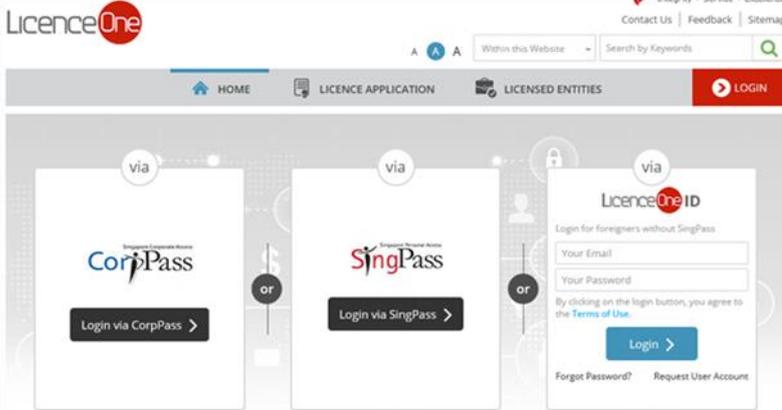
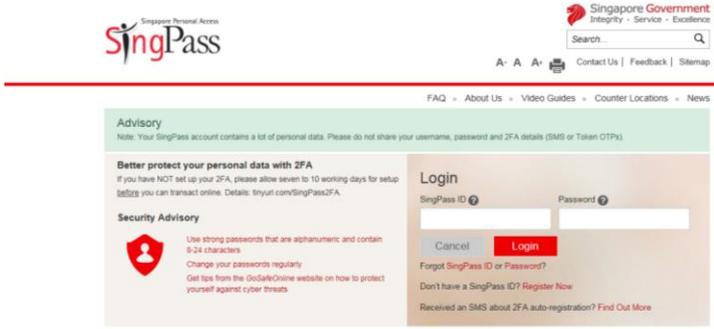
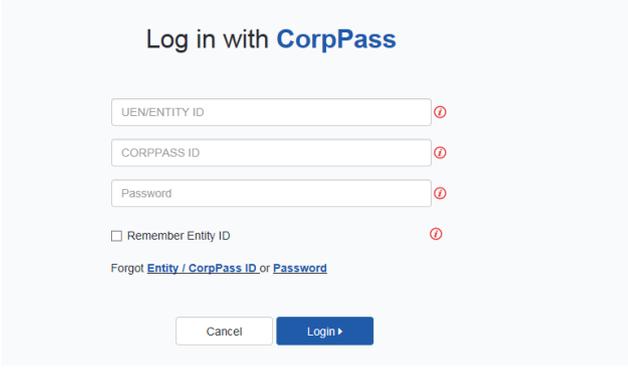
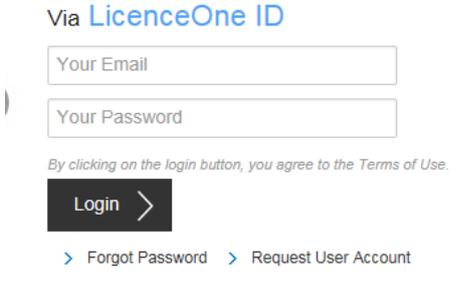
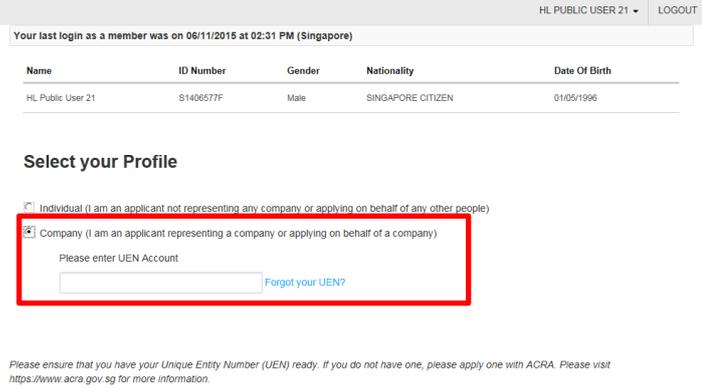


## Step-by-Step Guide for Renewal of Certificate of Registration and Hotel-keeper's Licence

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.

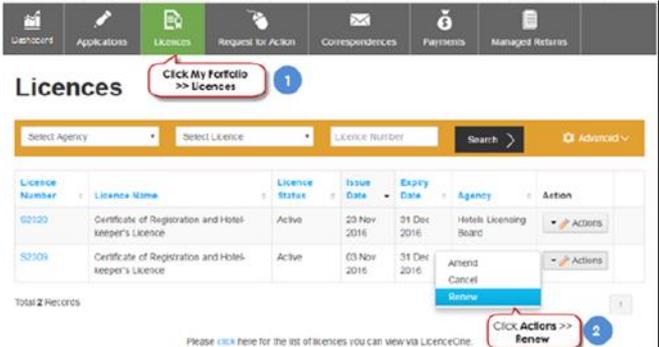
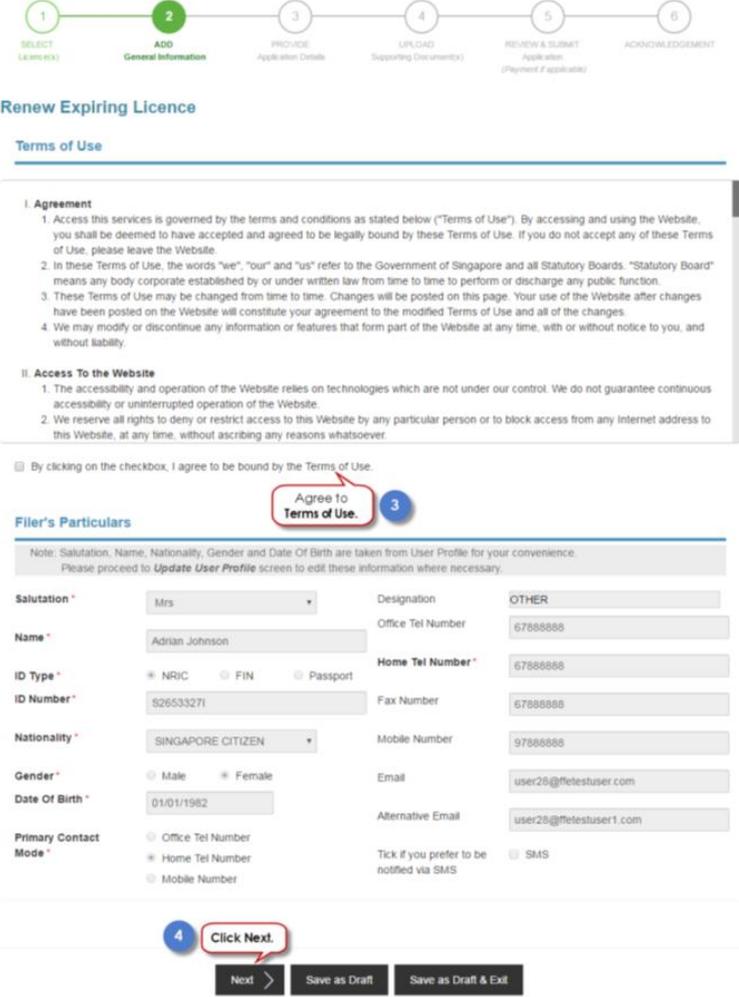
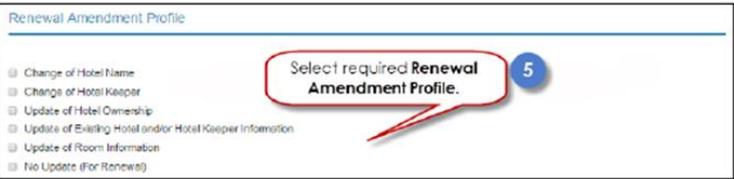
S/N	Step	Screenshot
1	Go to LicenceOne website <a href="https://licence1.business.gov.sg">https://licence1.business.gov.sg</a> and click on “Login”	
2	Log in to LicenceOne  For user with valid SingPass ID and password: <i>Login via SingPass</i>  For company who has activated CorpPass <sup>1</sup> in LicenceOne: <i>Login via CorpPass</i>  For foreigner user: <i>Login via LicenceOne ID</i>	

<sup>1</sup> 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](http://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
2a	For user with valid SingPass ID and password: Log in to LicenceOne via SingPass	
2b	For company who has activated CorpPass in LicenceOne	
2c	For foreigner user: Log in to LicenceOne using the email and password that you have registered with LicenceOne.	
3	<p>[Only applicable for those who login using SingPass or LicenceOne ID.]</p> <p>Select “Company”<sup>2</sup> and enter the company’s Unique Entity Number (UEN)<sup>3</sup></p>	

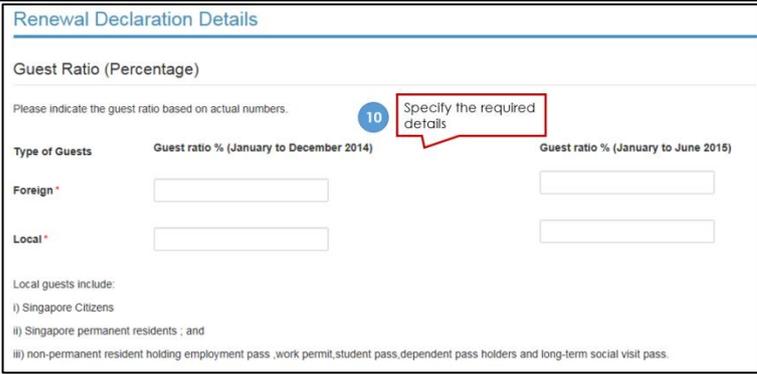
<sup>2</sup> Only the existing Hotel-keeper or Company Director of the entity can amend the details of the licence.

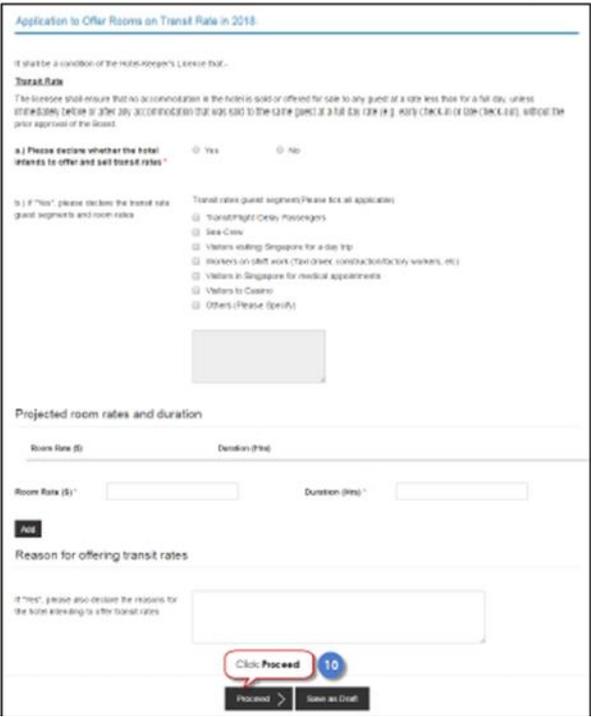
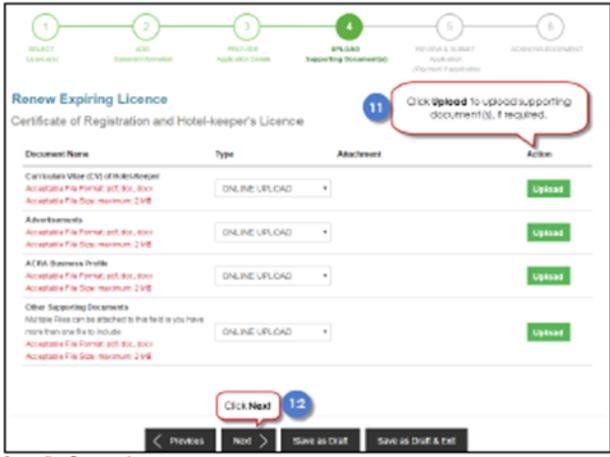
<sup>3</sup> UEN is a multi-agency initiative aiming to develop one number that enables entities' convenient interactions with government agencies

S/N	Step	Screenshot
4	<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>	
5	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	
6	<p>You may amend the existing licence information by selecting the relevant amendment profile.<sup>4</sup></p> <p>If there is no update to the existing licence information, please</p>	

<sup>4</sup> Please note that the any amendment made will only be reflected in the licence for the next year.

S/N	Step	Screenshot
	select “No Update (For Renewal)”.	
8	<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 screenshots show a multi-step form for hotel and F&amp;B outlet registration. The top section, 'Hotel Details Information', includes fields for URA Information, Hotel Information (Name, Phone, Address, etc.), and Room Information (Category, Rate, Rooms, Beds). Callout boxes 6 and 7 highlight that these details must be updated if an amendment profile is selected. The bottom section, 'F&amp;B Outlet Information', includes fields for Outlet Type and Total Number of Outlets. Below that, 'Hotel-keeper's Information' includes fields for General Information (Sex, Name, Designation, etc.) and Residential Address (Postal Code, Street Name, etc.). Callout box 8 highlights that the hotel-keeper's details must be updated if required.</p>

S/N	Step	Screenshot									
9	Complete the Guest Ratio (Percentage) field	 <p><b>Renewal Declaration Details</b></p> <p><b>Guest Ratio (Percentage)</b></p> <p>Please indicate the guest ratio based on actual numbers.</p> <p><b>10</b> Specify the required details</p> <table border="1"> <thead> <tr> <th>Type of Guests</th> <th>Guest ratio % (January to December 2014)</th> <th>Guest ratio % (January to June 2015)</th> </tr> </thead> <tbody> <tr> <td>Foreign *</td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Local *</td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </tbody> </table> <p>Local guests include:  i) Singapore Citizens  ii) Singapore permanent residents ; and  iii) non-permanent resident holding employment pass ,work permit,student pass,dependent pass holders and long-term social visit pass.</p>	Type of Guests	Guest ratio % (January to December 2014)	Guest ratio % (January to June 2015)	Foreign *	<input type="text"/>	<input type="text"/>	Local *	<input type="text"/>	<input type="text"/>
Type of Guests	Guest ratio % (January to December 2014)	Guest ratio % (January to June 2015)									
Foreign *	<input type="text"/>	<input type="text"/>									
Local *	<input type="text"/>	<input type="text"/>									
10	<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>	 <p><b>Currently Offering Rooms on Transit Rates</b></p> <p>Rooms sold or offered for sale to any guest at a rate less than for a full day, unless immediately before or after any accommodation that was sold to the same guest at a full day rate (e.g. early check-in or late check-out)</p> <p><b>Transit rate Information</b></p> <p>Percentage of total revenue +</p> <p>Jan-Dec 2016: <input type="text"/> Jan-Jun 2017: <input type="text"/></p> <p>Percentage of guest or total rate ++</p> <p>Jan-Dec 2016 Local: <input type="text"/> Jan-Jun 2017 Local: <input type="text"/></p> <p>Jan-Dec 2016 Foreign: <input type="text"/> Jan-Jun 2017 Foreign: <input type="text"/></p> <p><b>Transit rate guest segment (Please tick all applicable)</b></p> <p><input type="checkbox"/> Transit-Flights Delay Passengers  <input type="checkbox"/> Sea Crew  <input type="checkbox"/> Visitors visiting Singapore for a day trip  <input type="checkbox"/> Workers on shift work (Taxi drivers, construction/factory workers, etc)  <input type="checkbox"/> Visitors in Singapore for medical appointments  <input type="checkbox"/> Visitors to Courts  <input type="checkbox"/> Others (Please Specify): <input type="text"/></p> <hr/> <p><b>Room Rates and duration (Jan-Dec 2016)</b></p> <table border="1"> <thead> <tr> <th>Room Rate (\$)</th> <th>Duration (hrs)</th> </tr> </thead> <tbody> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </tbody> </table> <p><b>Room Rates and duration (Jan-Jun 2017)</b></p> <table border="1"> <thead> <tr> <th>Room Rate (\$)</th> <th>Duration (hrs)</th> </tr> </thead> <tbody> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </tbody> </table> <p>+ (Total revenue collected from rooms offered as transit rates / Total room revenue collected) x 100  ++ (Total number of local guests staying in rooms offered on transit rates / Total number of guests staying in rooms offered on transit rates) x 100</p>	Room Rate (\$)	Duration (hrs)	<input type="text"/>	<input type="text"/>	Room Rate (\$)	Duration (hrs)	<input type="text"/>	<input type="text"/>	
Room Rate (\$)	Duration (hrs)										
<input type="text"/>	<input type="text"/>										
Room Rate (\$)	Duration (hrs)										
<input type="text"/>	<input type="text"/>										

S/N	Step	Screenshot
11	<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>	
12	<p>Upload the supporting documents (if any) and Click “Next”</p>	

S/N	Step	Screenshot
13	<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>	
14	<p>You will be directed to the payment page to make payment<sup>5</sup>.</p>	
15	<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>	

<sup>5</sup> 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
16	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”<sup>6</sup> feature. Upon receiving all the required documents and clarification (if any), the Secretariat will process the application.

S/N	Step	Screenshot
17	Once the application has been reviewed, the hotel-keeper and filer 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.	

<sup>6</sup> Please refer to the step-by-step guide on “Request for Action”