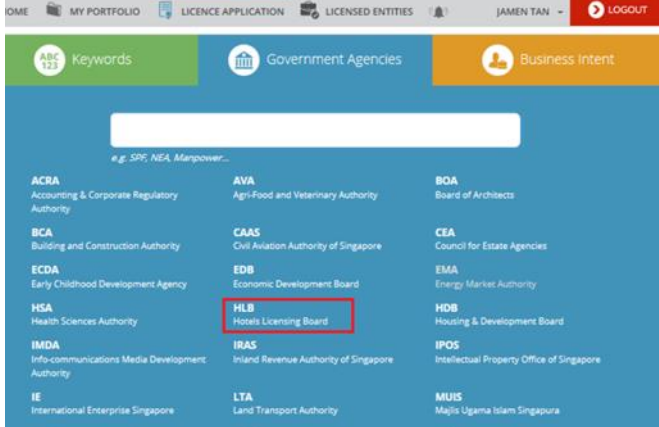


Step-by-Step Guide for New Application of Certificate of Registration and Hotel-keeper's Licence

S/N	Step	Screenshot
1	Go to LicenceOne website https://licence1.business.gov.sg and click on “Login”	
2	Log in to LicenceOne using CorpPass ¹	
2a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”.	
3	Click on “Licence Application > Apply for new licence”	

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 user can use CorpPass to access LicenceOne. 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
4	Click on “Choose licence (s) by Government Agency”	 The screenshot shows the 'Licence Application' page with the 'Government Agencies' tab highlighted in blue. Below the tabs is a search bar with the placeholder text 'e.g. Food court, Petshop, NEA...'. The 'Search' button is on the right.
5	Select “HLB – Hotels Licensing Board”	 The screenshot shows a grid of government agencies. The 'HLB – Hotels Licensing Board' is highlighted with a red box. Other agencies listed include ACRA, BCA, ECDA, HSA, IMDA, IE, AVA, CAAS, EDB, IRAS, LTA, BOA, CEA, EMA, HDB, IPOS, and MUIS.
6	Click on “Add to Selection”	 The screenshot shows the search results for 'Hotels Licensing Board'. The 'Add to Selection' button is highlighted with a red box. The page also shows 'Licences (1)' and a 'Review & Apply (0)' button.
7	The selected licence will be listed, click on “Review & Apply”, followed by “Proceed”.	 The screenshot shows the 'Review & Apply' page. The 'Proceed' button is highlighted with a red box. The page also shows a 'Review & Apply (1)' button at the bottom.

S/N	Step	Screenshot
8	Click on “Apply”	
9	<p>Select</p> <ul style="list-style-type: none"> “Applicant/Licensee” if you are the proposed Hotel-keeper of the Hotel, or “On behalf of Licensee” if you are applying on behalf of the proposed Hotel-keeper² <p>View or enter the Applicant/Licensee’s details</p>	

² 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								
10	<p>Enter the “Organisation Address”, “Organisation Contact Details” and “Mailing Address”</p> <p>Click “Next”</p>	<p>The screenshot displays four sections of the application form:</p> <ul style="list-style-type: none">Organisation Details: Fields for Organisation Name (JANETS ALTERATION), UEN (52942768X), Organisation Type (BUSINESS), and UEN of Former Company.Organisation Address: Fields for Type of Premises (Office), Postal Code (140063), Block / House Number (63), Street Name (COMMONWEALTH DRIVE), Level (03), Unit Number (253), and Building Name. Callout 12 points to the Type of Premises dropdown.Organisation Contact Details: Fields for Tel Number, Fax Number, and Business Email. Callout 13 points to these fields with the text "Specify required details."Mailing Address: Fields for Organisation Operating Address, Organisation Address, Address Type (Local/Foreign), Type of Premises (Residential), Postal Code, Block / House Number, Level, Unit Number, and Building Name. Callout 14 points to the Mailing Address section with the text "Specify the mailing address for this application." Callout 15 points to the "Next" button.								
11	<p>Click “Start” to complete the Hotel, Hotel-keeper and Hotel General information</p>	<p>The screenshot shows the "Selected Licence" page with a table containing the following information:</p> <table><tr><th>Licence Name</th><th>Agency Name</th><th>Completion Status</th><th>Action</th></tr><tr><td>Certificate of Registration and Hotel-keeper's Licence</td><td>HLB</td><td>DRAFT</td><td>Start</td></tr></table> <p>Callout 16 points to the "Start" button in the Action column.</p>	Licence Name	Agency Name	Completion Status	Action	Certificate of Registration and Hotel-keeper's Licence	HLB	DRAFT	Start
Licence Name	Agency Name	Completion Status	Action							
Certificate of Registration and Hotel-keeper's Licence	HLB	DRAFT	Start							
12	<p>Enter Hotel Related Information</p>	<p>The screenshot displays two sections of the application form:</p> <ul style="list-style-type: none">URA Information: A checkbox for "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 either online / offline with this application." Callout 17 points to this checkbox with the text "Select the checkbox to indicate that you have obtained the URA permission or relevant land use approval."Hotel Information: Fields for Name of Hotel (Hotel Mars), Hotel Tel. No. (62765679), Postal Code (117511), Block / House Number (31), Street Name (SCIENCE PARK ROAD), Unit Number, Level No., Hotel Fax No., Email Address, Website URL, Hotel Owner (Ms Linda), and Hotel Owner UEN (192000003W). Callout 18 points to the "Next" button with the text "Specify the required details."								

S/N	Step	Screenshot
		<p>Room Information</p> <p>Added details will be listed here.</p> <p>Click to edit.</p> <p>Click to delete.</p> <p>Click Add Room Category.</p> <p>Specify the required details.</p> <p>F&B Outlet Information</p> <p>Added details will be listed here.</p> <p>Click to edit.</p> <p>Click to delete.</p> <p>Specify the outlet type.</p> <p>Click Add Outlet Type.</p>
13	Enter Hotel-keeper's Information ³	<p>Hotel-Keeper's Information</p> <p>Specify the required details.</p> <p>Salutation *</p> <p>Name *</p> <p>Designation in Hotel *</p> <p>NRIC / FIN *</p> <p>Employment Pass Expiry Date (if FIN is entered)</p> <p>Date of Birth *</p> <p>Nationality *</p> <p>Hotel-keeper's Residential Address</p> <p>Postal Code *</p> <p>Block / House Number *</p> <p>Street Name *</p> <p>Level No.</p> <p>Unit Number</p> <p>Building Name</p> <p>Hotel-keeper's Contact Details</p> <p>Mobile No. *</p> <p>Office Tel. No.</p> <p>Email Address *</p>
14	Enter Hotel General Information	<p>Hotel General Information</p> <p>Guest Ratio</p> <p>Type of Guests</p> <p>Percentage</p> <p>Foreign *</p> <p>Local *</p> <p>Specify Guest Ratio</p> <p>Explanatory Note:</p> <p>Locals include Singapore citizens, permanent residents and non-permanent residents. Singapore permanent residents refer to noncitizens who have been granted permanent residence in Singapore.</p> <p>Non permanent resident refer to employment pass holders, work permit holders, student pass holders, dependent pass holders and long -term social visit pass holders.</p>

³ 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
15	<p>Select 'Yes' if the hotel is applying to charge transit rates.</p> <p>Steps 26 to 29 will only be applicable if the hotel is applying to charge transit rate</p>	
16	Click "Proceed"	

S/N	Step	Screenshot
17	<p>Upload the supporting documents and Click “Next”</p> <p>Note: URA Grant of Written Permission is a mandatory document for submission of licence application</p>	
18	<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>	

S/N	Step	Screenshot
19	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.	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”⁴ feature. Upon receiving all the required documents and placement of the advertisements⁵, the Secretariat will arrange with the applicant for a pre-opening inspection⁶ 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
20	Once the application has been approved by the Board, you will receive an email to inform you to make the payment for the licence fees. 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”

⁵ 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

⁶ 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:

- Furniture and fittings in most rooms
- Clearly visible hotel frontage & signage
- Reception counter or area for receiving guests
- Fully installed and operating security features
- Adherence to terms and conditions stated in URA's Written Permission and conditions laid down by other Government agencies

S/N	Step	Screenshot
21	To make payment, click on the “Payment” tab and click to view the payment details or make payment	
22	Click the “Payment Advice” to view it in pdf format	
23	<p>Click “Make Payment”, followed by “Proceed with Payment”</p> <p>Payment can be made via PayPal Account, Debit, Credit Card⁷</p>	
24	<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>	

⁷ 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
25	An acknowledgement page will be generated with the payment status updated as “Paid” under stage 2	
26	Once the payment has been made, you 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.	
27	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	