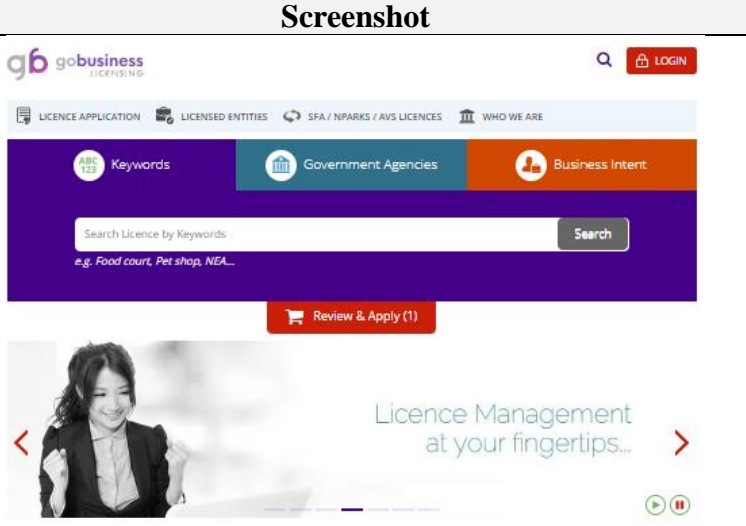
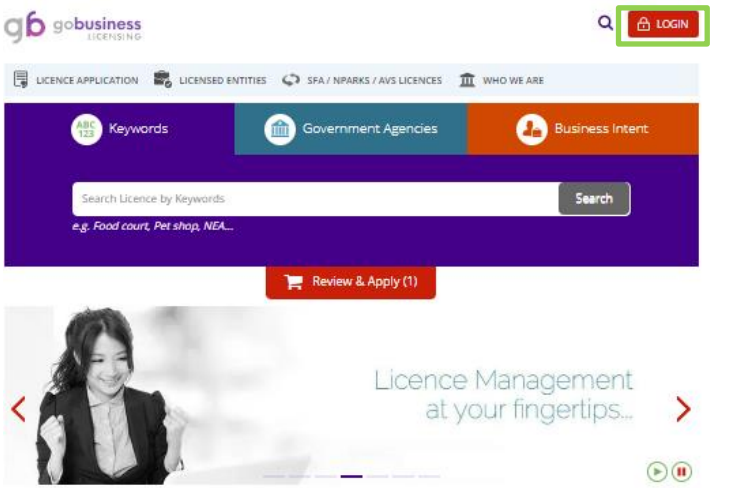
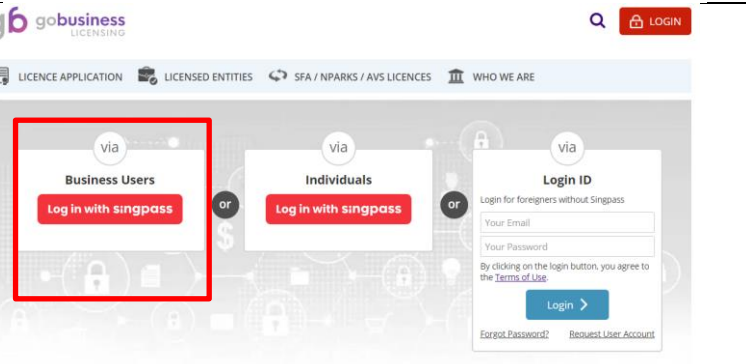
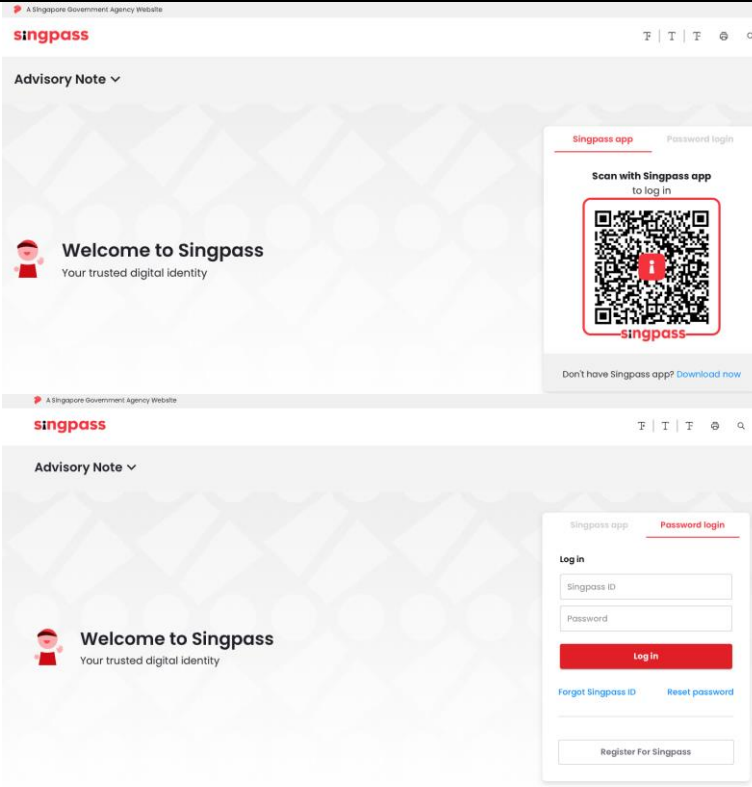

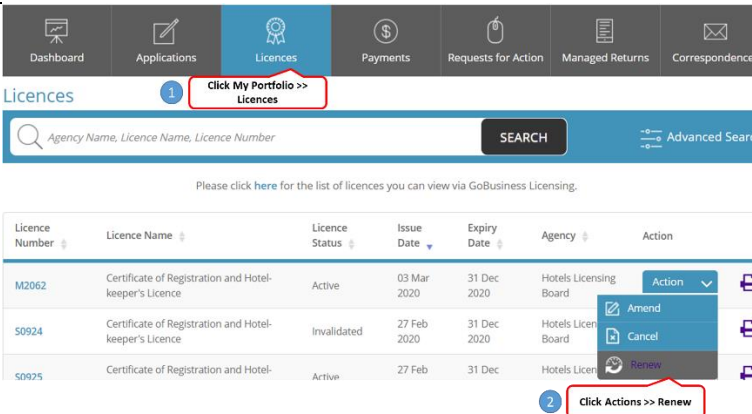


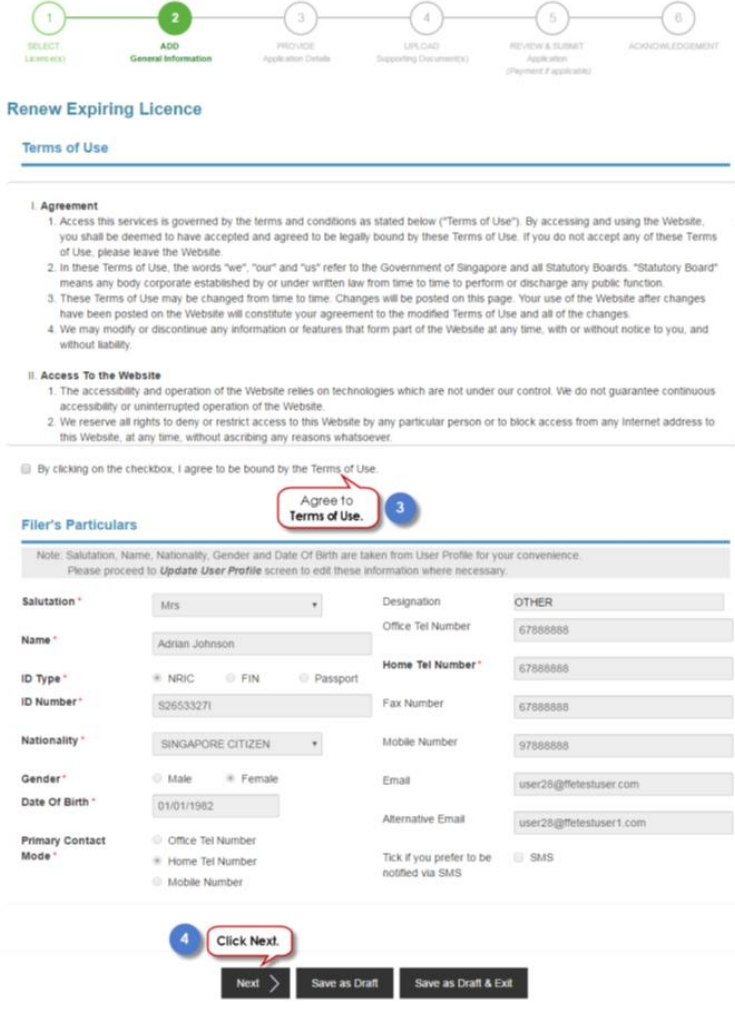

## Step-by-Step Guide for Renewal of Certificate of Registration and Hotel-keeper's Licence

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 <a href="https://licencel.business.gov.sg/feportal/web/frontier/home">https://licencel.business.gov.sg/feportal/web/frontier/home</a>	
1a	Next, click on "Login"	
2	Log in to GoBusiness Licensing using SingPass <sup>1</sup>	


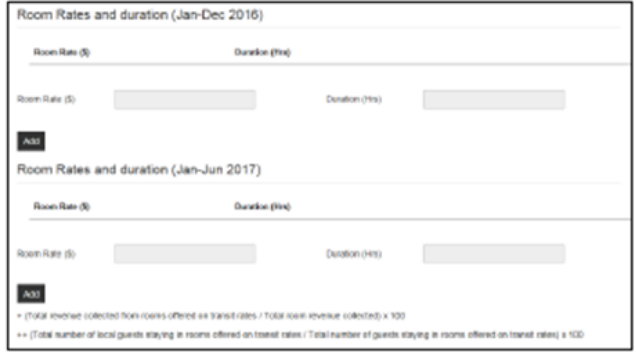
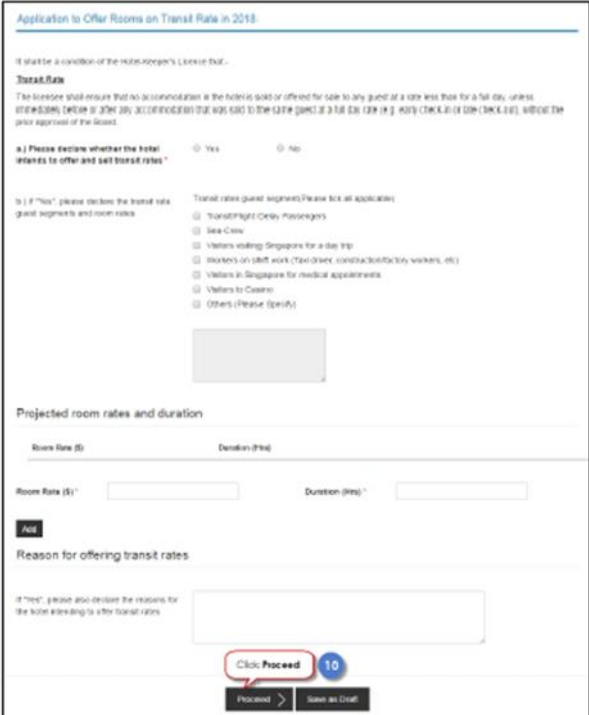
<sup>1</sup>From 11 April 2021, the login process for Corppass will be changed to verify an individual's identity via Singpass first, before allowing the user to access and transact with government digital services. After clicking on 'Log in with Singpass', you will be directed to log in via Singpass, 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](https://go.gov.sg/corporate-login)

S/N	Step	Screenshot																												
2a	Log in with SingPass ID and Password or scan the QR code with the SingPass app	 <p>The screenshots show the Singpass login interface. The top image displays the 'Scan with Singpass app to log in' option with a QR code. The bottom image shows the 'Password login' form with fields for Singpass ID and Password, and a 'Log in' button. Both images include a 'Welcome to Singpass' message and a 'Download now' link for the Singpass app.</p>																												
2b	Select the relevant UEN/Entity ID (if applicable)	 <p>The screenshot shows the CorpPass 'Select UEN/Entity ID' page. It features two buttons: 'Individual' (with UEN: BPP1 LOCAL COMPANY 100) and 'Company' (with UEN: RBG00832A Pte Ltd).</p>																												
3	<p>Click on “My Portfolio &gt; Licence”</p> <p>Enter the Licence Number and Click on “Search”</p> <p>Click on “Action &gt; Renew”</p>	 <p>The screenshot shows the Licences page in the CorpPass system. The 'Licences' menu item is highlighted with a red box. Below the search bar, a table lists licences with columns for Licence Number, Licence Name, Licence Status, Issue Date, Expiry Date, Agency, and Action. The 'Renew' button in the Action column for licence number 50925 is highlighted with a red box.</p> <table border="1" data-bbox="644 1563 1399 1736"> <thead> <tr> <th>Licence Number</th> <th>Licence Name</th> <th>Licence Status</th> <th>Issue Date</th> <th>Expiry Date</th> <th>Agency</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>M2062</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>Active</td> <td>03 Mar 2020</td> <td>31 Dec 2020</td> <td>Hotels Licensing Board</td> <td>Amend, Cancel, Renew</td> </tr> <tr> <td>50924</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>Invalidated</td> <td>27 Feb 2020</td> <td>31 Dec 2020</td> <td>Hotels Licen Board</td> <td>Amend, Cancel, Renew</td> </tr> <tr> <td>50925</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>Active</td> <td>27 Feb 2020</td> <td>31 Dec 2020</td> <td>Hotels Licen Board</td> <td>Amend, Cancel, Renew</td> </tr> </tbody> </table>	Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Agency	Action	M2062	Certificate of Registration and Hotel-keeper's Licence	Active	03 Mar 2020	31 Dec 2020	Hotels Licensing Board	Amend, Cancel, Renew	50924	Certificate of Registration and Hotel-keeper's Licence	Invalidated	27 Feb 2020	31 Dec 2020	Hotels Licen Board	Amend, Cancel, Renew	50925	Certificate of Registration and Hotel-keeper's Licence	Active	27 Feb 2020	31 Dec 2020	Hotels Licen Board	Amend, Cancel, Renew
Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Agency	Action																								
M2062	Certificate of Registration and Hotel-keeper's Licence	Active	03 Mar 2020	31 Dec 2020	Hotels Licensing Board	Amend, Cancel, Renew																								
50924	Certificate of Registration and Hotel-keeper's Licence	Invalidated	27 Feb 2020	31 Dec 2020	Hotels Licen Board	Amend, Cancel, Renew																								
50925	Certificate of Registration and Hotel-keeper's Licence	Active	27 Feb 2020	31 Dec 2020	Hotels Licen Board	Amend, Cancel, Renew																								

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 profile<sup>2</sup></p> <p>If there is no update to the existing licence information, please select “No Update (For Renewal)”</p>	

<sup>2</sup> 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>	<p>The screenshot displays the 'Hotel Information' and 'Room Information' sections of a form. The 'Hotel Information' section includes fields for Name of Hotel, Hotel Telephone Number, Postal Code, Hotel Fax Number, Block / Phase Number, Street Name, UEN Number, Level, and Building Name. The 'Room Information' section includes a table for Room Category, Room Rate (S), No. of Rooms, and No. of Beds. Below this are fields for Room Category, Room Rate (S), Number of Rooms, and Number of Beds Per Room. The 'F&amp;B Outlet Information' section includes Type Of Outlet, Add Outlet Type, and Total Number of Outlets. The 'Hotel-keeper's Information' section includes fields for Sex, NRIC / FIN, Name, Designation in Hotel, Employment Pass, Date of Birth, Nationality, Postal Code, Level, Block / House Number, UEN Number, Street Name, Building Name, Mobile Number, and Email Address.</p>
7	<p>Complete the Guest Ratio (Percentage) field</p>	<p>The screenshot displays the 'Renewal Declaration Details' section of a form. The 'Guest Ratio (Percentage)' section includes a table for Type of Guests, Guest ratio % (January to December 2014), and Guest ratio % (January to June 2015). The table has rows for Foreign and Local guests. Below the table are instructions for Local guests, including Singapore Citizens, Singapore permanent residents, and non-permanent resident holding employment pass, work permit, student pass, dependent pass holders and long-term social visit pass.</p>

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>	 
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>	

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>	<p>The screenshot shows a progress bar at the top with 7 steps: 1. SELECT Licence(s), 2. RENEW Profile, 3. ADD General Information, 4. PROVIDE Application Details, 5. UPLOAD Supporting Document(s), 6. REVIEW &amp; SUBMIT Application (Payment if applicable), and 7. ACKNOWLEDGEMENT. Below the progress bar, a green checkmark indicates 'Submitted successfully: 1 application(s)'. A table lists application details: Application Number (R202000221), Submission Number (B2020002925), Submission Date (20/02/2020 20:15:02), and Submission Name (B2020002925). At the bottom, there are 'PRINT' and 'CLOSE' buttons with callouts.</p>

The Secretariat may request for additional information or supporting documents (if any) via the “Request for Action”<sup>3</sup> 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>	<p>The screenshot shows a navigation menu with tabs: Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. The 'Correspondences' tab is active. Below the menu is a search bar with a 'SEARCH' button and an 'Advanced Search' link. A table lists correspondences with columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. Two entries are visible: 'HLB - Approval for Renewal Application' and 'Application Status Notification SMS'.</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](#).

<sup>3</sup> Please refer to the step-by-step guide on “Request for Action”