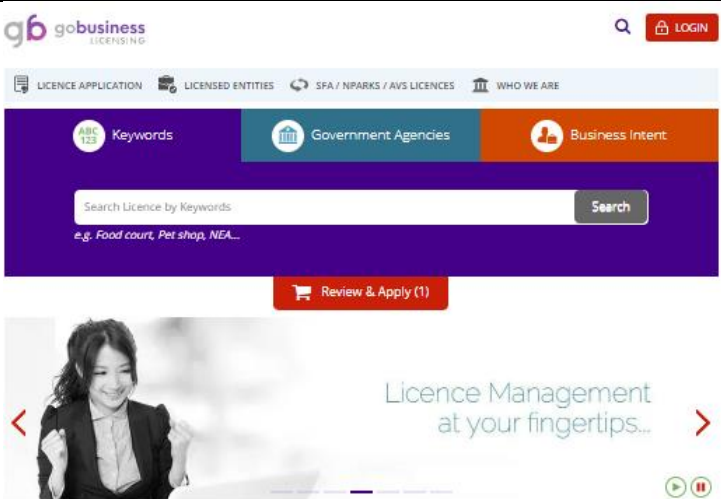
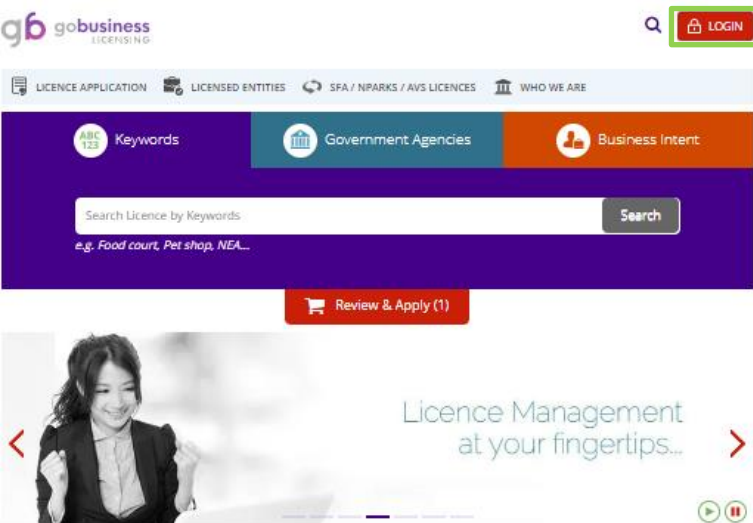


Step-by-Step Guide for Amendment of Certificate of Registration and Hotel-keeper's Licence

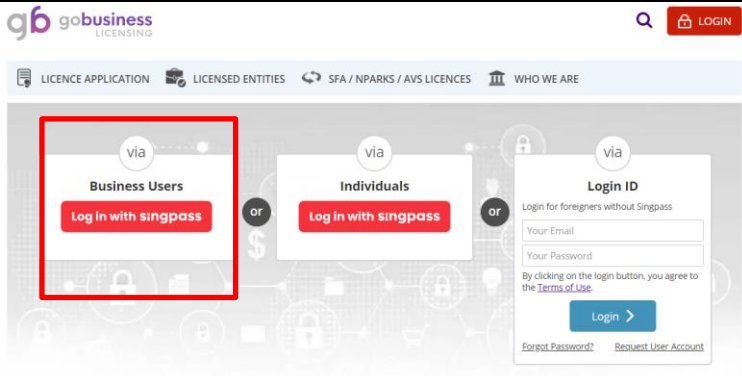
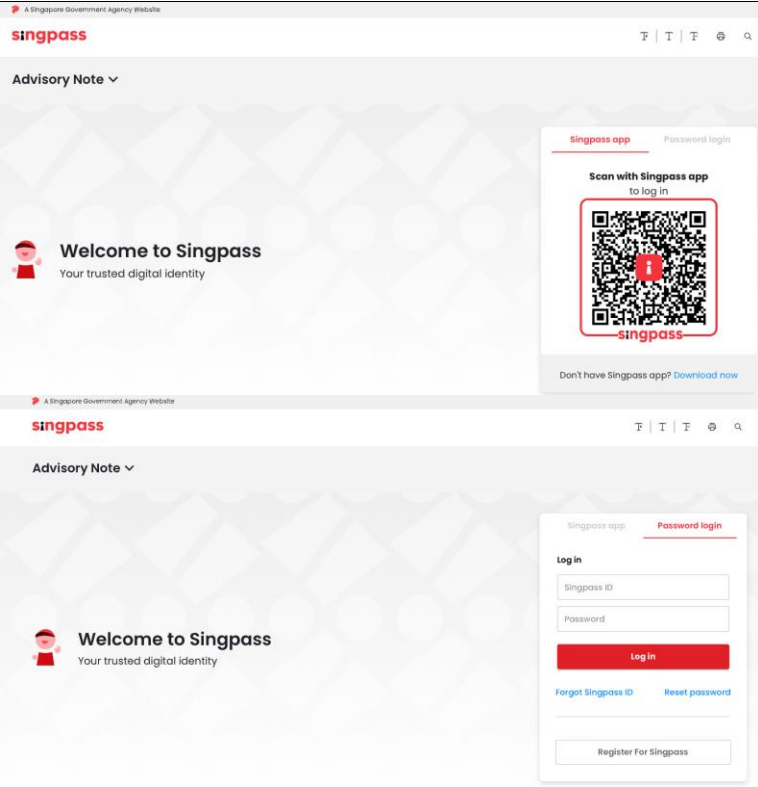

The authorised Singpass user may submit an amendment application to amend the Certificate of Registration and Hotel-keeper's Licence. The five different types of amendment profiles are:-

Amendment Profile ¹	Purpose
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

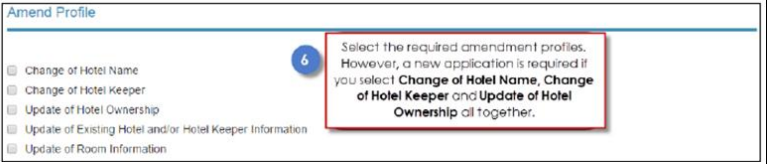
S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://licencel.business.gov.sg/feportal/web/frontier/home	
1a	Next, click on "Login"	

¹You 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
2	Log in to GoBusiness Licensing using SingPass ²	
2a	Log in with SingPass ID and Password or scan the QR code with the SingPass app	
2b	Select the relevant UEN/Entity ID (if applicable)	

² From 11 April 2021, the login process for CorpPass will be changed to verify an individual's identity via Singpass first, before allowing the user to access and transact with government digital services. After clicking on 'Log in with Singpass', you will be directed to log in via Singpass, before gaining access to the digital service or selecting the relevant UEN identity to transact for. For more information, visit go.gov.sg/corporate-login

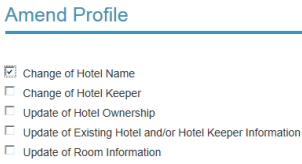
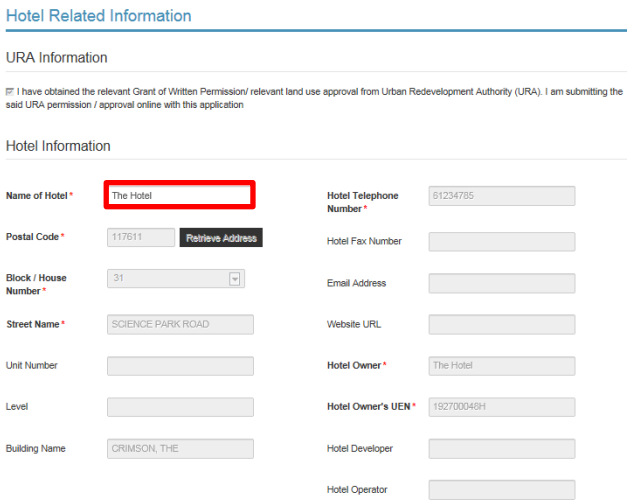
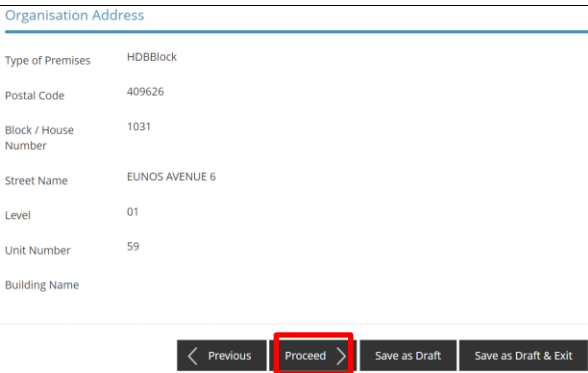
S/N	Step	Screenshot
3	<p>Click on “My Portfolio > Licence”</p> <p>Enter the Licence Number and Click on “Search”</p> <p>Click on “Action” > “Amend”</p>	
4	<p>Ensure that the Licence no. is correct. Select “Amendment of details in the Certificate of Registration and Hotel-keeper’s Licence” and Click on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

S/N	Step	Screenshot
6	Select the relevant “Amendment Profile” ³	

³ 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-notice⁴ 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>	
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>	

⁴ 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>	<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 Applications and Status</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		
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Submission Name	B2020267112																	

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 placement of the advertisements⁶, the Secretariat will process the application which will take an average of two weeks.


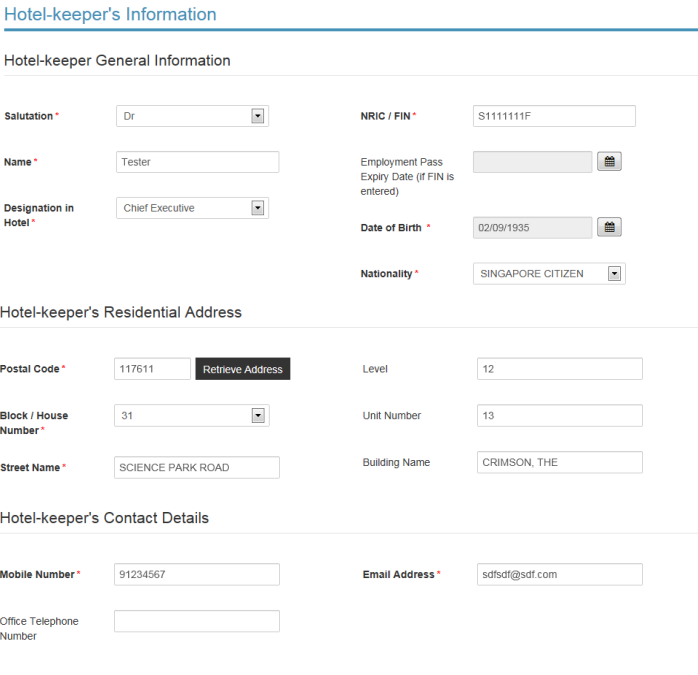
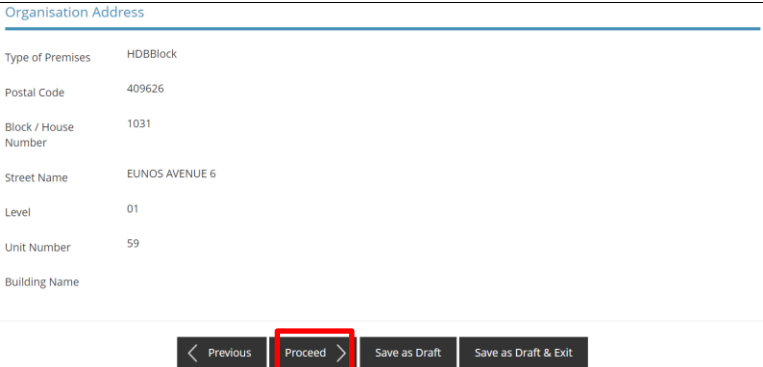
S/N	Step	Screenshot
7	<p>Once the application has been approved by the Board, you will receive an email notification on the approval. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing</p> <p><i>Note: Licence fees related to new, amendment, and renewal 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>	<p>The screenshot displays the 'Correspondences' section of the GoBusiness Licensing portal. At the top, there is a navigation bar with tabs for Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. Below this, a search bar is present with the placeholder text 'Agency Name, Licence Name, Correspondence Name' and a 'SEARCH' button. A table lists several correspondence items, including 'HLB - Approval for Amendment Application (Change of Hotel Name)', 'Licence Application Status Update Notification (to Applicant)', and 'Printing of Certificate of Registration and Hotel-Keeper's Licence (Change of Hotel Name)'. Red annotations highlight key features: a red box labeled '1' points to the 'Click My Portfolio >> Correspondences' link; a red box labeled '2' points to the 'Search for required correspondences' button; and a red box labeled '3' points to the 'Click to view details' link for the first item in the table.</p>
8	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 advertisement date

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>Amend Existing Licence</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>Curriculum Vitae (CV) of Hotel-Keeper 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>Advertisements 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>ACRA Business Profile 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>Other Supporting Documents 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>	Document Name	Type	Attachment	Action	Curriculum Vitae (CV) of Hotel-Keeper 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	Advertisements 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	ACRA Business Profile 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	Other Supporting Documents 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																			
Curriculum Vitae (CV) of Hotel-Keeper 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																			
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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>Amend Existing Licence</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>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, confirmations, records, 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 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>Click here to preview before printing</p> <p>Click to print the application</p>																				

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The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”⁷ feature. Upon receiving all the required documents, the Secretariat will process the application which will take an average of two weeks.


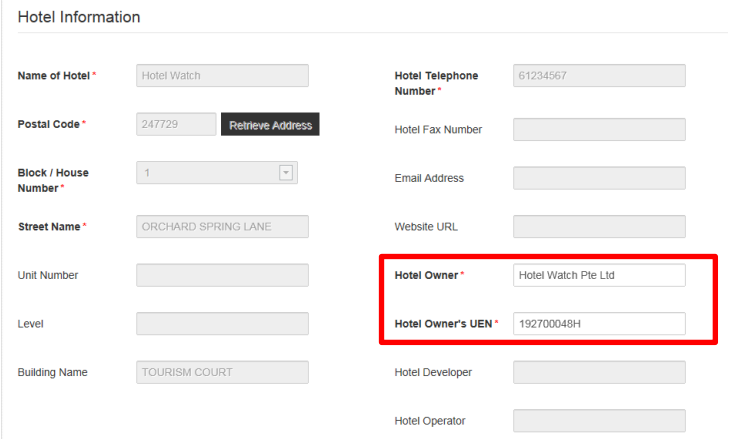
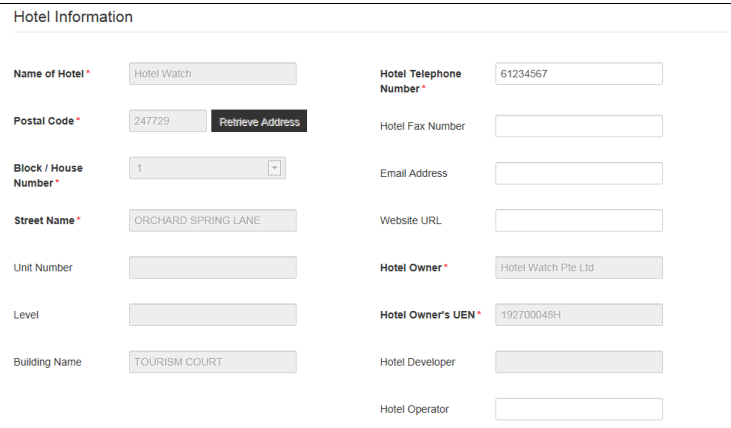
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7	<p>Once the application has been approved by the Board, you will receive an email notification on the approval. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing</p> <p><i>Note: Licence fees related 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>	<p>The screenshot shows the 'Correspondences' tab selected in the top navigation bar. Below the navigation bar, there is a search bar with the placeholder text 'Agency Name, Licence Name, Correspondence Name'. To the right of the search bar is a 'SEARCH' button. 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 two rows of data. The first row is highlighted with a blue background. The second row is also highlighted with a blue background. A red box highlights the 'Click MY PORTFOLIO >> Correspondence' button in the top right corner. Another red box highlights the 'Search for required correspondence.' text in the search bar. A third red box highlights the 'Click to view details' button next to the first row of the table.</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>HLB - Amendment Application Print Notification-Change of Hotel Name</td><td>U1920029757</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>08/03/2019 10:59:11</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>U1920029757</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>08/03/2019 10:59:09</td></tr></tbody></table>	Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	HLB - Amendment Application Print Notification-Change of Hotel Name	U1920029757	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	08/03/2019 10:59:11	Licence Application Status Update Notification (to Applicant)	U1920029757	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	08/03/2019 10:59:09
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⁷ Please refer to the step-by-step guide on “Request for Action”

Update of Hotel Ownership

Update of Existing Hotel and/or Hotel Keeper Information

For update of Hotel Ownership⁸ 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.	
2a	For Update of Hotel Ownership, input the new Hotel Owner information by over-riding the existing data.	
2b	For Update of existing Hotel information, only the Hotel Tel Number, Hotel Fax Number, Email Address, Website URL can be updated.	

⁸ 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>	<p>Amend Existing Licence</p> <p>Information Review</p> <p>Click here to preview before printing</p> <p>Click to print the application</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>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, confirmations, records, acknowledgements, information recorded in or produced in this application.</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.</p> <p>2. I further declare that the documents submitted, if any, in support of this application are true and correct.</p> <p>3. I understand that the Hotel's 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.</p> <p>Click Submit</p> <p>Previous Submit</p>																
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The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”⁹ 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>	<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>HLB - Approval to Amendment Application (Update of Room Information)</td><td>U1920029663</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>28/02/2019 17:15:28</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>U1920029663</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>28/02/2019 17:11:00</td></tr></tbody></table>	Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	HLB - Approval to Amendment Application (Update of Room Information)	U1920029663	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	28/02/2019 17:15:28	Licence Application Status Update Notification (to Applicant)	U1920029663	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	28/02/2019 17:11:00							
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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>	<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>Printing of Certificate of Registration and Hotel-Keeper's Licence (Update of Room Information)</td><td>U2020033745</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>03/03/2020 17:52:38</td></tr><tr><td>HLB - Application for update of Hotel Room Information</td><td>U2020033745</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>03/03/2020 17:52:29</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>U2020033745</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>03/03/2020 17:48:46</td></tr></tbody></table>	Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	Printing of Certificate of Registration and Hotel-Keeper's Licence (Update of Room Information)	U2020033745	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	03/03/2020 17:52:38	HLB - Application for update of Hotel Room Information	U2020033745	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	03/03/2020 17:52:29	Licence Application Status Update Notification (to Applicant)	U2020033745	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	03/03/2020 17:48:46
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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](#).

⁹ Please refer to the step-by-step guide on “Request for Action”