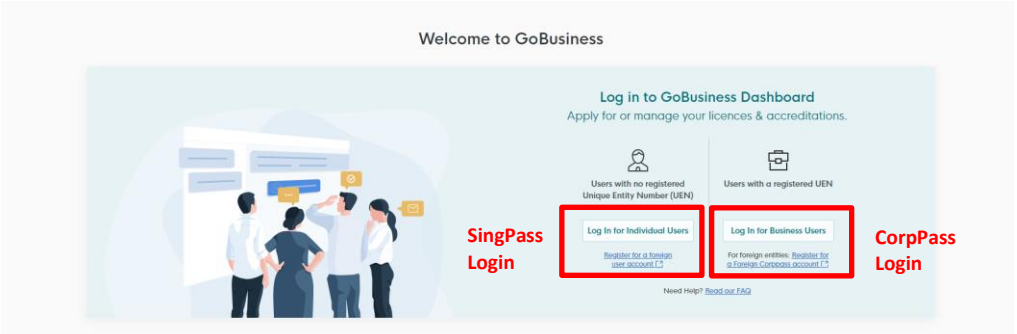
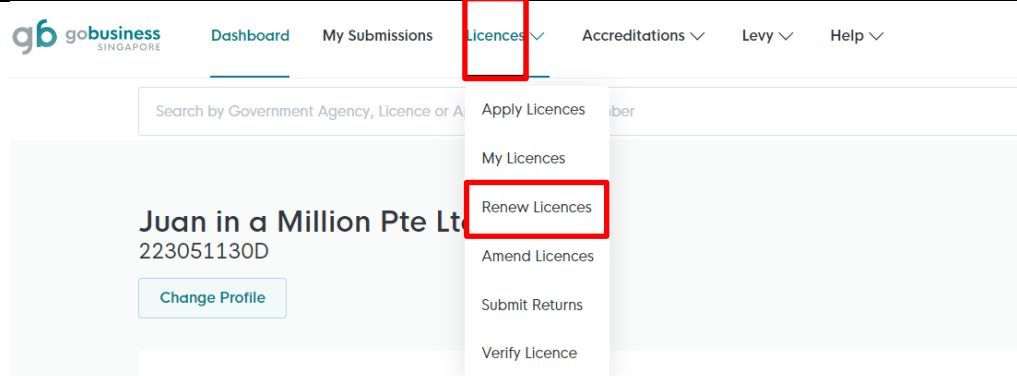
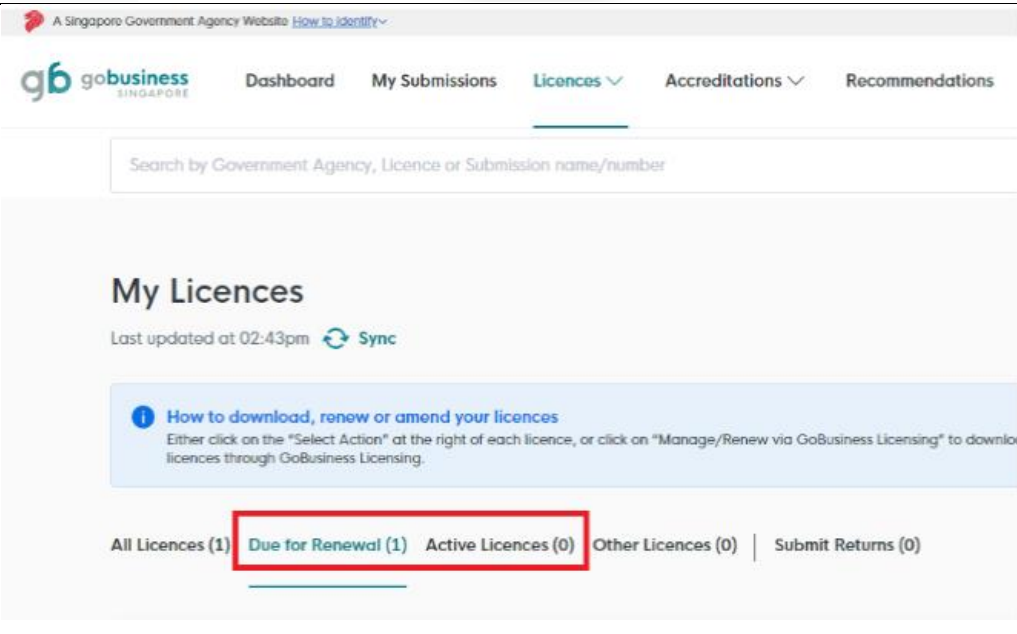
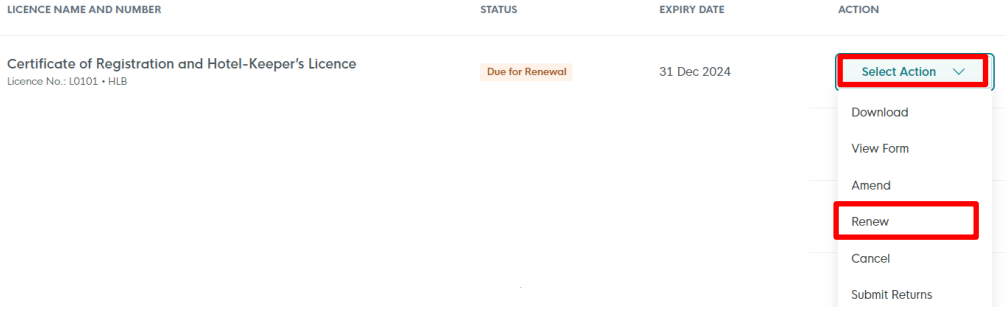
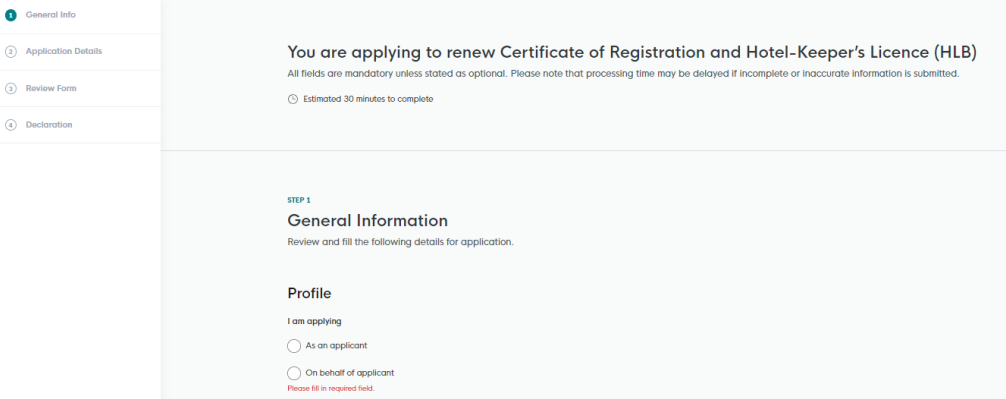
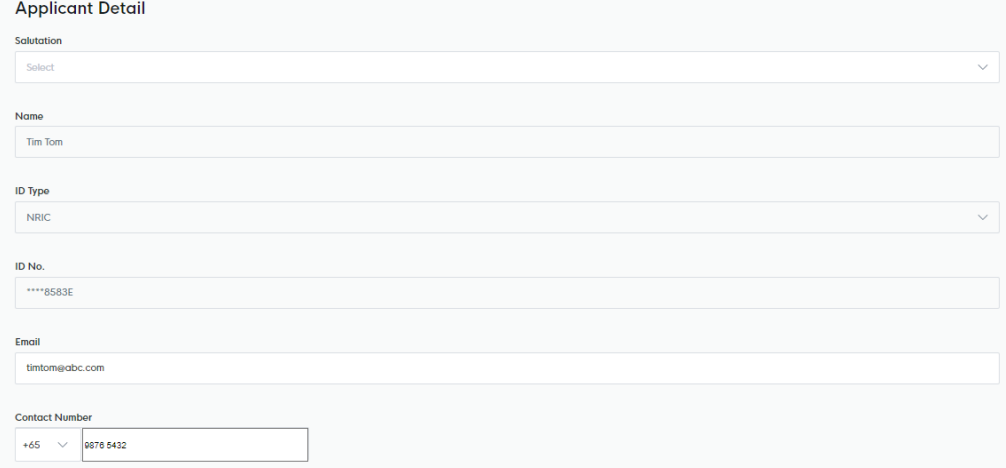


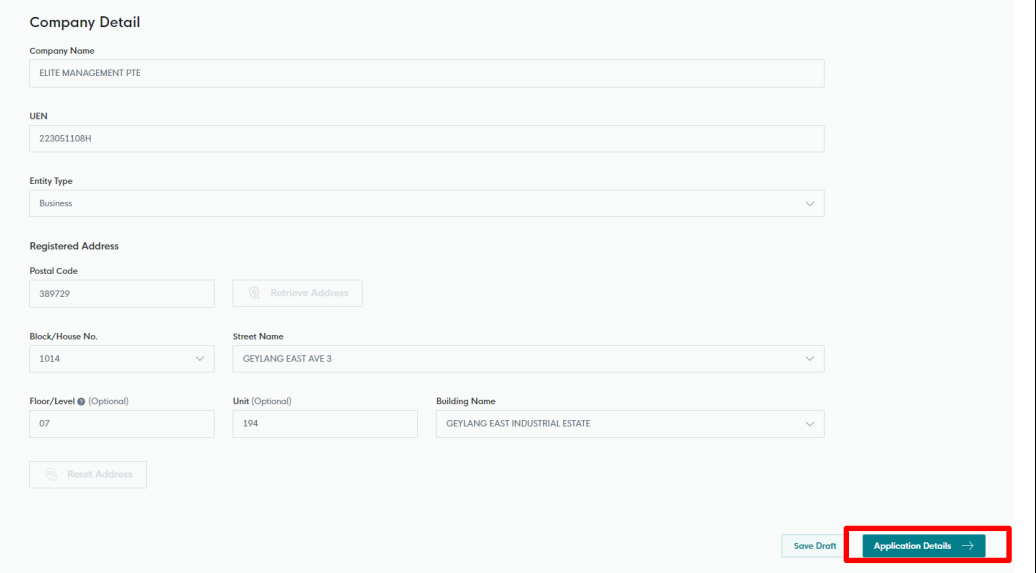
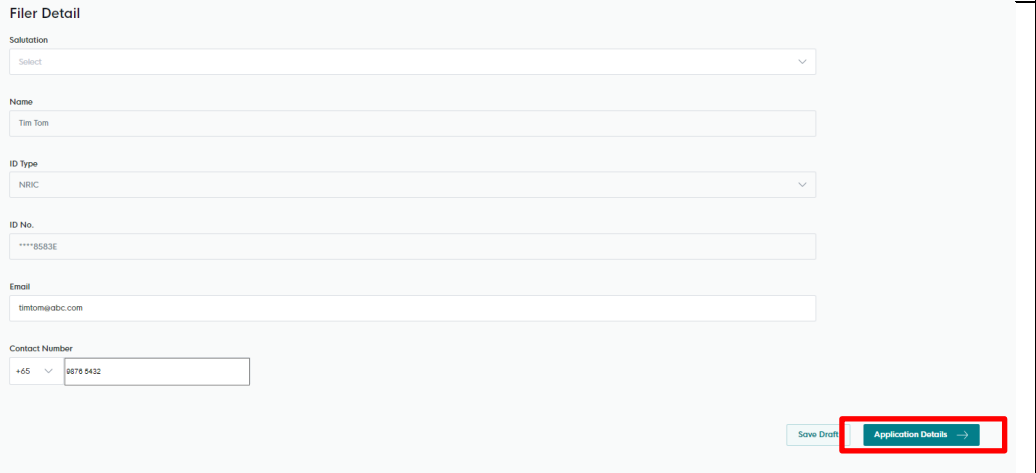
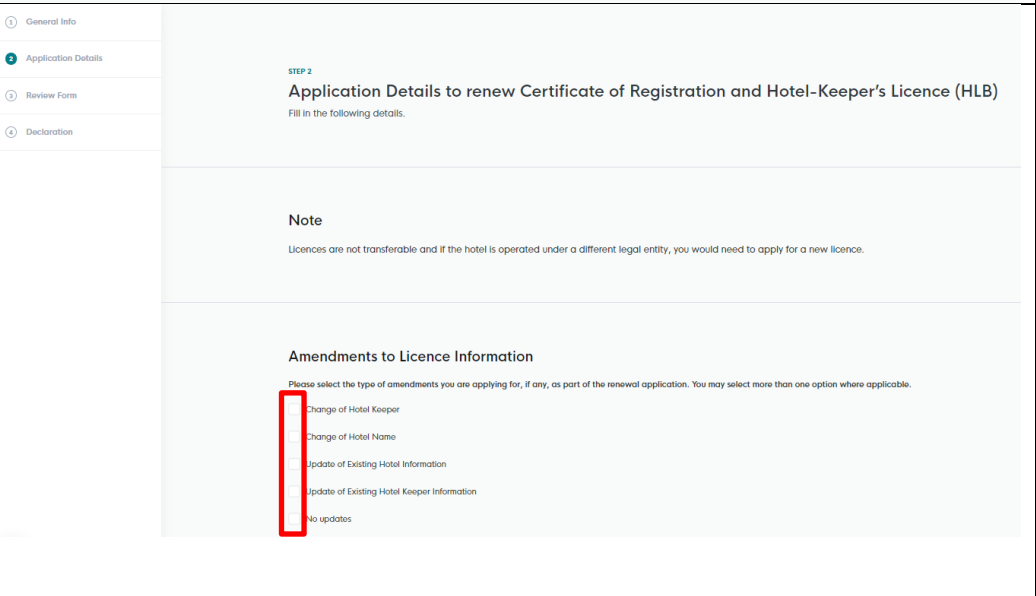
Step-by-Step Guide for Renewal of Certificate of Registration and Hotel-keeper's Licence

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 15 November. HLB will send the notice of renewal to hotels and hotels are required to submit the renewal applications and make payment online through GoBusiness Licensing.

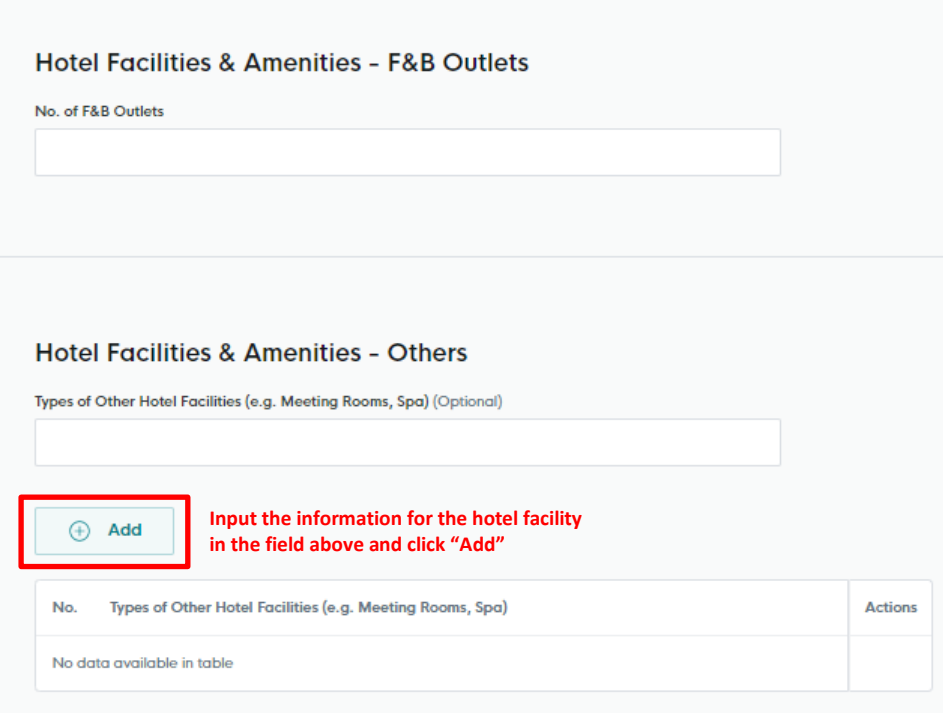
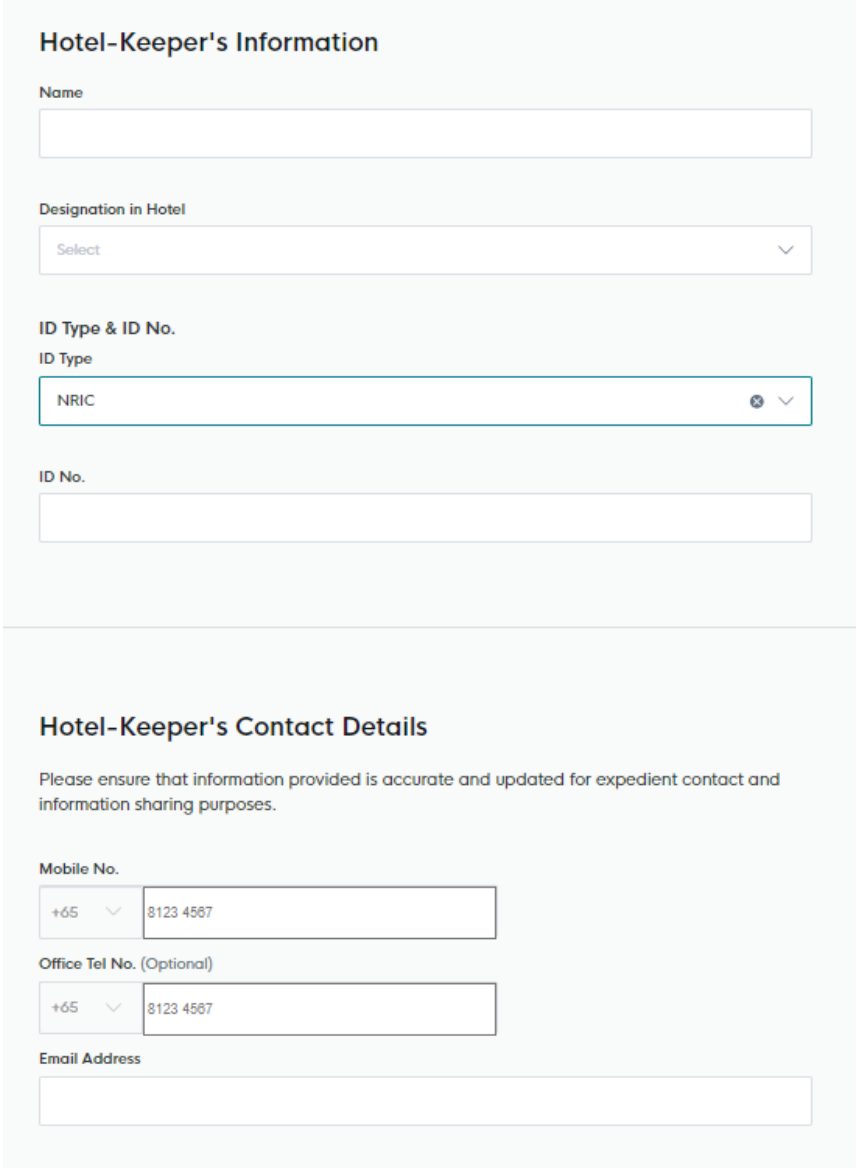
S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://dashboard.gobusiness.gov.sg/login Log in to GoBusiness Licensing using SingPass or CorpPass.	
2	Go to the top menu and click on "Licences" > "Renew Licences".	
3	Click on "Due for Renewal" for active licences that are due for renewal.	

S/N	Step	Screenshot
4	<p>Click on “Select Action” and select “Renew” from the list of actions.</p> <p>Note: “Renew” option will only appear for licences found under “Due for Renewal” Category.</p>	
5	<p>Under “General Information”, select your Profile</p> <ul style="list-style-type: none"> • “As an applicant” if you are the proposed Hotel-keeper of the Hotel, or • “On behalf of applicant” if you are applying on behalf of the Hotel-keeper¹. 	
5a	<p>Complete the “Applicant Detail” section.</p>	

¹ 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.

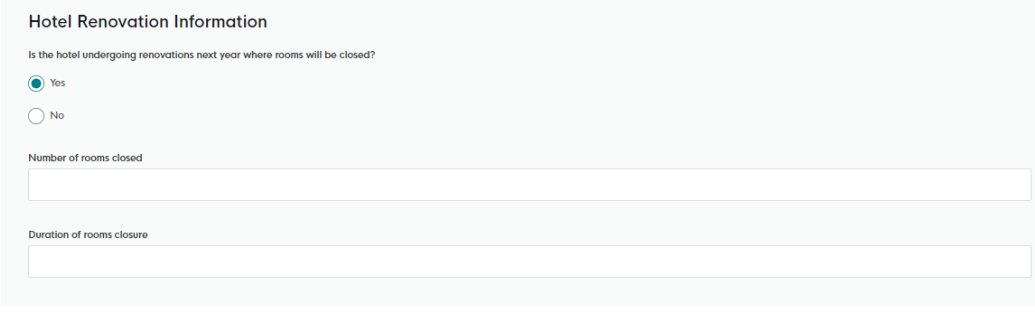
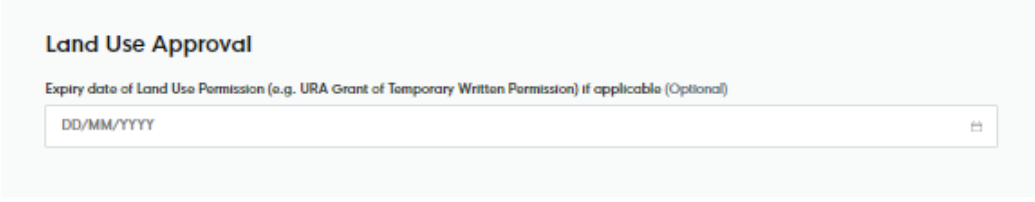
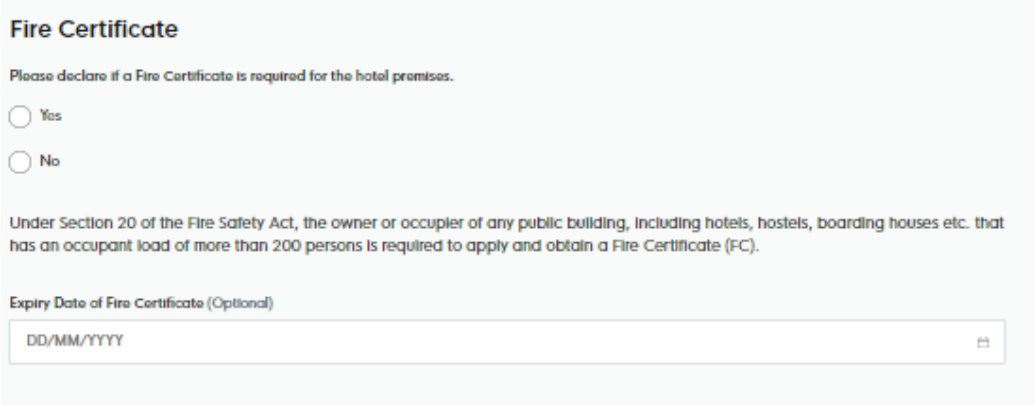
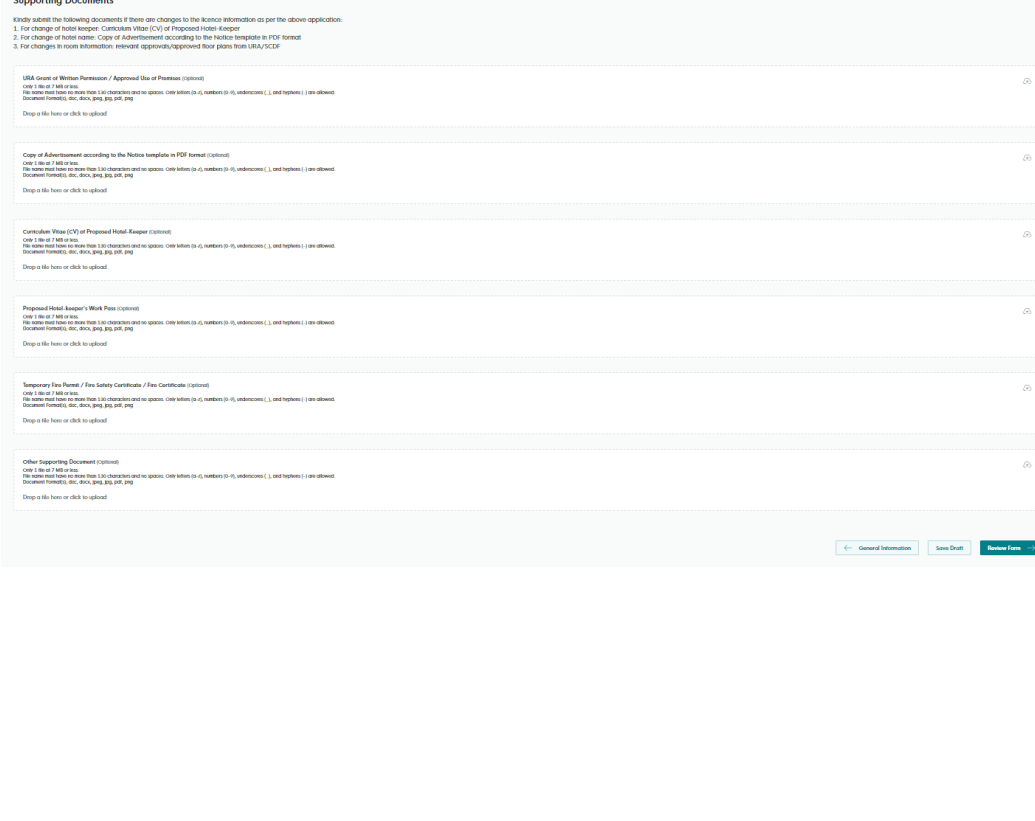
S/N	Step	Screenshot
5b	<p>Complete the “Company Detail” section.</p> <p>Click “Application Details” to go to the next page.</p>	
	<p>If you are applying on behalf of applicant/licensee, complete the “Filer Detail” section.</p> <p>Click “Application Details” to go to the next page.</p>	
6	<p>Under “Application Details”, select the type of amendments you are applying for, if any as part of the renewal application.</p> <ul style="list-style-type: none"> You may select more than one option where applicable. If there is no update to the existing licence information, please select “No updates”. 	
6a	<p>Complete the “Hotel Information” section.</p> <ul style="list-style-type: none"> If there is a change in hotel name or update of existing hotel information, please update in the relevant fields. 	

S/N	Step	Screenshot												
		<p>Hotel Information</p> <p>Name of Hotel <input type="text"/></p> <p>Hotel Tel No. +65 <input type="text" value="8123 4567"/></p> <p>Hotel Email Address <input type="text"/></p> <p>Hotel Owner <input type="text"/></p> <p>Hotel Operator <input type="text"/></p> <p>Is the UEN used in this Licence Application the same as the UEN used for the Payroll of Hotel Staff? <input checked="" type="radio"/> Yes <input type="radio"/> No</p>												
6b	<p>Complete the “Room Information” section</p> <ul style="list-style-type: none"> • [For Hostels only] Input the total number of beds. • Input the room information for a room category into the table and click "Add". To include additional room categories, repeat this process by inputting the details for each room category and clicking "Add" after each entry. • Please note that the rooms in each category should add up to the total number of rooms under “Room Information-Summary” above. 	<p>Room Information - Summary</p> <p>Total No. of Rooms <input type="text"/></p> <p>Total No. of Beds (Mandatory for Backpackers Hostel only) (Optional) <input type="text"/></p> <hr/> <p>Room Information</p> <p>Sum of number of rooms in each category should add up to the total number of rooms under Room Information - Summary above.</p> <p>Category <input type="text"/></p> <p>Room / Bed Rate (\$) <input type="text"/></p> <p>No. of Rooms <input type="text"/></p> <p>Total No. of Beds (Mandatory for Backpackers Hostel only) (Optional) <input type="text"/></p> <p><input type="button" value="+ Add"/> Input the information for the room category in the fields above and click “Add”</p> <p><small>A minimum of 1 entry is required for Room Information.</small></p> <table border="1"> <thead> <tr> <th>No.</th> <th>Category</th> <th>Room / Bed Rate (\$)</th> <th>No. of Rooms</th> <th>Total No. of Beds (Mandatory Backpackers Hostel only)</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td colspan="6">No data available in table</td> </tr> </tbody> </table>	No.	Category	Room / Bed Rate (\$)	No. of Rooms	Total No. of Beds (Mandatory Backpackers Hostel only)	Actions	No data available in table					
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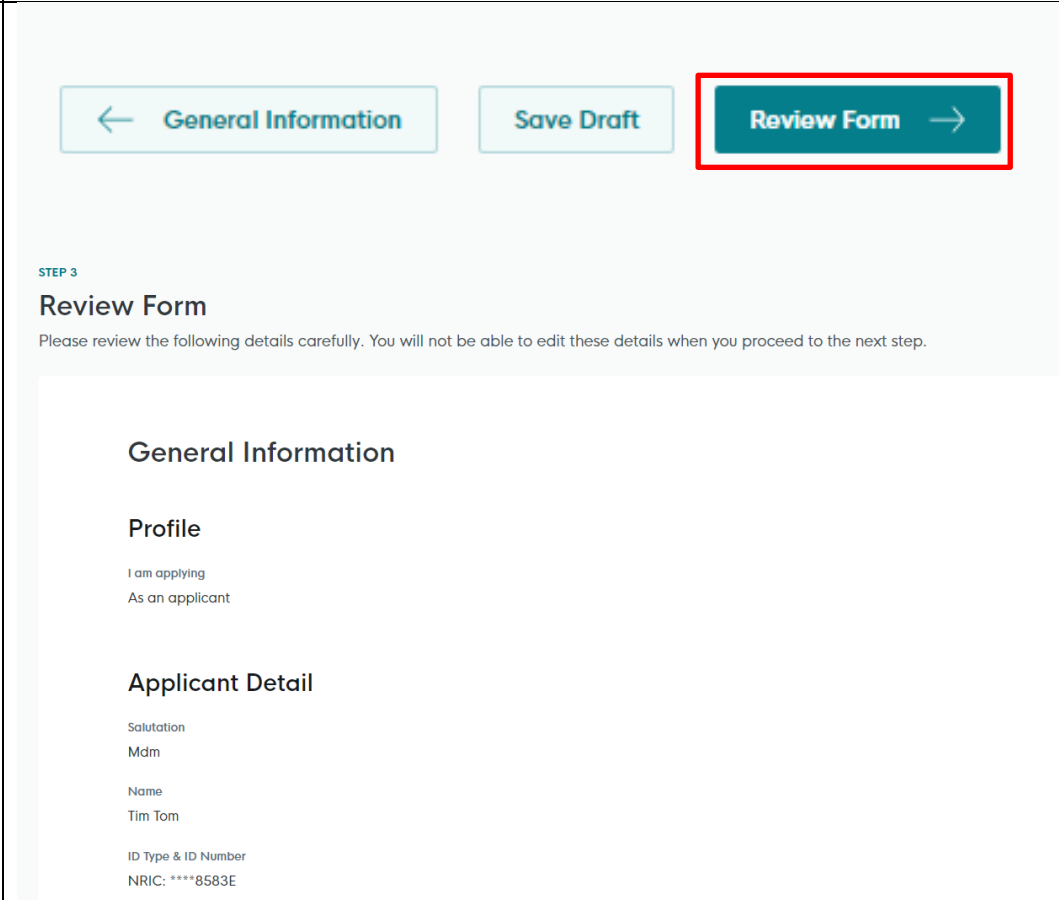
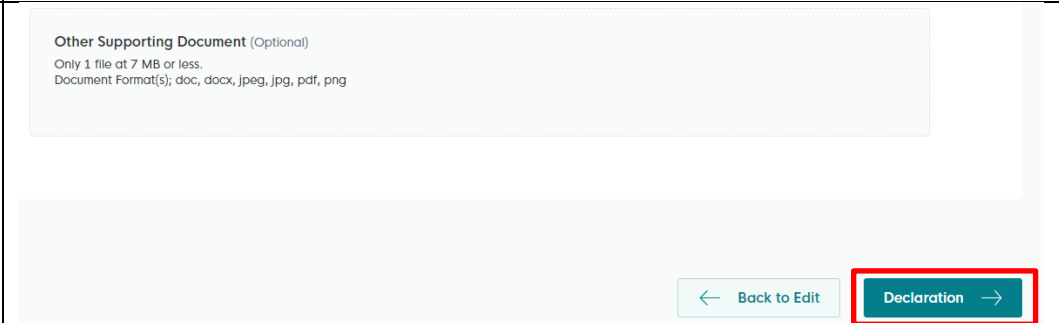
S/N	Step	Screenshot
6c	<p>Complete the “Hotel Facilities & Amenities” section.</p> <ul style="list-style-type: none"> • If the hotel does not have any F&B Outlets, input “0”. • If there is more than 1 facility in the hotel, input the information and click “Add” to add more fields. 	
6d	<p>Complete the “Hotel-Keeper’s Information” section.</p> <ul style="list-style-type: none"> • If there is a change in hotel keeper or update of existing hotel keeper information, please update in the relevant fields. 	

S/N	Step	Screenshot						
6e	<p>Indicate the Guest Ratio for “Foreign” and “Locals” for</p> <ul style="list-style-type: none"> Jan to Dec (previous year). Jan to Jun (current year). Local and tourist percentages must add up to 100%. 	<p>Guest Ratio (%)</p> <p>Please indicate actual guest ratio. Ratio for "Foreign" and "Local" must add up to 100%. For periods that are not applicable, please indicate as "0".</p> <p>Guest Ratio % from January to December (previous year)</p> <p>Foreign (Jan to Dec - previous year)</p> <input type="text"/> <p>Local (Jan to Dec - previous year)</p> <input type="text"/> <p>Guest Ratio % from January to June (current year)</p> <p>Foreign (Jan to Jun - current year)</p> <input type="text"/> <p>Local (Jan to Jun - current year)</p> <input type="text"/> <p>Local guests include: 1) Singapore Citizens 2) Singapore Permanent Residents; and 3) non-permanent residents holding employment pass, work permit, student pass, dependent pass holders and long-term social visit pass.</p>						
6f	<p>Declare if Hotel is applying to charge transit rates for next year.²</p>	<p>Application to Offer Transit Rates (Next Year)</p> <p>Transit Rates The licensee must not sell, or offer to sell, any transit rate accommodation without the prior written approval of the Board.</p> <p>Transit rate accommodation refers to any accommodation provided, or to be provided at the hotel for a period shorter than 20 hours, excluding accommodation provided for the purposes of supporting the preparation or organisation of a marriage-related event held or to be held at the hotel.</p> <p>Please declare whether the hotel intends to offer and sell transit rates</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>						
	<p>If “Yes”, to indicate the reason for offering transit rates, and declare the room rates and the duration</p> <ul style="list-style-type: none"> If there is more than 1 transit room rate, click “Add” to add more fields. 	<p>Please declare whether the hotel intends to offer and sell transit rates</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Reasons for Offering Transit Rates</p> <input type="text"/> <p>Room Rates and Duration</p> <p>Please declare the room rates and duration.</p> <p>Transit Room Rate (\$)</p> <input type="text"/> <p>Duration (Hrs)</p> <input type="text"/> <p><input type="button" value="Add"/> Input the information for the transit rate in the field above and click “Add”</p> <p><small>A minimum of 1 entry is required for Room Rates and Duration.</small></p> <table border="1"> <thead> <tr> <th>Transit Room Rate (\$)</th> <th>Duration (Hrs)</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td colspan="3">No data available in table</td> </tr> </tbody> </table>	Transit Room Rate (\$)	Duration (Hrs)	Actions	No data available in table		
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No data available in table								

² Please note that licensee must not sell, or offer to sell, any transit rate accommodation without prior approval of the Board.

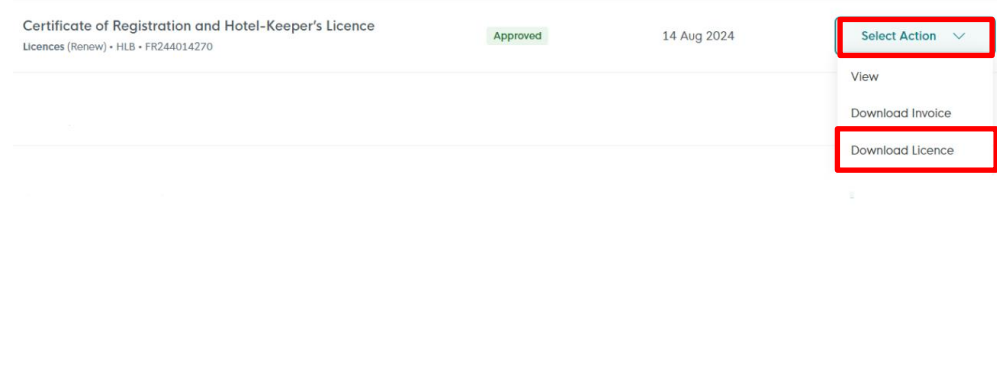
S/N	Step	Screenshot
6g	<p>Indicate if the Hotel is undergoing renovation next year.</p> <ul style="list-style-type: none"> If “Yes”, please key in the number of rooms closed and the duration of the room closure. 	
6h	<p>Indicate the expiry date of the hotel’s land use approval, if applicable (e.g. URA Temporary Written Permission).</p>	
6i	<p>Hotel to declare if a Fire Certification is required for the hotel premises³</p> <ul style="list-style-type: none"> If “Yes”, to indicate the expiry date of Fire Certificate. 	
6j	<p>Upload the supporting documents (if any).</p> <p>If you are any changes to the licence information, please submit the relevant supporting documents</p> <ul style="list-style-type: none"> For change in hotel keeper please upload the Curriculum Vitae (CV) of the new proposed Hotel-Keeper. For change in hotel name, please upload the e-notice according to the Notice template in PDF format. Ensure that you have provided accurate information in the e- 	

³ Under Section 20 of the Fire Safety Act, the owner or occupier of any public building, including hotels, hostels, boarding houses etc. that has an occupant load of more than 200 persons is required to apply and obtain a Fire Certificate (FC).

S/N	Step	Screenshot
	<p>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> <ul style="list-style-type: none"> For change in room information, please upload the relevant approvals/ approved floor plans from URA/SCDF. 	
7	<p>Click “Review Form” and ensure that all the data indicated are accurate.</p>	 <p>← General Information Save Draft Review Form →</p> <p>STEP 3 Review Form Please review the following details carefully. You will not be able to edit these details when you proceed to the next step.</p> <p>General Information</p> <p>Profile I am applying As an applicant</p> <p>Applicant Detail Salutation Mdm Name Tim Tom ID Type & ID Number NRIC: ****8583E</p>
8	<p>Click “Declaration”.</p>	 <p>Other Supporting Document (Optional) Only 1 file at 7 MB or less. Document Format(s); doc, docx, jpeg, jpg, pdf, png</p> <p>← Back to Edit Declaration →</p>

S/N	Step	Screenshot															
9	Tick the check box and click “Make Payment”.	<p>STEP 4</p> <h3>Declaration</h3> <p>Please scroll to read and acknowledge the following clauses.</p> <div style="border: 1px solid #ccc; padding: 10px;"> <p>General Declaration</p> <p>I declare that all the information given in this application form is true and correct.</p> <p>I am aware that legal action may be taken against me if I had knowingly provided false information.</p> <p>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 (HLB)</p> <ol style="list-style-type: none"> If I am submitting this application on behalf of the Applicant, I declare I am authorised to act for the Applicant and the occupier of the premises of the Hotel for the purposes of this application. If I am the Applicant, I declare that I am authorised to act for the occupier of the premises of the Hotel for the purposes of this application. I further declare that the documents submitted, if any, in support of this application are to the best of my knowledge true and complete. <p>I understand that the Hotels Licensing Board may refuse to grant the Certificate of Registration and/or the Hotel-Keeper's Licence in its discretion including 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> </div> <p><input type="checkbox"/> hereby declare that all of the above is true.</p> <p style="text-align: right;"> ← Review Form Make Payment → </p>															
10	Review your fees and make payment.	<h3>Payment</h3> <p>Please review your fees and make payment.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">DESCRIPTION</th> <th style="text-align: right;">GST</th> <th style="text-align: right;">AMOUNT</th> </tr> </thead> <tbody> <tr> <td>Certificate of Registration and Hotel-Keeper's Licence</td> <td></td> <td></td> </tr> <tr> <td>Application Fee</td> <td style="text-align: right;">-</td> <td style="text-align: right;">\$100.00</td> </tr> <tr> <td></td> <td style="text-align: right;">Subtotal</td> <td style="text-align: right;">\$100.00</td> </tr> <tr> <td></td> <td style="text-align: right;">Amount Payable</td> <td style="text-align: right;">\$100.00</td> </tr> </tbody> </table> <p>Payment method</p> <p>Please choose a payment method.</p> <div style="border: 1px solid #ccc; padding: 10px;"> <p><input checked="" type="radio"/> VISA ****4242 Exp: 12/2028 Remove</p> <p><input type="radio"/> Use A Different Card</p> <p style="text-align: center;">Make Payment →</p> </div>	DESCRIPTION	GST	AMOUNT	Certificate of Registration and Hotel-Keeper's Licence			Application Fee	-	\$100.00		Subtotal	\$100.00		Amount Payable	\$100.00
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11	<p>The system will provide an acknowledgement page and an application number which starts with “FR” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).</p> <p>You can download your payment invoice by selecting “Download for Invoice”.</p> <p>A confirmation email will be sent to you.</p>	<h3>We have received your application</h3> <p>Thank you for your application. You will receive updates on it via email.</p> <div style="border: 1px solid #ccc; padding: 10px;"> <p>Payment Summary</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">DESCRIPTION</th> <th style="text-align: right;">GST</th> <th style="text-align: right;">AMOUNT</th> </tr> </thead> <tbody> <tr> <td>Certificate of Registration and Hotel-Keeper's Licence</td> <td></td> <td></td> </tr> <tr> <td>Application Fee</td> <td style="text-align: right;">-</td> <td style="text-align: right;">\$100.00</td> </tr> <tr> <td></td> <td style="text-align: right;">Subtotal</td> <td style="text-align: right;">\$100.00</td> </tr> <tr> <td></td> <td style="text-align: right;">Total Paid</td> <td style="text-align: right;">\$100.00</td> </tr> </tbody> </table> <p style="text-align: center;">Download Tax Invoice <small>Receipt No: FN250103000034</small></p> </div> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>Next Steps</p> <p>We will send you an email notification when there are changes to your application status. Alternatively, you may log in to track your status via the dashboard below.</p> <p>For application enquiries, you may contact OeBusiness Helpdesk at 63363373 or email AskOeBiz@ocrms.ontario.ca.</p> <p style="text-align: right;">Return to Dashboard →</p> </div>	DESCRIPTION	GST	AMOUNT	Certificate of Registration and Hotel-Keeper's Licence			Application Fee	-	\$100.00		Subtotal	\$100.00		Total Paid	\$100.00
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The Secretariat may request for additional information or supporting documents (if any) via the “Request for Action”⁴ feature. Upon receiving all the required documents and clarification (if any), the Secretariat will process the application.

S/N	Step	Screenshot
12	<p>Once the application has been approved, you will be notified via email.</p> <p>You can download your licence file for your application:</p> <ul style="list-style-type: none"> • Click “Select Action”. • Select “Download Licence”. 	 <p>The screenshot shows a web interface for a license renewal. The title is "Certificate of Registration and Hotel-Keeper's Licence" with a sub-header "Licences (Renew) • HLB • FR244014270". The status is "Approved" and the date is "14 Aug 2024". On the right side, there is a "Select Action" dropdown menu with a downward arrow. The dropdown menu is open, showing three options: "View", "Download Invoice", and "Download Licence". The "Select Action" button and the "Download Licence" option are highlighted with red boxes.</p>

⁴ Please refer to the step-by-step guide on “Request for Action”.