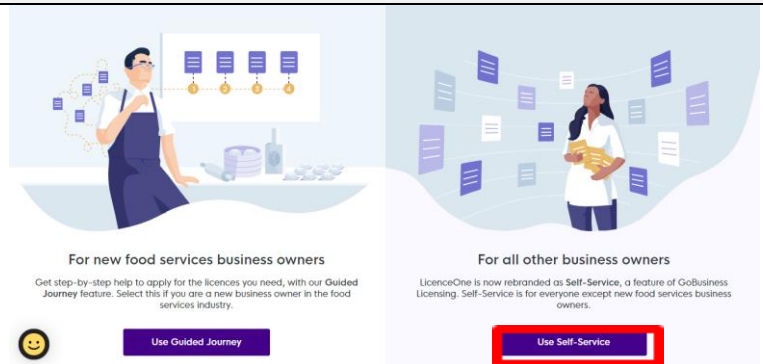
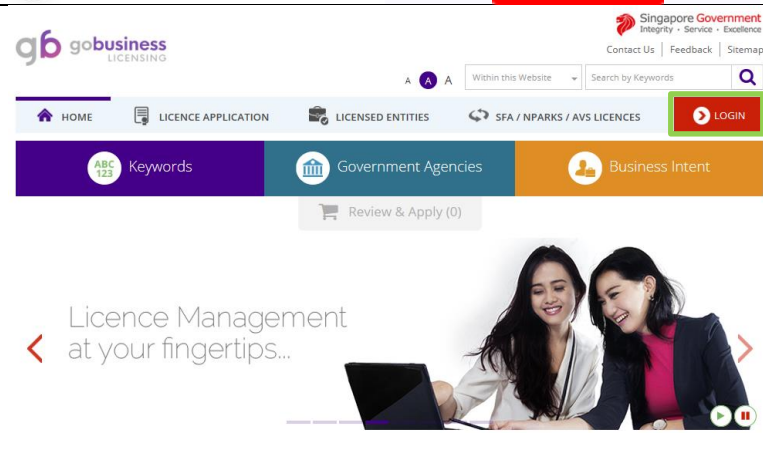
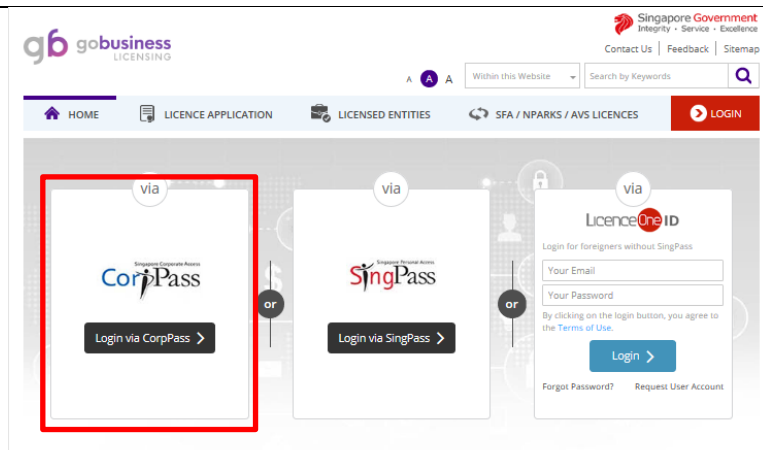


Step-by-Step Guide for Renewal of Certificate of Registration and Hotel-keeper's Licence

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>	
7	Complete the Guest Ratio (Percentage) field	

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>	<div><p>Currently Offering Rooms on Transit Rates</p><p>Rooms sold or offered for sale to any guest at a rate less than for a full day, unless immediately before or after any accommodation that was sold to the same guest at a full day rate (e.g. early check-in or late check-out)</p><p>Transit rate Information</p><p>Percentage of total revenue *</p><p>Jan-Dec 2016: <input type="text"/> Jan-Jun 2017: <input type="text"/></p><p>Percentage of guest on transit rate **</p><p>Jan-Dec 2016 Local: <input type="text"/> Jan-Jun 2017 Local: <input type="text"/></p><p>Jan-Dec 2016 Foreign: <input type="text"/> Jan-Jun 2017 Foreign: <input type="text"/></p><p>Transit rate guest segment (Please tick all applicable)</p><p><input type="checkbox"/> Transit/Flight Delay Passengers <input type="checkbox"/> Sea Crew <input type="checkbox"/> Visitors visiting Singapore for a day trip <input type="checkbox"/> Workers on shift work (Taxi driver, construction/factory workers, etc) <input type="checkbox"/> Visitors in Singapore for medical appointments <input type="checkbox"/> Visitors to Casino <input type="checkbox"/> Others (Please Specify): <input type="text"/></p><p><input type="text"/></p></div> <div><p>Room Rates and duration (Jan-Dec 2016)</p><p>Room Rate (\$) <input type="text"/> Duration (hrs) <input type="text"/></p><p><input type="button" value="Add"/></p><p>Room Rates and duration (Jan-Jun 2017)</p><p>Room Rate (\$) <input type="text"/> Duration (hrs) <input type="text"/></p><p><input type="button" value="Add"/></p><p>* (Total revenue collected from rooms offered on transit rates / Total room revenue collected) x 100 ** (Total number of local guests staying in rooms offered on transit rates / Total number of guests staying in rooms offered on transit rates) x 100</p></div>
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>	<div><p>Application to Offer Rooms on Transit Rate in 2018</p><p>It shall be a condition of the hotelkeeper's Licence that:</p><p>Transit Rate The licensee shall ensure that no accommodation in the hotel is sold or offered for sale to any guest at a rate less than for a full day, unless immediately before or after any accommodation that was sold to the same guest at a full day rate (e.g. early check-in or late check-out), without the prior approval of the Board.</p><p>a) Please declare whether the hotel intends to offer and set transit rates: <input checked="" type="radio"/> Yes <input type="radio"/> No</p><p>b) If "Yes", please declare the transit rate guest segments and room rates</p><p>Transit rate guest segments (Please tick all applicable)</p><p><input type="checkbox"/> Transit/Flight Delay Passengers <input type="checkbox"/> Sea Crew <input type="checkbox"/> Visitors visiting Singapore for a day trip <input type="checkbox"/> Workers on shift work (Taxi driver, construction/factory workers, etc) <input type="checkbox"/> Visitors in Singapore for medical appointments <input type="checkbox"/> Visitors to Casino <input type="checkbox"/> Others (Please Specify): <input type="text"/></p><p><input type="text"/></p><p>Projected room rates and duration</p><p>Room Rate (\$) <input type="text"/> Duration (hrs) <input type="text"/></p><p><input type="button" value="Add"/></p><p>Reason for offering transit rates</p><p>If "Yes", please also declare the reasons for the hotel intending to offer transit rates: <input type="text"/></p><p><input type="button" value="Click Proceed"/> <input type="button" value="10"/></p><p><input type="button" value="Proceed"/> <input type="button" value="Save as Draft"/></p></div>

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 from 1 Jan 2021 to 31 Dec 2021 will be waived to help mitigate the impact of COVID-19.</i></p>	

S/N	Step	Screenshot
13	<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
14	<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>	
15	<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”