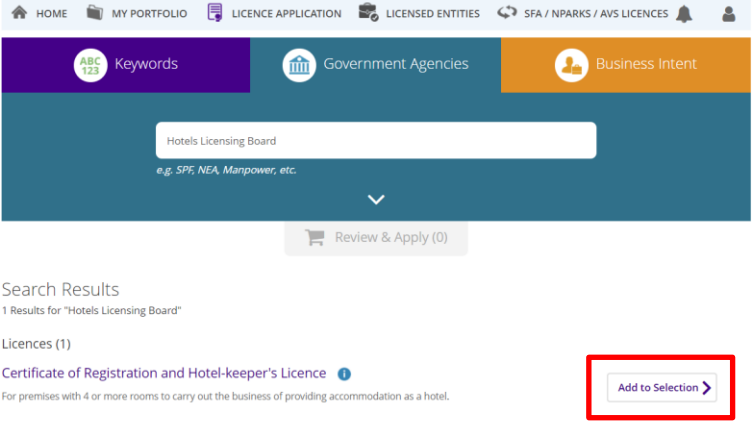
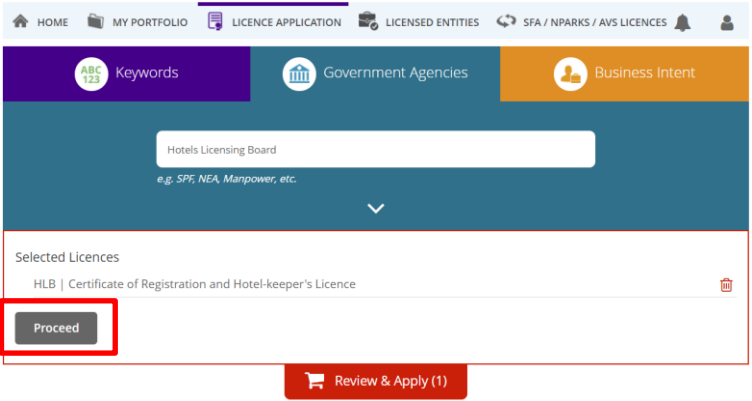
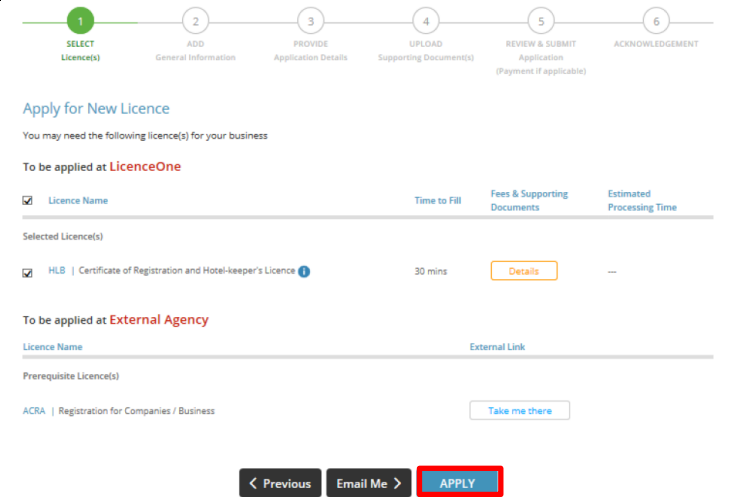


Step-by-Step Guide for New Application of Certificate of Registration and Hotel-keeper's Licence

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. At the top, there's a navigation bar with 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', 'LICENSED ENTITIES', and 'SFA / NPARKS / AVS LICENCES'. Below this, there are three tabs: 'Keywords', 'Government Agencies', and 'Business Intent'. A search bar contains 'Hotels Licensing Board' with suggestions like 'e.g. SPF, NEA, Manpower, etc.'. A 'Review & Apply (0)' button is visible. Under 'Search Results', it says '1 Results for "Hotels Licensing Board"'. Under 'Licences (1)', there is a result: '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. The 'Selected Licences' section is highlighted with a red box. It lists 'HLB Certificate of Registration and Hotel-keeper's Licence'. Below this, there is a 'Proceed' button highlighted with a red box. At the bottom, there is a 'Review & Apply (1)' button.</p>
9	Click on “Apply”	 <p>The screenshot shows the 'Apply for New Licence' page. At the top, there's 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'. Under 'To be applied at LicenceOne', there is a table with columns: Licence Name, Time to Fill, Fees & Supporting Documents, and Estimated Processing Time. The table has one row: 'HLB Certificate of Registration and Hotel-keeper's Licence' with a 'Details' button. Under 'To be applied at External Agency', there is a table with columns: Licence Name and External Link. The table has one row: 'ACRA Registration for Companies / Business' with a 'Take me there' button. At the bottom, there are three buttons: '< Previous', 'Email Me >', and 'APPLY'. 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	
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	<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. Annotations include: <ul style="list-style-type: none"> Step 26: A callout box stating 'If your hotel offers rooms on transit rates, then, a) click Yes. b) specify the details.' Step 27: A callout box stating 'Specify transit room rates and duration.' Step 28: A callout box pointing to the 'Add Rates' button, stating 'Click Add Rates'. Step 29: A callout box stating 'Specify your reason for offering rooms on transit rates.' Other annotations: 'Added details will be listed here.' points to the 'Others' field; 'Click to delete.' points to a minus icon; 'Click to edit.' points to a plus icon. </p>
17	Click "Proceed"	<p>The screenshot shows the 'Company Details' form. An annotation for Step 30 states 'Click Proceed.' and points to the 'Proceed' button at the bottom of the form.</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	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>The screenshot shows the 'Correspondences' page in the GoBusiness Licensing system. At the top, there is a navigation bar with icons for Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. Below this, the 'Correspondences' section has a search bar and a 'SEARCH' button. A table lists correspondence items with columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. Three red boxes with numbers 1, 2, and 3 highlight specific elements: 1 points to 'Click My Portfolio >> Correspondences', 2 points to 'Search for required correspondences', and 3 points to 'Click to view details' for the first item.</p>
22	The licence number can be found under the Application tab.	<p>The screenshot shows the 'Application tab' in the GoBusiness Licensing system. It displays the 'Application Details' for a 'Certificate of Registration and Hotel-keeper's Licence'. The details include Application Number (C2020119336), Submission Date (25 Feb 2020), Application Type (New), Application Status (Approved), Applicant (Randy Perez), Filer (Randy Perez), Business Operating Address (..), and Licence Number (L0962). A red box highlights the 'Licence Number' field.</p>
23	For printing of licences, please refer to the Guide for Printing of Licences.	

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

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](#).