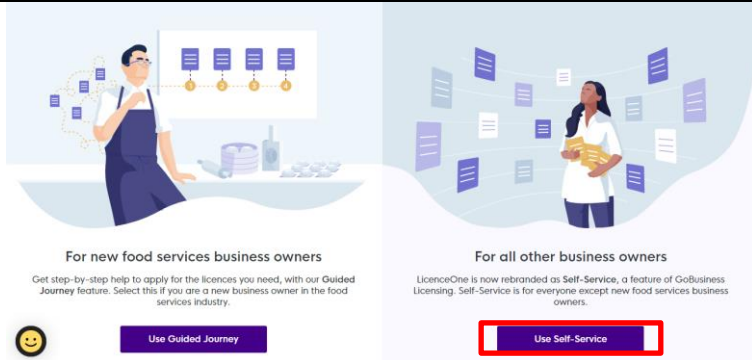


## **Step-by-Step Guide for Amendment of Certificate of Registration and Hotel-keeper's Licence**

The authorised CorpPass user<sup>1</sup> may submit an amendment application to amend the Certificate of Registration and Hotel-keeper's Licence. The five different types of amendment profiles are:-

<b>Amendment Profile<sup>2</sup></b>	<b>Purpose</b>
Change of Hotel Name	Change the name of the hotel
Change of Hotel-keeper	Appoint a new Hotel-keeper for the hotel
Update of Hotel Ownership	Update the Hotel's owner details
Update of Existing Hotel and /or Hotel-keeper's Information	Update the existing hotel and/or hotel-keeper's information
Update of Room Information	Update the Hotel rooms' information

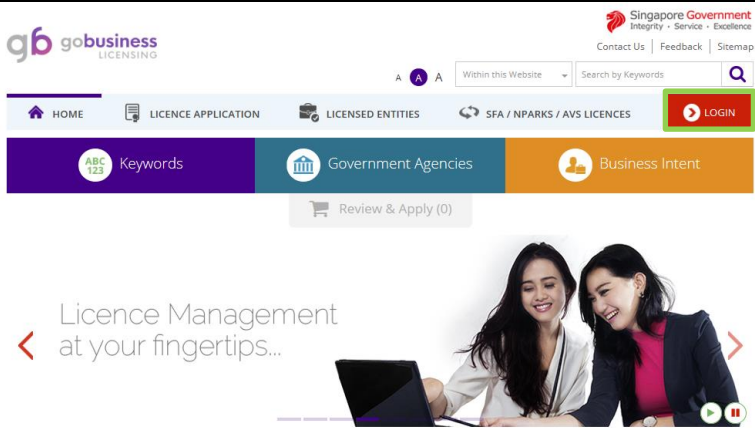
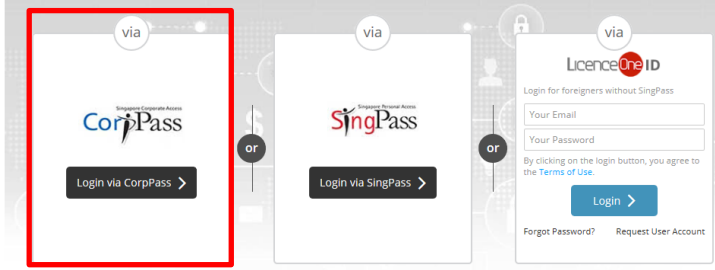
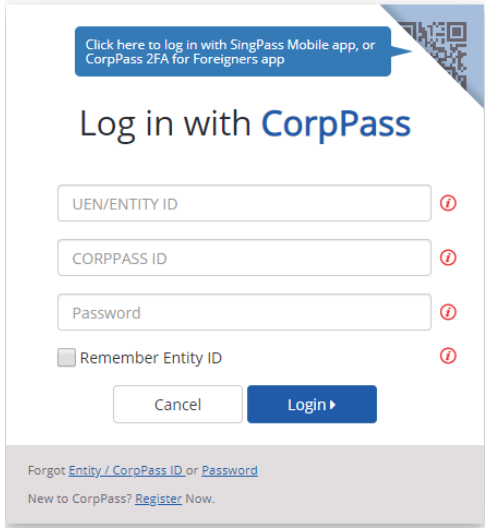
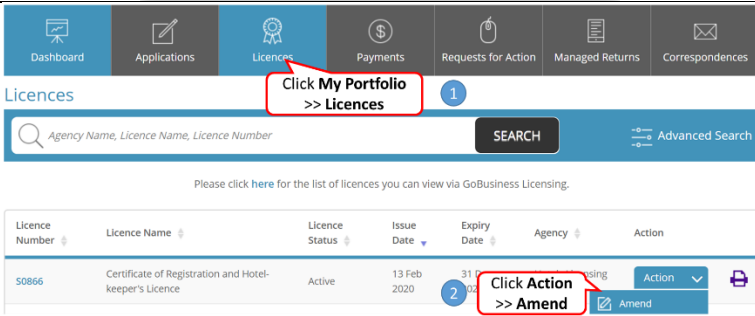
### **Accessing GoBusiness Licensing**

<b>S/N</b>	<b>Step</b>	<b>Screenshot</b>
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"	 <p>The screenshot shows the GoBusiness Licensing website interface. On the left, there's a section for 'For new food services business owners' with a 'Use Guided Journey' button. On the right, there's a section for 'For all other business owners' with a 'Use Self-Service' button, which is highlighted with a red rectangular box. Text below the buttons explains that 'LicenceOne is now rebranded as Self-Service, a feature of GoBusiness Licensing. Self-Service is for everyone except new food services business owners.'</p>

<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 users of the company can use CorpPass to access GoBusiness Licensing and submit amendments to the Certificate of Registration and Hotel-keeper's Licence. Should the Hotel-Keeper or Company Director wish to submit the amendment application, they must also be appointed as the authorised CorpPass user of the company.

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>.

<sup>2</sup>You can select multiple options to amend the details relating to the Certificate of Registration and/or Hotel-keeper. However, a new licence application is required if you select Change of Hotel Name, Hotel-keeper and Hotel Ownership in one application.

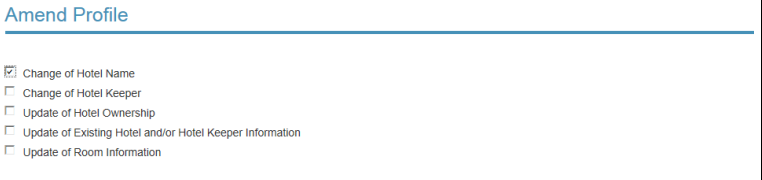
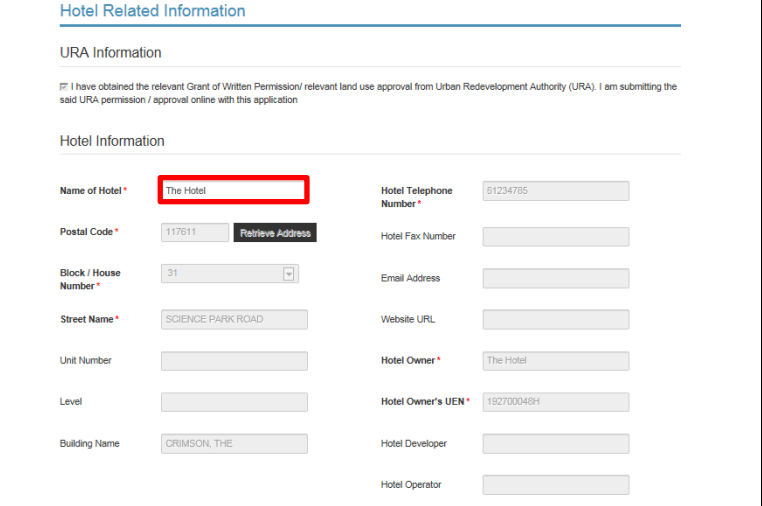
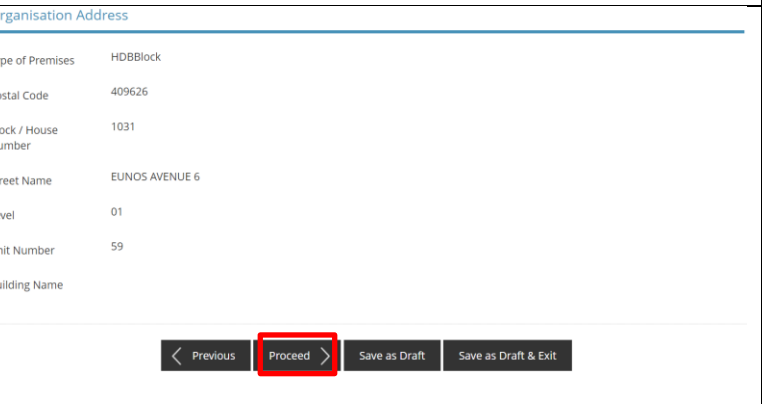
S/N	Step	Screenshot
1a	Next, click on “Login”	 <p>The screenshot shows the GoBusiness Licensing homepage. The top navigation bar includes links for HOME, LICENCE APPLICATION, LICENSED ENTITIES, SFA / NPARKS / AVS LICENCES, and a highlighted LOGIN button. Below the navigation bar, there are sections for Keywords, Government Agencies, and Business Intent. A banner at the bottom reads 'Licence Management at your fingertips...' with an image of two women looking at a laptop.</p>
2	Log in to GoBusiness Licensing using CorpPass	 <p>The screenshot shows the login options page. It features three login methods: via CorpPass (highlighted with a red box), via SingPass, and via LicenceOne ID. The CorpPass login button is labeled 'Login via CorpPass &gt;'. The SingPass login button is labeled 'Login via SingPass &gt;'. The LicenceOne ID login button is labeled 'Login &gt;'. There are also links for 'Forgot Password?' and 'Request User Account'.</p>
2a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”	 <p>The screenshot shows the 'Log in with CorpPass' form. It includes input fields for UEN/ENTITY ID, CORPPASS ID, and Password, each with a red information icon. There is a checkbox for 'Remember Entity ID' and a 'Login' button. Below the form, there are links for 'Forgot Entity / CorpPass ID or Password' and 'New to CorpPass? Register Now.'.</p>
3	<p>Click on “My Portfolio &gt; Licence”</p> <p>Enter the Licence Number and Click on “Search”</p>	 <p>The screenshot shows the 'My Portfolio &gt; Licences' page. The top navigation bar includes links for Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. The 'Licences' link is highlighted. Below the navigation bar, there is a search bar with the placeholder text 'Agency Name, Licence Name, Licence Number' and a 'SEARCH' button. A table of licences is displayed below the search bar. The first row of the table is highlighted, and the 'Action' column has a dropdown menu with 'Amend' selected. The 'Click My Portfolio &gt;&gt; Licences' button and the 'Click Action &gt;&gt; Amend' button are highlighted with red boxes.</p>

S/N	Step	Screenshot
	Click on “Action” > “Amend”	
4	Ensure that the Licence no. is correct. Select “Amendment of details in the Certificate of Registration and Hotel-keeper’s Licence” and Click on “Next”	
5	Select the checkbox to agree to the Terms of Use  Click on “Next”	
6	Select the relevant “Amendment Profile” <sup>3</sup>	

<sup>3</sup> Based on the selected amendment profile, only the respective fields will be available for editing and the remaining fields will be greyed off.

## Change of Hotel Name

Pursuant to Hotels Licensing Regulations R(14)(2), the owner or licensee of a hotel shall not change the name of the hotel without the prior written approval of the Board.

S/N	Step	Screenshot
1	Select “Change of Hotel Name” under the Amend Profile section	
2	Enter the new Hotel Name by over-riding the existing name of the hotel.	
3	Scroll to the bottom of the page and Click on “Proceed”	

S/N	Step	Screenshot
4	<p>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.</p> <p>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.</p> <p>Next, upload other supporting documents (if any) and click “Next”.</p>	<p>The screenshot shows the 'Amend Existing Licence' application form at Step 5: Upload Supporting Document(s). The form includes sections for Curriculum Vitae, Advertisements, ACRA Business Profile, and Other Supporting Documents. A red box highlights the 'Advertisements' section with a callout 'Click here to upload e-notice'. Another red box highlights the 'Click Next' button at the bottom.</p>
5	<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 “Submit”.</p>	<p>The screenshot shows the 'Amend Existing Licence' application form at Step 6: Review &amp; Submit Application. The form includes the 'Information Review' section and the 'Declaration' section. A red box highlights the 'Click Submit' button at the bottom.</p>

<sup>4</sup> Any notice of objection lodged with HLB within two weeks of the advertisement will be taken into account in the assessment of the application for a Certificate of Registration.

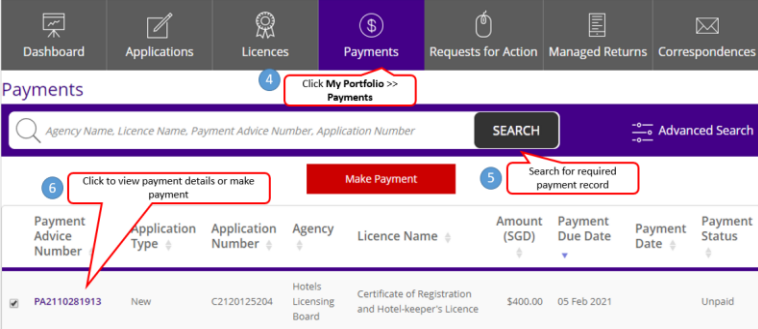
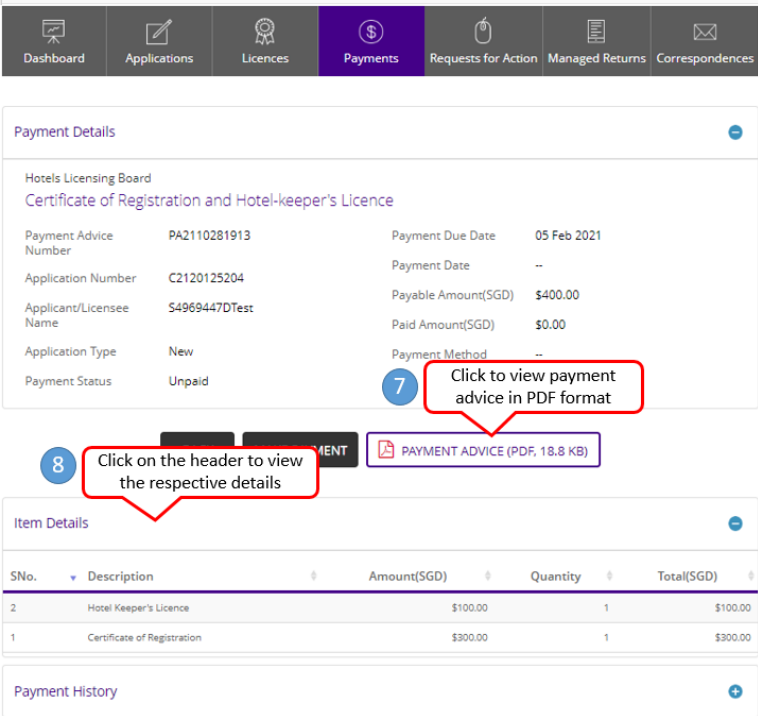
S/N	Step	Screenshot
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).</p> <p>You may choose to print or close the acknowledgement page.</p>	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”<sup>5</sup> feature. Upon receiving all the required documents and placement of the advertisements<sup>6</sup>, the Secretariat will process the application which will take an average of two weeks.

S/N	Step	Screenshot
7	<p>Once the application has been approved by the Board, you will receive an email to inform you to make the payment for the licence fee. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing</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 advertisement date

8	To make payment, click on the “Payment” tab and click to view the payment details or make payment	 <p>The screenshot shows the 'Payments' dashboard. At the top, there is a navigation bar with tabs: Dashboard, Applications, Licences, Payments (selected), Requests for Action, Managed Returns, and Correspondences. Below the navigation bar, there is a search bar with the 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, there is a 'Make Payment' button. To the left of the 'Make Payment' button is a link 'Click to view payment details or make payment'. To the right of the 'Make Payment' button is a link 'Search for required payment record'. Below these links 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 with the following data: PA2110281913, New, C2120125204, Hotels Licensing Board, Certificate of Registration and Hotel-keeper's Licence, \$400.00, 05 Feb 2021, Unpaid.</p>
9	Click the “Payment Advice” to view it in pdf format	 <p>The screenshot shows the 'Payment Details' page. At the top, there is a navigation bar with tabs: Dashboard, Applications, Licences, Payments (selected), Requests for Action, Managed Returns, and Correspondences. Below the navigation bar, there is a section titled 'Payment Details' with a sub-header 'Hotels Licensing Board' and 'Certificate of Registration and Hotel-keeper's Licence'. Below this, there is a table with the following columns: Payment Advice Number, Application Number, Applicant/Licensee Name, Application Type, Payment Status, Payment Due Date, Payment Date, Payable Amount(SGD), Paid Amount(SGD), and Payment Method. The table contains one row with the following data: PA2110281913, C2120125204, S4969447DTest, New, Unpaid, 05 Feb 2021, --, \$400.00, \$0.00, --. Below the table, there is a link 'Click to view payment advice in PDF format'. To the left of this link is a link 'Click on the header to view the respective details'. Below these links is a section titled 'Item Details' with a sub-header 'Item Details'. Below this, there is a table with the following columns: SNo., Description, Amount(SGD), Quantity, and Total(SGD). The table contains two rows with the following data: 2, Hotel Keeper's Licence, \$100.00, 1, \$100.00; 1, Certificate of Registration, \$300.00, 1, \$300.00. Below the table, there is a section titled 'Payment History'.</p>

10

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

Payment can be made via eNets or Credit Card<sup>7</sup>

**Payment Details**

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

Payment Advice Number	PA2110281913	Payment Due Date	05 Feb 2021
Application Number	C2120125204	Payment Date	--
Applicant/Licensee Name	S4969447DTest	Payable Amount(SGD)	\$400.00
Application Type	New	Paid Amount(SGD)	\$0.00
Payment Status	Unpaid	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**

**Apply for New Licence**

**Make Payment**

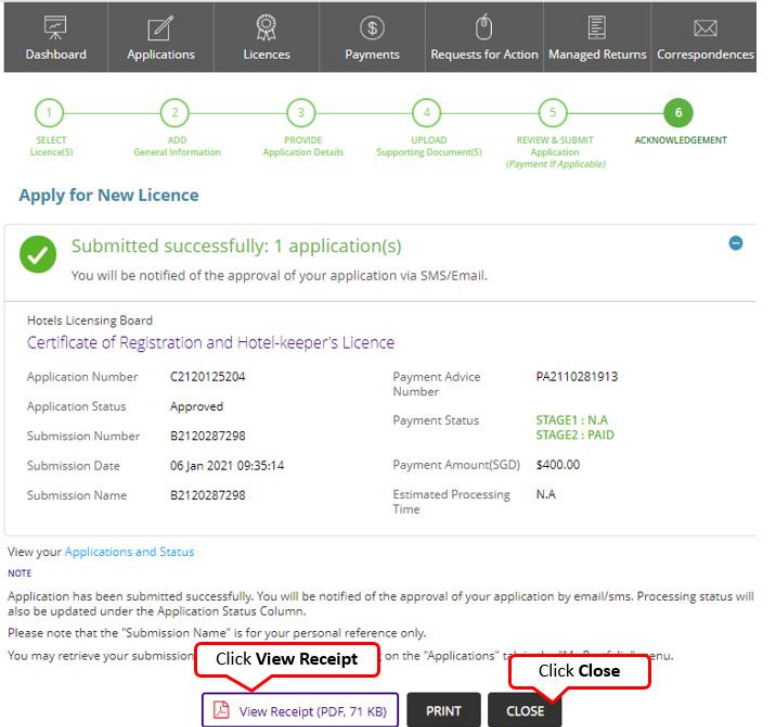
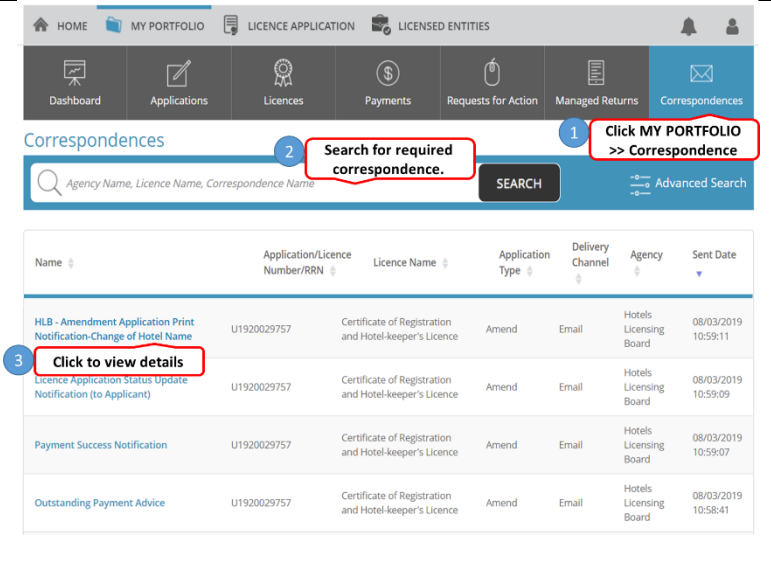
Description	Fee Type	Fee	GST	Payment Due Date	Sub Total
PA2110281913	Certificate of Registration	\$300.00	Not applicable		
HLB - Certificate of Registration and Hotel-keeper's Licence					
C2120125204	Hotel Keeper's Licence	\$100.00	Not applicable	05/02/2021	\$400.00
<b>Grand Total</b>					<b>\$400.00</b>

**Click Proceed with Payment**

PROCEED WITH PAYMENT


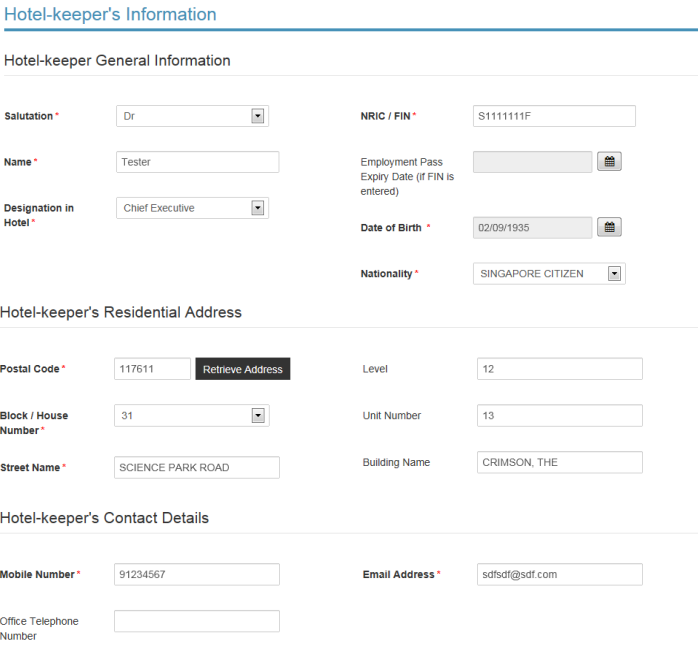
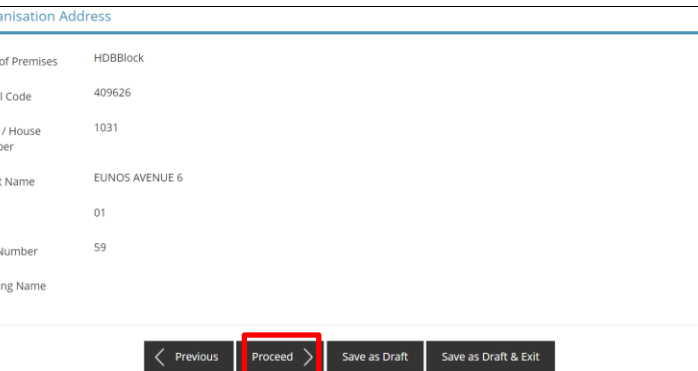
<sup>7</sup> The e-Payment process is handled via the PayPal payment gateway. For more details on e-Payment requirements, please refer to <https://www.paypal.com>.



<p>11</p>	<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 “Next”</p>	 <p>The screenshot shows the 'Apply for New Licence' page with a progress bar at the top indicating six 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. A green checkmark icon and text state 'Submitted successfully: 1 application(s)' and 'You will be notified of the approval of your application via SMS/Email.' Below this, the 'Hotels Licensing Board Certificate of Registration and Hotel-keeper's Licence' details are listed: Application Number C2120125204, Application Status Approved, Submission Number B2120287298, Submission Date 06 Jan 2021 09:35:14, Submission Name B2120287298, Payment Advice Number PA2110281913, Payment Status STAGE1 : N.A STAGE2 : PAID, Payment Amount(SGD) \$400.00, and Estimated Processing Time N.A. At the bottom, there are links for 'View your Applications and Status', a 'NOTE' about successful submission and notification, and buttons for 'Click View Receipt', 'Click Close', 'View Receipt (PDF, 71 KB)', 'PRINT', and 'CLOSE'.</p>
<p>12</p>	<p>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</p>	 <p>The screenshot shows the 'Correspondences' page with a navigation bar at the top including HOME, MY PORTFOLIO, LICENCE APPLICATION, and LICENSED ENTITIES. A search bar is present with the placeholder text 'Agency Name, Licence Name, Correspondence Name'. Below the search bar, a table lists correspondence items. The first item is 'HLB - Amendment Application Print Notification-Change of Hotel Name' with Application/Licence Number/RRN U1920029757, Licence Name Certificate of Registration and Hotel-keeper's Licence, Application Type Amend, Delivery Channel Email, Agency Hotels Licensing Board, and Sent Date 08/03/2019 10:59:11. The second item is 'Licence Application status Update Notification (to Applicant)' with the same Application/Licence Number/RRN, Licence Name, Application Type, and Delivery Channel, but a different Sent Date of 08/03/2019 10:59:09. The third item is 'Payment Success Notification' and the fourth is 'Outstanding Payment Advice', both with the same Application/Licence Number/RRN, Licence Name, Application Type, and Delivery Channel, and a Sent Date of 08/03/2019 10:59:07. Red boxes highlight the 'Click MY PORTFOLIO &gt;&gt; Correspondence' link, the 'Search for required correspondence.' button, and the 'Click to view details' link for the first item.</p>
<p>13</p>	<p>For printing of licences, please refer to the Guide for Printing of Licences.</p>	

## Change of Hotel-Keeper

Pursuant to Hotels Licensing Regulations R(14)(1), where any change is effected in the hotel-keeper of a hotel, the hotel owner shall notify the secretary in writing all the particulars of the change within 10 days of the effective date of such change.

S/N	Step	Screenshot
1	Select “Change of Hotel Keeper” under the Amend Profile section.	
2	Enter the new Hotel-keeper information such as Hotel-keeper General Information, Residential Address and Contact Details by over-riding the existing hotel-keeper’s information.	
3	Scroll to the bottom of the page and Click on “Proceed”.	

S/N	Step	Screenshot																				
4	Upload the supporting documents (e.g. Resume of proposed Hotel-keeper and/or copy of Employment Pass) and Click “Next”.	<p><b>Amend Existing Licence</b></p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <table><tr><th>Document Name</th><th>Type</th><th>Attachment</th><th>Action</th></tr><tr><td><b>Curriculum Vitae (CV) of Hotel-Keeper</b> Attached when Amendment Profile selected is "Change of Hotel Keeper" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</td><td>ONLINE UPLOAD</td><td></td><td>Upload</td></tr><tr><td><b>Advertisements</b> Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 6 MB</td><td>ONLINE UPLOAD</td><td></td><td>Upload</td></tr><tr><td><b>ACRA Business Profile</b> Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</td><td>ONLINE UPLOAD</td><td></td><td>Upload</td></tr><tr><td><b>Other Supporting Documents</b> Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</td><td>ONLINE UPLOAD</td><td>ABC Pte Ltd.pdf</td><td>Upload</td></tr></table> <p>Click Next</p> <p>Click here to upload supporting document</p> <p>Click to delete uploaded document</p> <p>Previous Next Save as Draft Save as Draft &amp; Exit</p>	Document Name	Type	Attachment	Action	<b>Curriculum Vitae (CV) of Hotel-Keeper</b> Attached when Amendment Profile selected is "Change of Hotel Keeper" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		Upload	<b>Advertisements</b> Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 6 MB	ONLINE UPLOAD		Upload	<b>ACRA Business Profile</b> Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		Upload	<b>Other Supporting Documents</b> Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD	ABC Pte Ltd.pdf	Upload
Document Name	Type	Attachment	Action																			
<b>Curriculum Vitae (CV) of Hotel-Keeper</b> Attached when Amendment Profile selected is "Change of Hotel Keeper" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		Upload																			
<b>Advertisements</b> Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 6 MB	ONLINE UPLOAD		Upload																			
<b>ACRA Business Profile</b> Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		Upload																			
<b>Other Supporting Documents</b> Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD	ABC Pte Ltd.pdf	Upload																			
5	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 “Submit”.	<p><b>Amend Existing Licence</b></p> <p>Information Review</p> <p>Change of Hotel Name</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>Declaration</p> <p><b>General Declaration</b></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, confirmations, records, acknowledgements, information recorded in or produced in this application. <input checked="" type="checkbox"/></p> <p><b>Certificate of Registration and Hotel-keeper's Licence</b></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 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>Previous Submit</p> <p>Click here to preview before printing</p> <p>Click to print the application</p> <p>Tick the checkboxes to agree to the respective declarations</p>																				

S/N	Step	Screenshot																
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (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>	<div><h3>Amend Existing Licence</h3><div><div></div><div><div>Submitted successfully: 1 application(s)</div><div>You will be notified of the approval of your application via SMS/Email.</div></div></div><div><div>Hotels Licensing Board</div><div>Certificate of Registration and Hotel-keeper's Licence</div><table><tr><td>Application Number</td><td>U2020033453</td><td>Application Status</td><td>Submitted (No Upfront Payment Required)</td></tr><tr><td>Submission Number</td><td>B2020267112</td><td>Payment Status</td><td>STAGE1 : N/A STAGE2 : PENDING</td></tr><tr><td>Submission Date</td><td>18/02/2020 10:41:07</td><td></td><td></td></tr><tr><td>Submission Name</td><td>B2020267112</td><td></td><td></td></tr></table></div><div><div>View your <a href="#">Applications and Status</a></div><div><div>NOTE</div><div>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.</div><div>Please note that the "Submission Name" is for your personal reference only.</div><div>You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.</div></div><div><div>Click Print</div><div>PRINT</div><div>CLOSE</div><div>Click Close</div></div></div></div>	Application Number	U2020033453	Application Status	Submitted (No Upfront Payment Required)	Submission Number	B2020267112	Payment Status	STAGE1 : N/A STAGE2 : PENDING	Submission Date	18/02/2020 10:41:07			Submission Name	B2020267112		
Application Number	U2020033453	Application Status	Submitted (No Upfront Payment Required)															
Submission Number	B2020267112	Payment Status	STAGE1 : N/A STAGE2 : PENDING															
Submission Date	18/02/2020 10:41:07																	
Submission Name	B2020267112																	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”<sup>8</sup> feature. Upon receiving all the required documents, the Secretariat will process the application which will take an average of two weeks.

S/N	Step	Screenshot																					
7	Once the application has been approved by the Board, you will receive an email to inform you to make the payment for the licence fee. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing	<p><b>Correspondences</b></p> <p>Click My Portfolio &gt;&gt; Correspondences</p> <p>Agency Name, Licence Name, Correspondence Name <b>SEARCH</b> Advanced Search</p> <p>Search for required correspondences</p> <table><thead><tr><th>Name</th><th>Application/Licence Number/RRN</th><th>Licence Name</th><th>Application Type</th><th>Delivery Channel</th><th>Agency</th><th>Sent Date</th></tr></thead><tbody><tr><td>Outstanding Payment Advice</td><td>U2120037163</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>06/01/2021 11:07:01</td></tr><tr><td>HLB - Approval for Amendment Application (Change of Hotel-Keeper)</td><td>U2120037163</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>06/01/2021 11:07:00</td></tr></tbody></table> <p>Click to view details</p>	Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	Outstanding Payment Advice	U2120037163	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	06/01/2021 11:07:01	HLB - Approval for Amendment Application (Change of Hotel-Keeper)	U2120037163	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	06/01/2021 11:07:00
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HLB - Approval for Amendment Application (Change of Hotel-Keeper)	U2120037163	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	06/01/2021 11:07:00																	

<sup>8</sup> Please refer to the step-by-step guide on “Request for Action”

8	To make payment, click on the “Payment” tab and click to view the payment details or make payment	
9	Click the “Payment Advice” to view it in pdf format	

10

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

Payment can be made via eNets or Credit Card<sup>9</sup>

**Payment Details**

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

Payment Advice Number	PA2110281937	Payment Due Date	05 Feb 2021
Application Number	U2120037167	Payment Date	--
Applicant/Licensee Name	S4969447DTest	Payable Amount(SGD)	\$100.00
Application Type	Amend	Paid Amount(SGD)	\$0.00
Payment Status	Unpaid	Payment Method	--

**Click Make Payment**

BACK MAKE PAYMENT PAYMENT ADVICE (PDF, 18.9 KB)

**Item Details**

SNo.	Description	Amount(SGD)	Quantity	Total(SGD)
1	Hotel Keeper's Licence	\$100.00	1	\$100.00

**Payment History**

Dashboard Applications Licences **Payments** Requests for Action Managed Returns Correspondences

1 SELECT Licence(S) 2 ADD General Information 3 PROVIDE Application Details 4 UPLOAD Supporting Document(S) 5 REVIEW & SUBMIT Application (Payment If Applicable) 6 ACKNOWLEDGEMENT

**Amend Existing Licence**

**Make Payment**

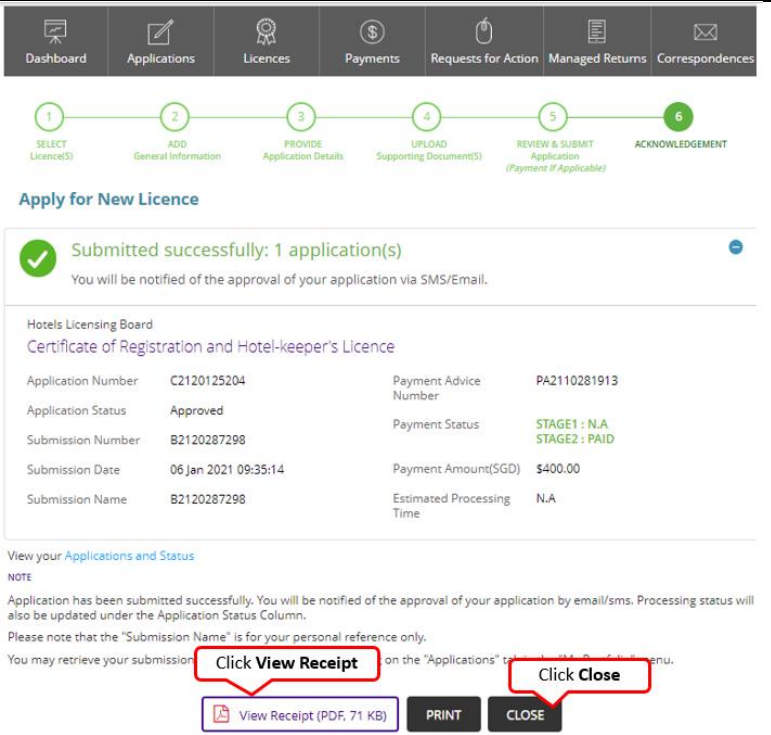
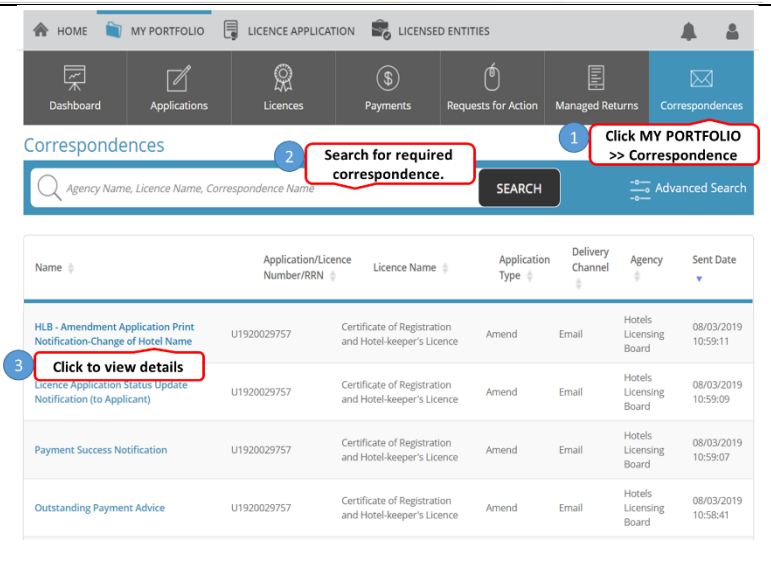
Description	Fee Type	Fee	GST	Payment Due Date	Sub Total
PA2110281937					
HLB - Certificate of Registration and Hotel-keeper's Licence	Hotel Keeper's Licence	\$100.00	Not applicable	05/02/2021	\$100.00
U2120037167					
Grand Total					\$100.00

**Click Proceed with Payment**

PROCEED WITH PAYMENT

For assistance on refund please contact the respective licensing agencies. Details can be found at [Contact Us](#) page


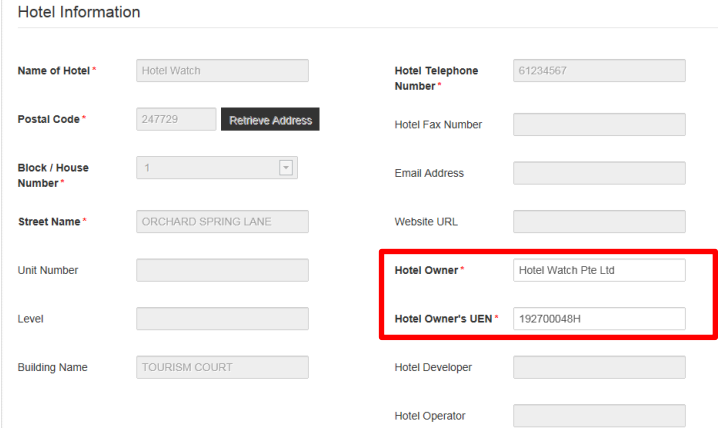
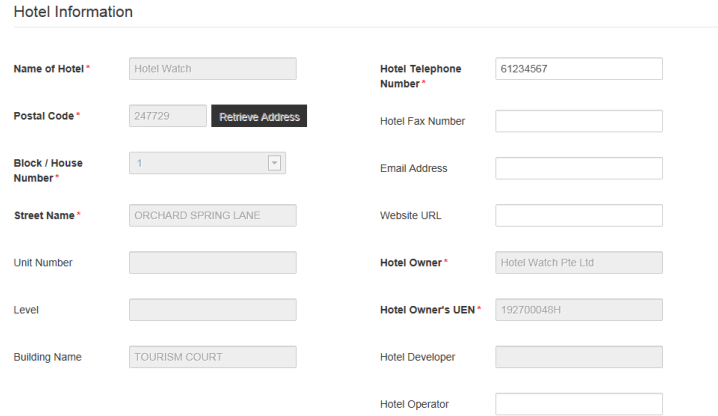
<sup>9</sup> The e-Payment process is handled via the PayPal payment gateway. For more details on e-Payment requirements, please refer to <https://www.paypal.com>.

<p>11</p>	<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 “Next”</p>	 <p>The screenshot shows the 'Apply for New Licence' page with a success message: 'Submitted successfully: 1 application(s)'. Below this, application details are listed for the 'Hotels Licensing Board Certificate of Registration and Hotel-keeper's Licence'. At the bottom, there are buttons for 'View Receipt (PDF, 71 KB)', 'PRINT', and 'CLOSE'. Red boxes and arrows highlight the 'View Receipt' button and the 'CLOSE' button.</p>
<p>12</p>	<p>Once the payment has been made, you will receive a Printing of Licence notification on the printing of the Hotel-Keeper's Licence. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing</p>	 <p>The screenshot shows the 'Correspondences' page with a search bar and a list of notifications. Red boxes and arrows highlight the 'MY PORTFOLIO' link in the top navigation bar, the search bar, and the first row of the notification list, which includes a 'Click to view details' link.</p>
<p>13</p>	<p>For printing of licences, please refer to the Guide for Printing of Licences.</p>	

## Update of Hotel Ownership

## Update of Existing Hotel and/or Hotel Keeper Information

For update of Hotel Ownership<sup>10</sup> or existing hotel and/or hotel-keeper information, these applications do not require approvals from the Board and will be auto-approved upon submission of the application.

S/N	Step	Screenshot
1	Select “Update of Hotel Ownership” or “Update of Existing Hotel and/or Hotel Keeper information” under the Amend Profile section.	 <p>Amend Profile</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Change of Hotel Name</li> <li><input type="checkbox"/> Change of Hotel Keeper</li> <li><input checked="" type="checkbox"/> Update of Hotel Ownership</li> <li><input checked="" type="checkbox"/> Update of Existing Hotel and/or Hotel Keeper Information</li> <li><input type="checkbox"/> Update of Room Information</li> </ul>
2a	For Update of Hotel Ownership, input the new Hotel Owner information by over-riding the existing data.	 <p>Hotel Information</p> <p>Name of Hotel * Hotel Watch Hotel Telephone Number * 61234567</p> <p>Postal Code * 247729 Retrieve Address Hotel Fax Number</p> <p>Block / House Number * 1 Email Address</p> <p>Street Name * ORCHARD SPRING LANE Website URL</p> <p>Unit Number</p> <p>Level</p> <p>Building Name TOURISM COURT</p> <p>Hotel Owner * Hotel Watch Pte Ltd</p> <p>Hotel Owner's UEN * 192700048H</p> <p>Hotel Developer</p> <p>Hotel Operator</p>
2b	For Update of existing Hotel information, only the Hotel Tel Number, Hotel Fax Number, Email Address, Website URL can be updated.	 <p>Hotel Information</p> <p>Name of Hotel * Hotel Watch Hotel Telephone Number * 61234567</p> <p>Postal Code * 247729 Retrieve Address Hotel Fax Number</p> <p>Block / House Number * 1 Email Address</p> <p>Street Name * ORCHARD SPRING LANE Website URL</p> <p>Unit Number</p> <p>Level</p> <p>Building Name TOURISM COURT</p> <p>Hotel Owner * Hotel Watch Pte Ltd</p> <p>Hotel Owner's UEN * 192700048H</p> <p>Hotel Developer</p> <p>Hotel Operator</p>

<sup>10</sup> Hotel Ownership means the company that owns the hotel or owns the business that operates the hotel. For e.g. Hotel XYZ is owned by Company A but Company B operates the hotel and applies for the hotel licence (i.e. Company B is the hotel licensee). Should Company A sell the Hotel XYZ to Company C, but Company B continues to operate the hotel, only an update of the Hotel Ownership is required. However, should Company C wish to take over the operations of the hotel from Company B, a new application for a Certification of Registration and Hotel Keeper's Licence is required as licenses are not transferable.



S/N	Step	Screenshot
	For Update of existing Hotel-keeper information, only the Hotel-keeper's Residential Address and Contact details can be updated.	
3	Scroll to the bottom of the page and Click on "Proceed".	
4	Upload the supporting documents (if any) and Click "Next".	

S/N	Step	Screenshot
5	<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 “Submit”.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application). The application status will be reflected as “Approved”.</p> <p>You may choose to print or close the acknowledgement page.</p> <p>No payment is required for “Update of Hotel Ownership, Update of Existing Hotel and/or Hotel-keeper Information”.</p>	

## Update of Room Information

Should there be any changes to the hotel room information, please update the changes via GoBusiness Licensing.

S/N	Step	Screenshot
1	Select “Update of Room Information” under the Amend Profile section.	
2	Update the Room Information either by editing the existing data or adding new room category.  The total number of rooms & beds will be updated automatically.	
3	Scroll to the bottom of the page and Click on “Proceed”.	
4	Upload the supporting documents (if any) and Click “Next”.	

S/N	Step	Screenshot
5	<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 “Submit”.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (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 outstanding documents (if any) via the “Request for Action”<sup>11</sup> feature. Upon receiving all the required documents, the Secretariat may request for an inspection and the application will take an average of two weeks for processing.

S/N	Step	Screenshot
7	<p>Once the application has been approved, you will receive an email notification on the approval. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing.</p> <p>No payment is required for “Update of Room Information”.</p>	<p>The screenshot shows the 'Correspondences' section of the GoBusiness Licensing portal. The top navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', and 'LICENSED ENTITIES'. Below this is a menu with 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Correspondences' tab is active. A search bar is present with the placeholder 'Agency Name, Licence Name, Correspondence Name'. A 'SEARCH' button is next to it. Below the search bar is a table with columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. The first row in the table is 'HLB - Approval to Amendment Application (Update of Room Information)' with application number U1920029663. A red box with the number 3 and the text 'Click to view details' points to the first row. Another red box with the number 2 and the text 'Search for required correspondence.' points to the search bar. A third red box with the number 1 and the text 'Click MY PORTFOLIO &gt;&gt; Correspondence' points to the 'Correspondences' tab in the top menu.</p>
7a	<p>If a change in number of rooms result in a change in the size of hotel, you will need to print both the Certificate of Registration and Hotel-Keeper’s Licence.</p> <p>For printing of licences, you may refer to the Guide for Printing of Licences.</p>	<p>This screenshot is similar to the one above, showing the 'Correspondences' section. The top navigation bar is the same. The 'Correspondences' tab is active. The search bar has the same placeholder. The table below has columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. The first row in the table is 'Printing of Certificate of Registration and Hotel-Keeper’s Licence (Update of Room Information)' with application number U2020033745. A red box with the number 3 and the text 'Click to view details' points to the first row. Another red box with the number 2 and the text 'Search for required correspondences' points to the search bar. A third red box with the number 1 and the text 'Click My Portfolio &gt;&gt; Correspondences' points to the 'Correspondences' tab in the top menu.</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](#).

<sup>11</sup> Please refer to the step-by-step guide on “Request for Action”