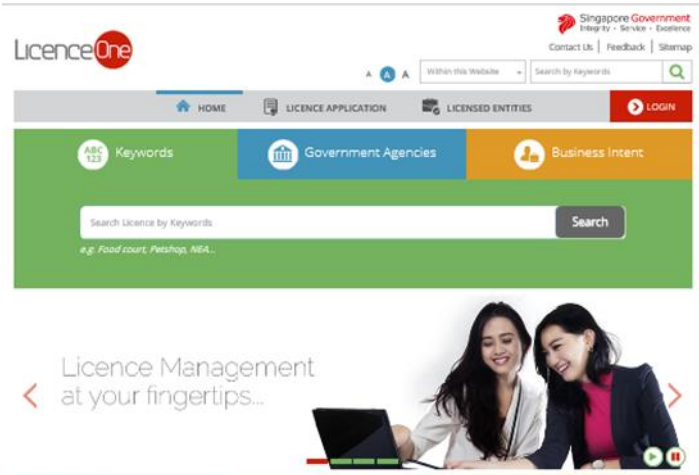
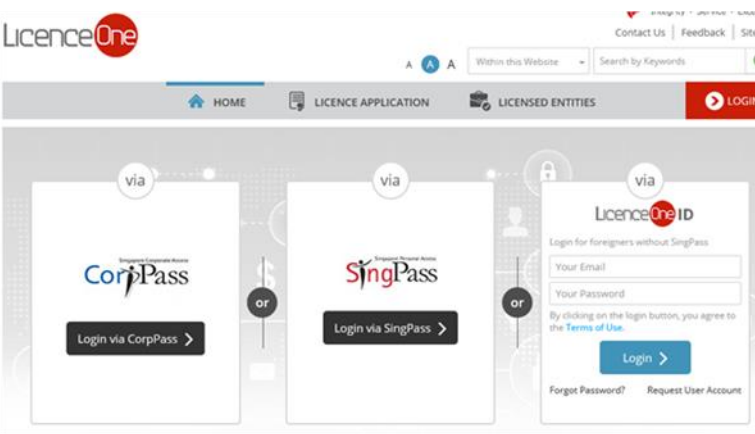


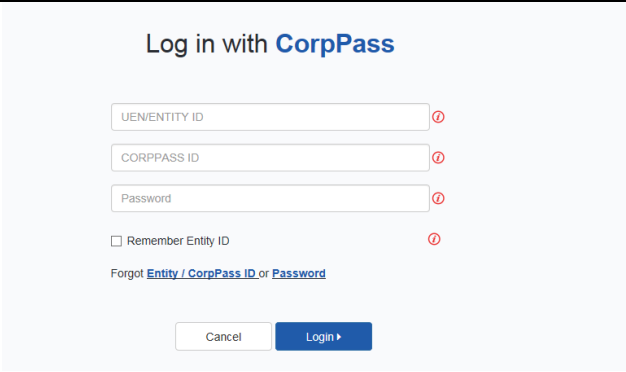
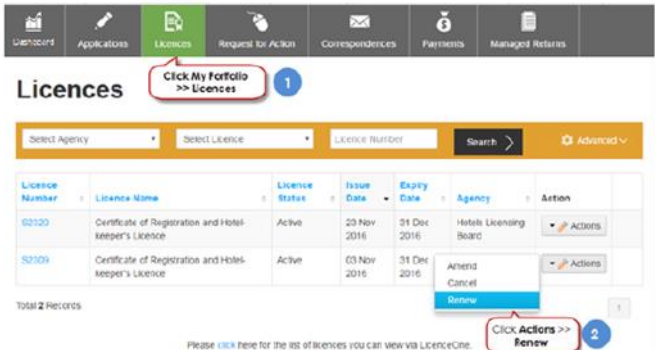
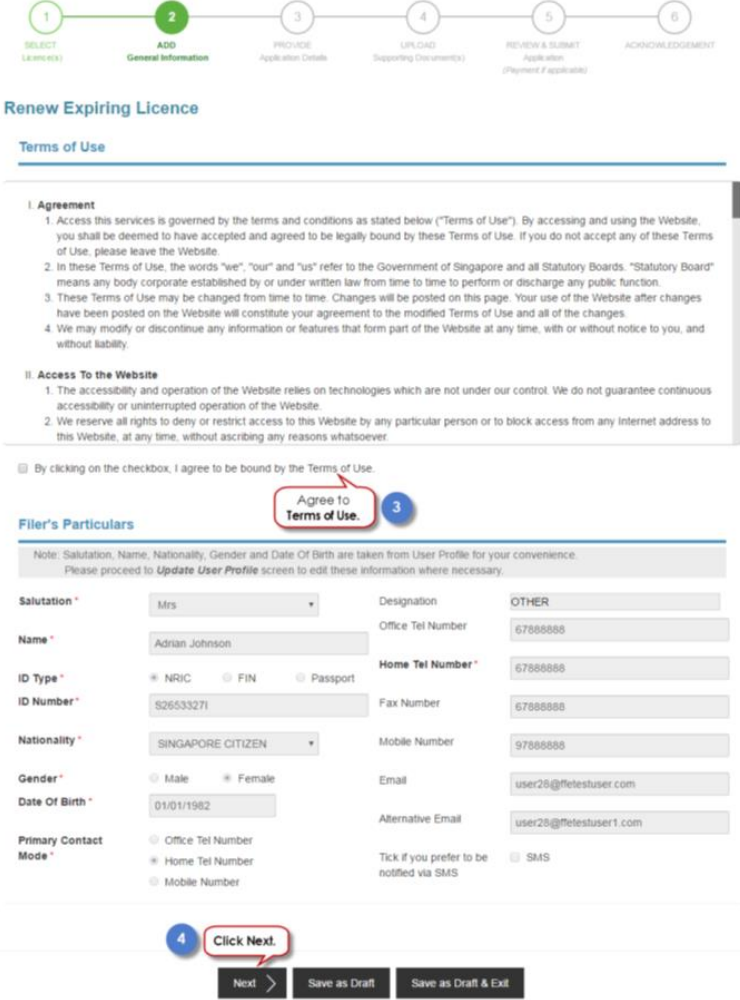
Step-by-Step Guide for Renewal of Certificate of Registration and Hotel-keeper’s Licence

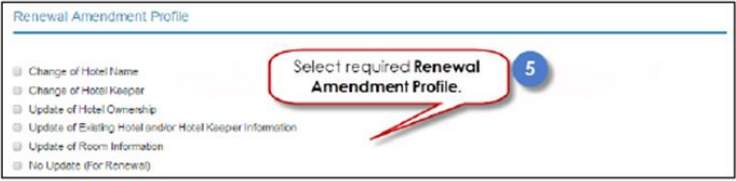
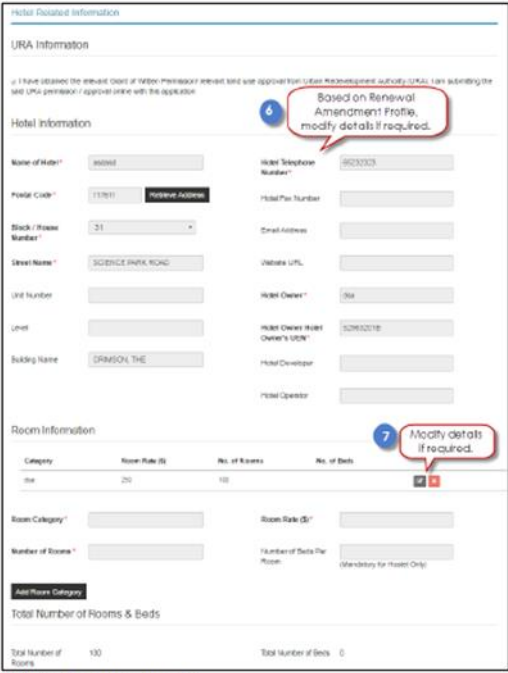
The licence expires on 31 December annually and the licence renewal exercise starts from October each year. Hotels can only submit the licence renewal application from 1 October to 30 November. HLB will send the notice of renewal to hotels in early October and hotels are required to submit the renewal applications and make payment online through LicenceOne.

S/N	Step	Screenshot
1	Go to LicenceOne website https://licence1.business.gov.sg and click on “Login”	
2	Log in to LicenceOne using CorpPass ¹	

¹ “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 LicenceOne. Only authorised CorpPass users of the company can use CorpPass to access LicenceOne and submit renewal of the Certificate of Registration and Hotel-keeper’s Licence. Should the Hotel-Keeper or Company Director wish to submit the renewal application, they must also be appointed as the authorised CorpPass user of the company.

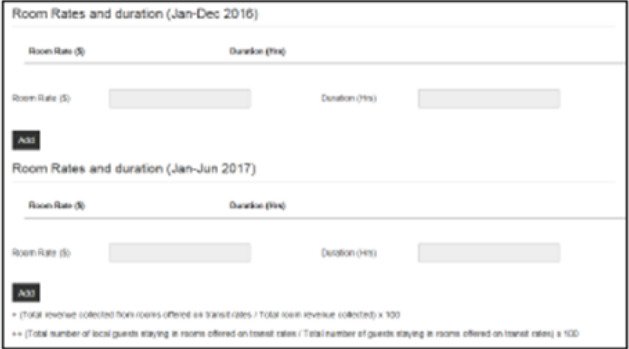
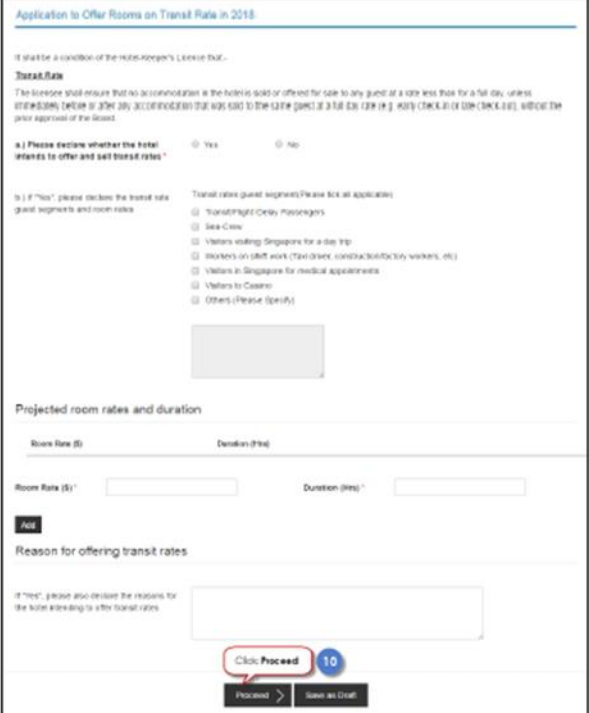
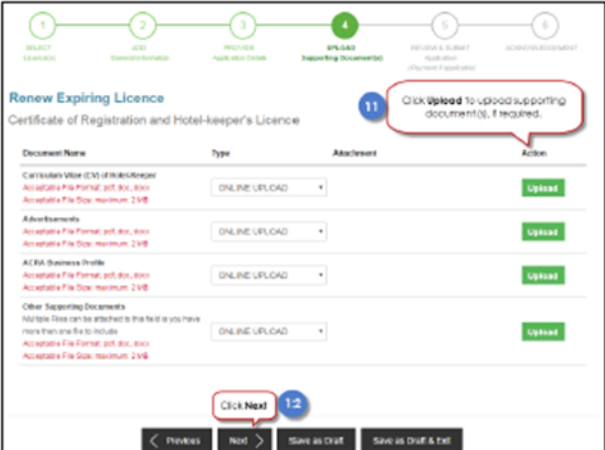
For information on the registration & set up of CorpPass for your business entity, please visit www.corppass.gov.sg. For information on how to activate CorpPass in LicenceOne, please visit <https://licence1.business.gov.sg/web/frontier/help/corppass-in-licenceone>.

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>	
4	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	

S/N	Step	Screenshot
5	<p>You may amend the existing licence information by selecting the relevant amendment profile²</p> <p>If there is no update to the existing licence information, please select “No Update (For Renewal)”</p>	 <p>The screenshot shows a form titled "Renewal Amendment Profile" with several radio button options: <ul style="list-style-type: none"> Change of Hotel Name Change of Hotel Keeper Update of Hotel Ownership Update of Existing Hotel and/or Hotel Keeper Information Update of Room Information No Update (For Renewal) A red callout bubble with the number 5 points to the "No Update (For Renewal)" option, with the text "Select required Renewal Amendment Profile." </p>
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 shows a multi-section form titled "Hotel Database Information". <ul style="list-style-type: none"> URA Information: A checkbox for "I have obtained the relevant consent of relevant permission relevant hotel user approval from relevant management authority (URA) user submitting the said URA permission / approval online with this application." Hotel Information: Fields for Name of Hotel, Hotel Telephone Number, Hotel Code, Hotel Pin Number, Block / Floor Number, Email Address, Street Name, Website URL, Unit Number, Hotel Owner, Level, Hotel Owner Hotel Owner's UOR, Building Name, Hotel Developer, and Hotel Operator. Room Information: A table with columns: Category, Room Rate (S), No. of Rooms, and No. of Beds. Below the table are fields for Room Category, Room Rate (S), Number of Rooms, and Number of Beds Per Room (Mandatory for Hotels Only). Total Number of Rooms & Beds: Summary fields for Total Number of Rooms and Total Number of Beds. Two red callout bubbles are present: <ul style="list-style-type: none"> Callout 6: "Based on Renewal Amendment Profile, modify details if required." points to the Hotel Information section. Callout 7: "Modify details if required." points to the Room Information table. </p>

² Please note that the any amendment made will only be reflected in the licence for the next year.

S/N	Step	Screenshot
7	<p>Complete the Guest Ratio (Percentage) field</p>	
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>	

S/N	Step	Screenshot
		
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>	
10	<p>Upload the supporting documents (if any) and Click “Next”</p>	

S/N	Step	Screenshot
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>	
12	<p>You will be directed to the payment page to make payment³</p>	
13	<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>	

³ 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>

S/N	Step	Screenshot
14	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) once the payment is successful. You may choose to print or close the acknowledgement page	

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
15	Once the application has been reviewed, 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 LicenceOne	

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