Step-by-Step Guide for <u>New Application</u> of Certificate of Registration and Hotel-keeper's Licence

S/N	Step	Screenshot
1	Go to LicenceOne website https://licence1.business. gov.sg and click on "Login"	
2	Log in to LicenceOne For user with valid SingPass ID and password: <i>Login via</i> <i>SingPass</i> For company who has activated CorpPass ¹ in LicenceOne: <i>Login via</i> <i>CorpPass</i> For foreigner without a SingPass ID and password: <i>Login via</i> <i>LicenceOne ID</i>	
2a	For user with valid SingPass ID and password: Log in to LicenceOne via SingPass	<image/>

¹ Singapore Corporate Access (or CorpPass) is the new digital identity business users will need to conduct Government-to-Businesses (G2B) transactions. Business users will now have the option of using CorpPass as a login mechanism to access LicenceOne, when transacting with the government online. For information on the registration & set up 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. Once CorpPass is activated, authorised CorpPass user can only use CorpPass to access LicenceOne.

S/N	Step	Screenshot
2ь	For company who has activated CorpPass in LicenceOne	Log in with CorpPass UEN/ENTITY ID CORPPASS ID Password Remember Entity ID Forgot Entity / CorpPass ID or Password Cancel Login M
2c	For foreigner without a SingPass ID and password: Request for a login account, then log in to LicenceOne using your email and password	Via LicenceOne ID Your Email Your Password By clicking on the login button, you agree to the Terms of Use. Login > Forgot Password > Request User Account
3	[Only applicable for those who login using SingPass or LicenceOne ID.] Select "Company" ² and enter the company's Unique Entity Number (UEN) ³ .	HL PUBLIC USER 21 - LOGOUT Your last login as a member was on 06/11/2015 at 02:31 PM (Singapore) Name ID Number Gender Nationality Date Of Birth HL Public User 21 S1406577F Male SINGAPORE CITIZEN 01/05/1996 Select your Profile Individual (1 am an applicant not representing any company or applying on behalf of any other people) Company (1 am an applicant not representing a company or applying on behalf of a company) Please enter UEN Account Please enter UEN Account Forgot your UEN? Please ensure that you have your Unique Entity Number (UEN) ready. If you do not have one, please apply one with ACRA. Please visit https://www.acra.gov.sg for more information.
4	Click on "Licence Application > Apply for new licence"	HOME MY PORTFOLIO ULCENCE APPLICATION LICENSED ENTITIES () JAMEN TAN - LOCOUT Applications Apply for New LICENCE S Correspondence CAUsers (SPRTOG Desktop) hlb_apply new.png Licence Application
5	Click on 'Choose licence (s) by Government Agency"	Image: Antipolity of the second court, Peterlog, NEA

 ² Company Director, Owner of Business or Authorized filer can apply for the licence on behalf of the entity
 ³ UEN is a multi-agency initiative aiming to develop one number that enables entitles' convenient interactions with government agencies

S/N	Step	Screenshot
6	Select "HLB – Hotels	OME 🕷 MY PORTFOLIO 🥛 LICENCE APPLICATION 式 LICENSED ENTITIES 🏦 JAMEN TAN - 👂 LOGOUT
	Licensing Board"	Ass Keywords Government Agencies Business Intent
		ACRA Accounting & Corporate Regulatory Activating AVA Brif Food and Veterinary Authority BOA Board of Architects BCA Building and Construction Authority CAS CAS Council for Estate Agencies CAS Council for Estate Agencies ECDA Early Childhood Development Agency CAS Council for Estate Agencies CAS Council for Estate Agencies HSA Health Sciences Authority HB Economic Development Board HB Economic Development Board HSA Health Sciences Authority HB Economic Development Board HOB Ensuing & Development Board IMDA Info Communications Media Development Authority HB Ensuing Revenue Authority of Singapore HOB Ensuing & Development Board IE Emeraudonal Enterprise Singapore LTA Land Transport Authority MUIS Majis Ugama Islam Singapora
7	Click on 'Add to	🚓 HOME 💐 MY PORTFOLIO 📑 LICENCE APPLICATION 📽 LICENSED ENTITIES 🍙 JAMEN TAN - 💽 LOGOUT
	Selection"	Keywords
8	The selected licence will	
	be listed, click on "Review & Apply", followed by "Proceed".	HOME WIN PORTFOLIO HOME INFORMATION LICENSED ENTITIES JAMEN TAN - OLIGIOUT Information Government Agencies Homes Licensing Board ag: SPF, NEA, Marpower Selected Licences HLB Certificate of Registration and Hotel-keeper's Licence Proceed Image: Review & Apply (1)
9	Click on "Apply"	
		Apply for New Licence To us may need the following licence(s) for your business Image: Concentration and Model-Accepted at Licence Concent Selected Licence(s) Image: Concentration and Model-Accepted at Licence Concent Selected Licence(s) Image: Concentration and Model-Accepted at Licence Concent Selected Licence(s) Image: Licence Name External Agency Licence Name External Agency Image: Concent Selected Licence(s) Image: Concent Selected Lice

S/N	Step	Screenshot
10	Select	Profile Select your Profile
	• "Applicant/Licensee	I am applying as a # Applicant / Licensee © on behalf of Licensee By OrderOut, Applicant/Licensee 8
	" if you are the	Terms of Use
	n you are the	. Agreement
	proposed Hotel-	 Access the services is governed by the terms and conditions as stated below ("terms of Use") by accessing and using the Voltex, how shall be deemed to have accepted and agreed to be legally broad by theme Term of Use. If you do not access and and to Use, phase leave the Voltexia. In these Terms of Use, the words "we", "our" and "us" refer to the Government of Singapore and all Statutory Board" means any body corporate
	keeper of the Hotel,	established by or under writein law thom time to perform or discharging any public function. 3. These Terms (being any becaused from time to time, to get any provide sub-based on this page. Your use of the Website after changes have been posted on the Website will constitute your agreement to the modified Terms of Use and all of the changes.
	or	 we may move y discontrule any information or realizes that form part of the velocitie at any time, with or kimout house to you, and without labeling. It Access To the Website
	• "On behalf of	 The increasing and operation of the View requerements or reconception minute in our stress due cannot be calculated. The Contra guarantees contracted accessioning of uninterrupted providence of the View requerements or reconception minute in our stress due cannot be calculated and the 2. We reserve all rights to draw or metric taccess to this Website by any particular person or to block access from any Internet address to this Website, at any time, without an environment environment environment environment and accession from any Internet address to this Website, at any time, without an environment environment environment environment environment environment environment environment environment environment environment environment environment environment environment environment without environment envinter environment environment environment environment environ
	Licensee" if you are	III. Communication With You Agree to Terms of Use,
	applying on behalf	By clicking on the checkbox, I agree to be bound by the Terms of Use. Applicant Particulars
	of the proposed	Salutation" Mr Designation Managing Director
	Hotel-keeper ⁴	Name * First Last Office Tel Number
	Ĩ	ID Type * O NRC O FIN # Passport Home Tel Number * 61234567
	View or enter the	ID Number* S141957H Fax Number Passort Issuing
	Applicant/Licensee's	Country SinGAPORE CITIZEN • Email • Ender Country
	details	Gender*
	uctans	Deter Of Birth* 30/11/1960 Copyreculation doubles. Teck if you prefer to be SMS Primary Content to 0 Office Tel Number Indified via SMS
		Mode" With Franz Tel Number 0 Mobile Number
		View the details. If required,
		Applicant Address
		Address Type * Local O Foreign Street Name * PASIR PANLANG ROAD Type of Premises * Deschantal
		Postal Code* 117513 Reference Address E.o. 05-01 Km/in 05
		Please enter your Unit Number 29 potati code and click
		TRetrieve Address*. E g 05-01 Key in 01 Block / House 410H Number** Building Name Jared Industrial Park 1
		Amina -
11	Enter the "Organisation	Organisation Details
11	Address? "Organisation	Organisation Name JANET'S ALTEFATION
	Address, Organisation	UEN 52942768X
	Contact Details and	Organisation Type BUSINESS
	Mailing Address".	UEN of Former Company
		Organisation Address
	Click "Next".	Postal Code 4/01/01 Distance 5/door 12 Select Type of Premises
		Please enter your postal code and click
		Retrieve Address* Block / House Number: 6.3
		Street Name COMMONWEALTH DRIVE
		Level 03
		Unit Number 253 Building Name
		Organisation Contact Details
		Tel Number*
		Fax Number 13 Specify required details.
		Business Email*
		Tick it you prefer to be SMS notified is SMS
		Mailing Address Specify the mailing address for this application.
		Address Organisation Address et Copy Level
		Address Type*
		Postal Code * Retrieve Address Eg. 05-01 Key in 01 Eg. 05-01 Key in 01
		Billion Billio
		Technive Address". Block / House Please Select • Number *
		Net > Sine & Ext

⁴ 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
12	Click "Start" to	MY PORTFOLIO LICENCE APPLICATION - GUIDELINES ABOUT US INFO SEARCH (1) PUBLIC_USER01 - LOGOUT
	complete the Hotel,	(1) General Information (2) Application Details (3) Supporting Document (4) Declaration
	Hotel-keeper and Hotel	Selected Licence
	General information	Licence Name Agency Name Completion Status Action
		Certificate of Registration and Hotel-keeper's Likence HLB DRAFT State
		Click Start.
		Previous Next >
13	Enter Hotel Related	Hotel Related Information
	Information	URA Information Select the checkbox to indicate that you have obtained the URA permission
		or relevant land use approval.
		approval either online / offline with this application
		Hotel Information Specify the required details.
		Name of Hotel * Hotel Mans Hotel Tel. No. * 62766679
		Postal Code* 117611 Retrieve Address Hotel Fax No.
		Block / House Number* 31 • Email Address
		Street Name * SCIENCE PARK ROAD Website URL
		Unit Number Mis Linda
		Level No. Hotel Owner UEN * 19200003W
		Room Information Added details will be listed here
		Category Room Rate (\$) No. officions No. Of Beds
		Click to edit.
		Room Category* Room Rate (\$)*
		Click Add Room Contegory
		Add Room Category
		Total No Of Rooms & Beds
		Total Number of Rooms 10 Total Number of Beds 0
		F&B Outlet Information Added details will Click to edit
		Type Of outLet
		Type Of outlet Specify the outlet type
		Add OutLet Type Click Add OutLet Type.
		Total Number of OutLets
		Total Number of OutLets* 1

S/N	Step	Screenshot
14	Enter Hotel-keeper's	Hotel-Keeper's Information
	Information ⁵	23 Hotel-Keeper's General Information Specify the required details.
		Salutation" Mr • NRIC / FIN * S1441957H
		Name* First Last Employment Pass Expin
		Designation in Hotel* Chief Esecutive Date of Birth * 30/11/1980
		Nationality * Singapore •
		Hotel-keeper's Residential Address
		Postal Code* 117611 Raticeo Address Level No.
		Block / House Number* 31 Unit Number
		Street Name * SCIENCE PARK ROAD Building Name CRIMISON, THE
		Hotel-keeper's Contact Details
		Mobile No. * 80479356 Email Address * public_user01@public_com
		Office Tel. No.
15	Enter Hotel General	Hotel General Information
	Information	Guest Ratio
		Type of Guests Percentage
		Poreign* 90 30 Opecify Securitaria
		Local* 10
		* For new hotels applying for their hotel licence, please complete the information for a period of 1 year from the date of commencement of operations based
		on projections Explanatory Note:
		Locals include Singapore clitzens, permanent residents and non-permanent residents. Singapore permanent residents refer to nonclitzens who have been granted permanent residence in Singapore.
		Non permanent resident refer to employment pass holders, work permit holders, student pass holders, dependent pass holders and long -term social visit pass holders
		Security Measures
		Please declare what are the security measures in place to curb vice activities in the hotel and to ensure the safety of your guests a.) Security measures adopted to curb potential CCTV
		vice activities* 25 Specify Security Measures.
		b.) Security measures adopted to ensure safety Guards of hotel guest*
16	Select 'Yes' if the hotel	Transit Rates
_	is applying to charge	(Rooms on transt rates are those which are sold for anything less than one full day. This does not include early check-in or a late check-out). Please declare whether the hotel is odfining transit rates. If yee, Please indicate the segments and room rates that the hotel is seeking approval from the Board, a Multi transit rates to endored?
	transit rates.	h.) Details of Transit Tates guest segments (Please tick all applicable)
		Transit Fight Delay Passengers Sea-Cew Vistors visiting Singapore for a day trip Vistors visiting Singapore for a day trip
	Steps 26 to 29 will only	Workers on shift work (Taxi driver, construction/factor b) specify the details. Wators in Singapore for medical appointments
	be applicable if the hotel	Utertors to Casino
	is applying to charge	Others Added detais will
	transit rate	Room rates and duration be listed here. Click to
		Room Rate (\$\$) Duration (https://www.com/com/com/com/com/com/com/com/com/com/
		Room Rate (5) Specify transit room
		Durate Click Add Rates.
		Add Rates 28 c.) Reasons for offering Specify your reason for offering
		transit rates"

 $^{^5}$ If Hotel-keeper information had already been submitted in step #11, the relevant fields of information will be auto-populated here.

S/N	Step	Screenshot
17	Click "Proceed"	Company Details
		Name of Company / JANETS ALTERATION Status Date 01/1/1970
		Business / LLP Business Registration No. 52942768X UBP
		Primary Activity Registration Date 01/1/1970 Description
		Company Type BUSINESS Secondary Activity Lose Secondary Activity Lose Secondary Activity Lose Secondary Activity Descendary Ac
		30 Click Proceed.
		Proceed Save
18	Upload the supporting	(1) (2) (3) (4) (5) (6)
	documents and Click	SELECT ADD PROVIDE UPLOAD REVEN 3 SUBAIT ADDR/NE/DDE/MENT La anv e(x) General Information Apple alon Deciment(x) Apple alon Apple alon Deciment(x) Apple alon
	INEXL	Apply for New Licence
	Note: URA Grant of	Certificate of Registration and Hotel-keeper's Licence 31 Click to upload supporting document
	Written Permission is a	Document Name Type Attachment Action
	mandatory document for	Acceptable File Size; maximum: 2 MB View Acceptable File Size; maximum: 2 MB V
	application	Temporary Occupation Permit (TOP) / Certificate of Statetory Completion (CSC) Acceptable File Semant pdf. doc, docs Acceptable File Semant pdf. doc, docs
		Temporary Fire Permit (TFP) / Fire Safety Certificate (FSC)
		Acceptable File Format pdf, doc, dock Onkurne: Unitional - Onkurne: Unit
		Curriculan Vitae (CV) of Note Acceptor Acceptable File Strate fide, doc: ONLINE UPLOAD * Acceptable File State maximum: 2 MB
		Advertisements Acceptable File Format pdf, doc, docx Acceptable File Store, maximum: 2 MB
		ACRA Business Profile Acceptable File Format pdf.doc, docx ONLINE UPLOAD Uptoad Uptoad Uptoad
		Cover Letter on Estimated Commencement Date Acceptable File Format.pdf, doc, docs Acceptable File Size, maximum: 2 MB Upload
		Filer Authorisation Letter Mannatory only when Profile selected is "On behalf of licenses". ONLINE UPLOAD
		Other Supporting Documents I Acceptable File Format pdf, doc, docx Acceptable File Size, maximum: 2 MB
		Other Supporting Documents II Acceptable File Format pdf, doc, docx Acceptable File Size: maximum: 2 MB
		32 Cick Next
		C Previous Next Save as Draft Save as Draft & Ext

S/N	Step	Screenshot
19	You may preview and print the application form at this screen	1 2 3 4 5 6 ELECT ACO PROJCE UFLOAD REVENT ADDRESS Likeness) General Information Agaik Altor Daniel General Information Agaik Altor Daniel
	Tick the check box under "General Declaration" and "Certificate of Registration and Hotel-	Apply for New Licence
	keeper's Licence and Click on "Submit".	Salutation Mr Designation Managing Director Name First Last Office Tel Number ID Type Passport Home Tel Number 61234567 ID Number 51441957H Fast Number
		Declaration 31 Ogree to calcuration 1 Access that is the information given in this application form is to and correct. Is an assis that legal action may be laken against me if had innormly provided time information. Is any legal proceedings, Istail not dispute the authenticity or accuracy of any statements, confinations, second, schooled generation is application. Image: Calcuration
20	Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with "C" (do take note of this application number as it will be your reference number for any enquiries pertaining to this application) You may choose to print or close the acknowledgement page	Image: state in the state in the state state in the "Applications" take in the "Application" takend take in the "Application" take in the "Appl

The Secretariat may request for additional information or outstanding documents (if any) via the "Request for Action"⁶ feature. Upon receiving all the required documents and placement of the advertisements⁷, the Secretariat will arrange with the applicant for a pre-opening inspection⁸ of the hotel. The processing of the application will take an average of two weeks upon the hotel passing the pre-opening inspection.

S/N	Step	Screenshot	
21	Once the application has	MY PORTFOLIO LICENCE APPLICATION - GUIDELINES ABOUT US INFO SEARCH (1) PUBLIC, USERI - LOGOUT	
	been approved by the	At Berns Applications Licences Request for Action Correspondences Payments Managed Returns	
	Board, you will receive	Correspondences Cick MY PORTFOLIO >> Correspondences.	
	an email to inform you	2 Correspondence Name Sent Date From Sent Date To Sent Da	
	to make the payment for		
	the licence fees. A copy	Application Liverice Application The Application Content of the Application Content of the Application The App	
	of the correspondence	Click to view details. Hotel+teeper's Licence Licensing 16.04.08 Board Licensing 16.04.08 Board King 0.06 Click to view details.	
	can also be found under	Officer Licence responsion and new cmain hoves to two Autors Officer Licence responsion and new cmain hoves to two Autors Difficer Licence Barriers Licence Licence Barriers Statements	
	the "Correspondence"	HL, RPA- Motification to Applicant_Filer C151001017/8 Certificate of Registration and New Email Hotels 00 May 2015 Hotel-keeper's Licence Hotel-keeper's Licence Board Board Board	
	tab in LicenceOne	HL, RPA - Notification to Applicant_Filer C1510010178 Certificate of Registration and New Email Hotels 05 May 2015 Hotel-keeper's Licence Ucentragy 15 14 32 Board	
		Licence Application Status Update C1510010178 Centricate of Registration and Hotels Email Hotels 05 May 2015 Hotel-keeper's Licence Based 15 07 144 Based 15 07 144	
		Total 5 Records	
22	To make payment, click on the "Payment" tab and click to view the payment details or make	MY PORTFOLIO LICENCE APPLICATION - GUIDELINES ABOUT US INFO SEARCH (m) PUBLIC_USERNI - LOCOUT MI mm Applications Licences Request for Action Correspondences Tayments Managed Returns Click MY PORTFOLIO > Payments Click MY PORTFOLIO > Click MY PORTFOLIO > Payments	
	payment	Payment Advice No Certificate of Reportantion a Select Application Type Search C Advice No 3 Celck to vice poyment. Advice No Agency Elice to vice poyment. Payment Pay	с С
		PA1510001 New C151001178 Hotels Licensag Board Conflicate of Registration and Hotel- S300.00 Utipaid	
		Total 1 Records 1 Make Payment	

- Furniture and fittings in most rooms
- Clearly visible hotel frontage & signage
- Reception counter or area for receiving guests
- Fully installed and operating security features

⁶ Please refer to the step-by-step guide on "Request for Action"

⁷ 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

⁸ A pre-opening inspection will be carried out to ascertain if the hotel is ready for operations. Checks will include, but are not limited to:

[•] Adherence to terms and conditions stated in URA's Written Permission and conditions laid down by other Government agencies

S/N	Step	Screenshot
23	Click the "Payment	Payment Details
	Advice" to view it in pdf	Payment Advice Number Payment Status Payment Due Date Payable Amount(SGD) PA1510004365 Unpad \$300.00
	format	Application Number Application Type Application Type C1510010178 New sb.jg_licensee to
		Licence Name Amount(SGD) Payment Date Payment Method Certificate of Registration and \$0.00 e-Payment
		Hotel-keeper's Licence Click to view payment advice 5
		Payment Advice:
		A Back Make Payment Click I'lle required (do to View the respective details.
		Rem Details Payment Hadary
		SNo. Description Amount(SGD) Quantity Total
		1 Registration Fee \$200.00 1 \$200.00 2 Hole-Meeter's Fee \$100.00 1 \$100.00
24	C1; $a1a$ (1) $Aa1aa$ $Daama and 2?$	Payment Dotails
24	Click Make Payment,	Payment Advice Number Payment Status Payment Due Date Psysble Amount(SGD)
	followed by "Proceed	PA151004365 Uppad S300.00 Application Number Application Type Applicant/Licensee Name C151000178 Name with in formation
	with Payment".	Circlester Neme Amount(SOD) Payment Date Payment Method Centrate of Registration and 50.00 e-Payment
		Hotelkeepens Licence
	Payment can be made	Frontier Payment Advice:
	via PayPal Account,	6 Back Make Payment Click Make Payment.
	Debit, Credit Card ⁹	Rem Details Payment Haboy
		SNo. Description Amount(SGD) Quantity Total
		1 Registration Fee \$200.00 1 \$200.00 2 Hosti Accepting Fee \$100.00 1 \$100.00
		e-Payment
		SNo Description Amount(\$)
		1 Pay to H.B. (Payment Advice No - PA151000365) Certificate of Registration and Hotekeeper's Leence Registration Fee (Included TST) 200.00 200.00
		Hotel-Keeper's Fee (Included GST) 100.00 Payment Advice Sub Total 300.00
		6 Click Proceed with Payment. 300.00
		Back Vroceed with payment
25		
25	Once the payment is	e-Payment
	successful, a receipt will	non-manufactures that and the receipt is generating. Click View
	be generated.	Receipt. press cick on below View Receipt button.
		Vee Record Next.
	To view a copy of the	
	receipt, click on "View	
	Receipt". Otherwise,	
	click "Next"	

⁹ The e-Payment process is handled via the PayPal payment gateway. For more details on e-Payment requirements, please refer to <u>https://www.paypal.com</u>.

S/N	Step	Screenshot
S/N 26	Step An acknowledgement page will be generated with the payment status updated as "Paid" under stage 2.	Acknowledgement Submission Number 81510016346 Submission Date 0505/0015 15 01 36 Submission Date 0505/0015 15 01 36 Submission Name B1510016346 Submission Name B1510016346 Certificate of Registration and Hotel-keeper's Licence Application Number Application Status Note - Application submited successing Status Bigger: NA Total - Application submited successing Status Bigger: Date - Application submited successing You encount with the protocol reference dispatch related matters through emailtums. Processing status will also be updated Unick print.
27	Once the payment has been made, the hotel- keeper will receive an email on the licence collection details within 3 working days. A copy of the correspondence can also be found under the "Correspondence" tab in LicenceOne	VI PORTIOUIO LECKCE APPLICATION QUOCLINEE ADUIT US NFO SEARCH PLUC, MERE* LOGOUT Marcine Application LECKCE Pergent Aduo Description Marcine Marcine Ottom Application LECKCE Pergent Aduo Description Marcine Marcine Ottom Ottom Description Description Description Marcine Ottom Description Description Description Description Description Ottom Description Description Description Description Description Ottom Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Description Descri
28	The licence number can be found under the Application tab. It will also be printed on the Certificate of Registration and Hotel- keeper's Licence	MY PORTFOLID LICENCE APPLICATION GUIDELINES ABOUT US NFO SEARCH Image: Tot Credit Tubes Lococut A Terms Agadication Image: Tot Credit Tubes Application Details Application Tubes Application Tubes Application Tubes Application Tubes Image: Tot Credit Tubes <td< th=""></td<>