

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

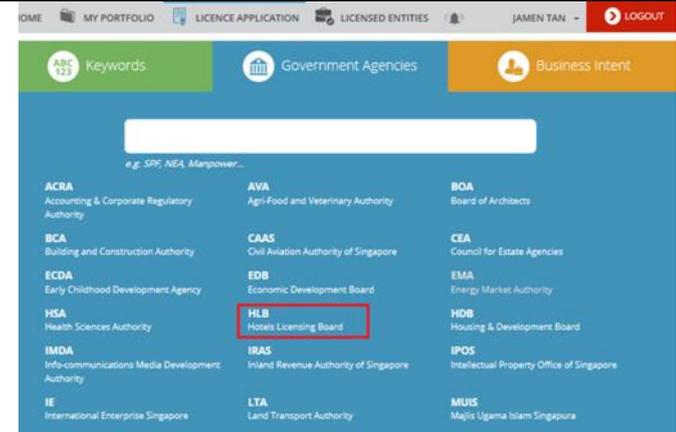
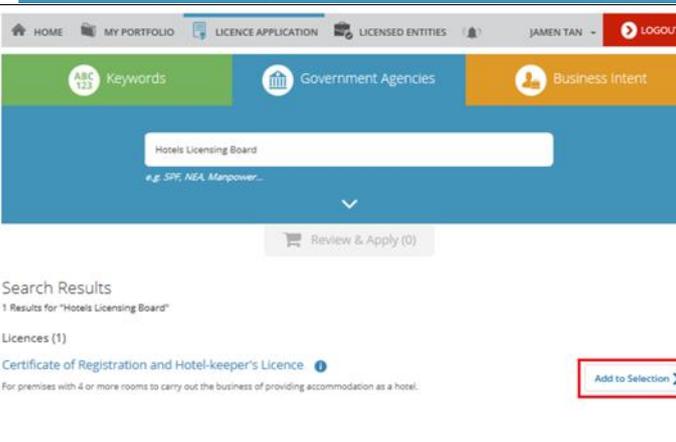
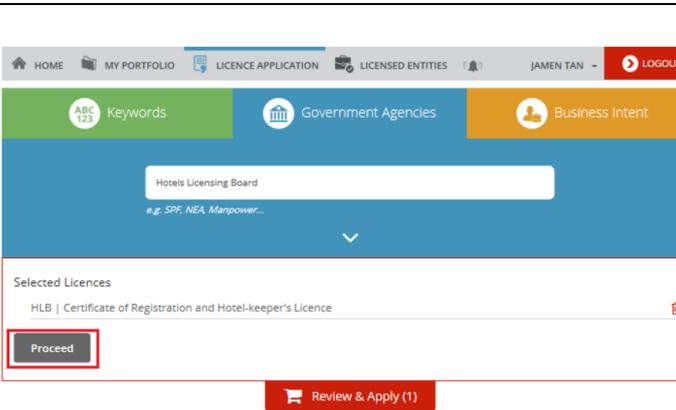
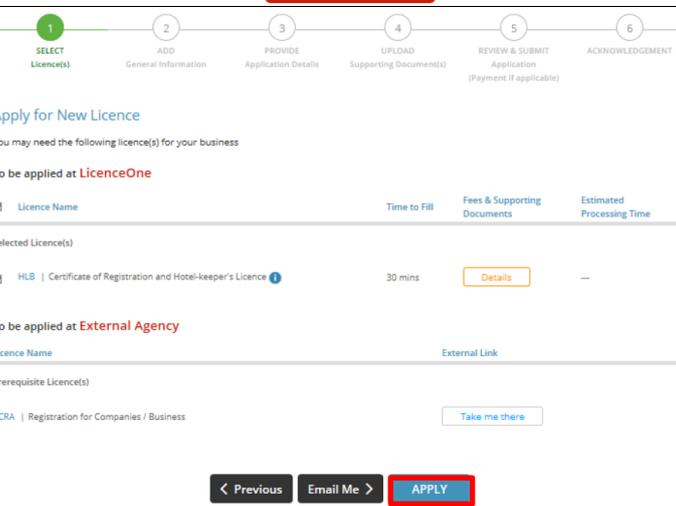
S/N	Step	Screenshot
1	Go to LicenceOne website https://licence1.business.gov.sg and click on “Login”	
2	Log in to LicenceOne For user with valid SingPass ID and password: <i>Login via SingPass</i> For company who has activated CorpPass ¹ in LicenceOne: <i>Login via CorpPass</i> For foreigner without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

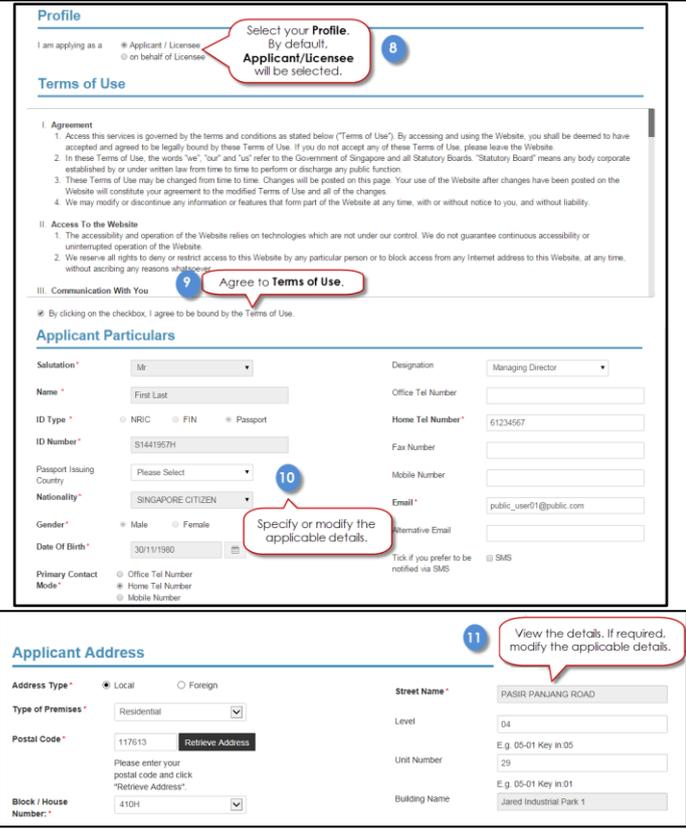
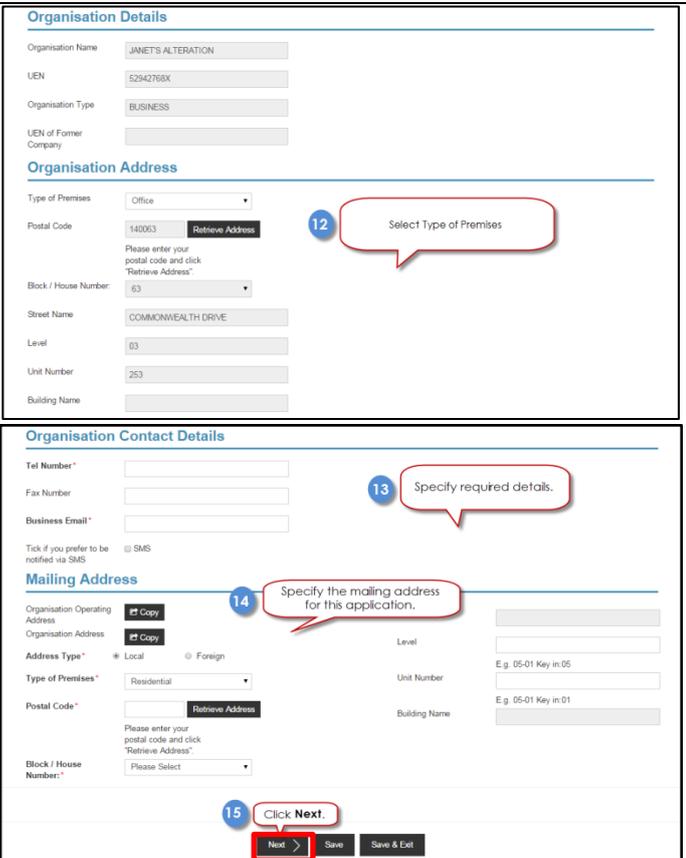
¹ Singapore Corporate Access (or CorpPass) is the new digital identity business users will need to conduct Government-to-Businesses (G2B) transactions. Business users will now have the option of using CorpPass as a login mechanism to access LicenceOne, when transacting with the government online. For 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
2b	For company who has activated CorpPass in LicenceOne	
2c	For foreigner without a SingPass ID and password: Request for a login account, then log in to LicenceOne using your email and password	
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 .	
4	Click on “Licence Application > Apply for new licence”	
5	Click on ‘Choose licence (s) by Government Agency’	

² Company Director, Owner of Business or Authorized filer can apply for the licence on behalf of the entity

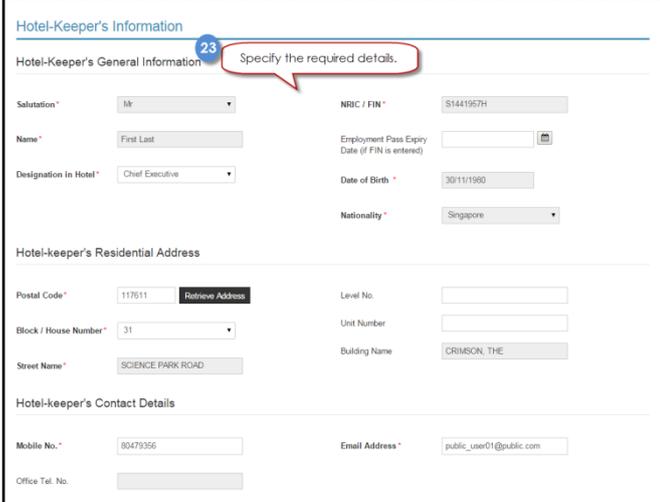
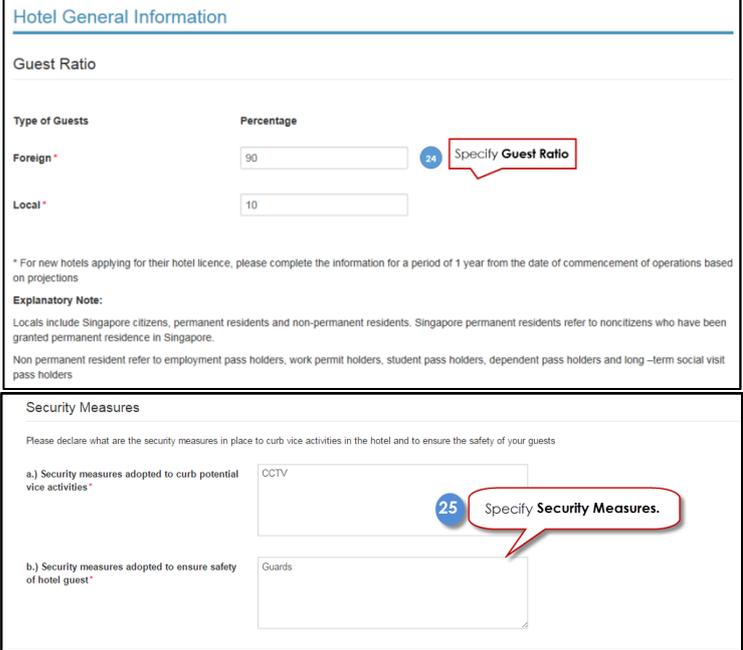
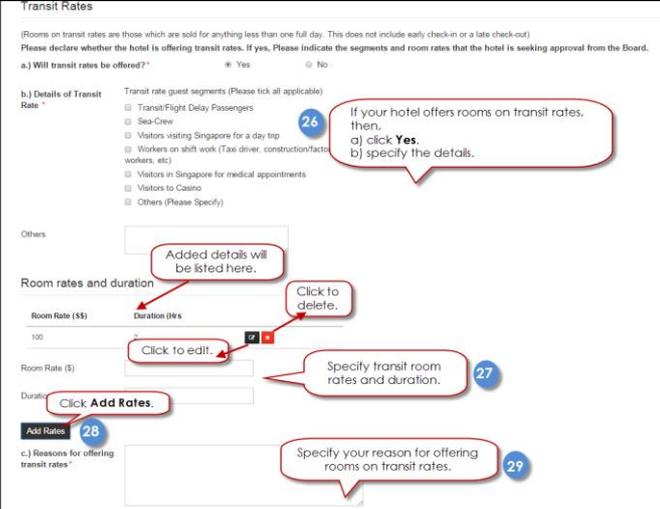
³ UEN is a multi-agency initiative aiming to develop one number that enables entities' convenient interactions with government agencies

S/N	Step	Screenshot
6	Select “HLB – Hotels Licensing Board”	
7	Click on ‘Add to Selection’	
8	The selected licence will be listed, click on “Review & Apply”, followed by “Proceed”.	
9	Click on “Apply”	

S/N	Step	Screenshot
10	<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-keeper⁴ <p>View or enter the Applicant/Licensee’s details</p>	 <p>Profile</p> <p>I am applying as a <input checked="" type="radio"/> Applicant / Licensee <input type="radio"/> on behalf of Licensee</p> <p>Terms of Use</p> <p><input checked="" type="checkbox"/> Agree to Terms of Use.</p> <p>Applicant Particulars</p> <p>Salutation * <input type="text" value="Mr"/> Designation <input type="text" value="Managing Director"/></p> <p>Name * <input type="text" value="First Last"/> Office Tel Number <input type="text"/></p> <p>ID Type * <input type="radio"/> NRIC <input type="radio"/> FIN <input checked="" type="radio"/> Passport Home Tel Number * <input type="text" value="61234567"/></p> <p>ID Number * <input type="text" value="S1441957H"/> Fax Number <input type="text"/></p> <p>Passport Issuing Country <input type="text" value="Please Select"/> Mobile Number <input type="text"/></p> <p>Nationality * <input type="text" value="SINGAPORE CITIZEN"/> Email * <input type="text" value="public_user01@public.com"/></p> <p>Gender * <input checked="" type="radio"/> Male <input type="radio"/> Female Alternative Email <input type="text"/></p> <p>Date Of Birth * <input type="text" value="30/11/1980"/> Tick if you prefer to be notified via SMS <input type="checkbox"/> SMS</p> <p>Primary Contact Mode * <input type="radio"/> Office Tel Number <input checked="" type="radio"/> Home Tel Number <input type="radio"/> Mobile Number</p> <p>Applicant Address</p> <p>Address Type * <input checked="" type="radio"/> Local <input type="radio"/> Foreign Street Name * <input type="text" value="PASIR PANJANG ROAD"/></p> <p>Type of Premises * <input type="text" value="Residential"/> Level <input type="text" value="04"/></p> <p>Postal Code * <input type="text" value="117613"/> <input type="button" value="Retrieve Address"/> Unit Number <input type="text" value="29"/></p> <p>Block / House Number: * <input type="text" value="410H"/> Building Name <input type="text" value="Jared Industrial Park 1"/></p>
11	<p>Enter the “Organisation Address”, “Organisation Contact Details” and “Mailing Address”.</p> <p>Click “Next”.</p>	 <p>Organisation Details</p> <p>Organisation Name <input type="text" value="JANET'S ALTERATION"/></p> <p>UEN <input type="text" value="52942769X"/></p> <p>Organisation Type <input type="text" value="BUSINESS"/></p> <p>UEN of Former Company <input type="text"/></p> <p>Organisation Address</p> <p>Type of Premises <input type="text" value="Office"/> 12 Select Type of Premises</p> <p>Postal Code <input type="text" value="140063"/> <input type="button" value="Retrieve Address"/></p> <p>Block / House Number: <input type="text" value="63"/></p> <p>Street Name <input type="text" value="COMMONWEALTH DRIVE"/></p> <p>Level <input type="text" value="03"/></p> <p>Unit Number <input type="text" value="253"/></p> <p>Building Name <input type="text"/></p> <p>Organisation Contact Details</p> <p>Tel Number * <input type="text"/></p> <p>Fax Number <input type="text"/></p> <p>Business Email * <input type="text"/> 13 Specify required details.</p> <p>Tick if you prefer to be notified via SMS <input type="checkbox"/> SMS</p> <p>Mailing Address</p> <p>Organisation Operating Address <input type="button" value="Copy"/></p> <p>Organisation Address <input type="text"/> Level <input type="text"/></p> <p>Address Type * <input checked="" type="radio"/> Local <input type="radio"/> Foreign Unit Number <input type="text" value="E.g. 05-01 Key in 05"/></p> <p>Type of Premises * <input type="text" value="Residential"/> Postal Code * <input type="text" value=""/> <input type="button" value="Retrieve Address"/> Building Name <input type="text" value="E.g. 05-01 Key in 01"/></p> <p>Block / House Number: * <input type="text" value="Please Select"/></p> <p>15 Click Next.</p> <p><input checked="" type="button" value="Next"/> <input type="button" value="Save"/> <input type="button" value="Save & Exit"/></p>

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 complete the Hotel, Hotel-keeper and Hotel General information	
13	Enter Hotel Related Information	

S/N	Step	Screenshot
14	Enter Hotel-keeper's Information ⁵	
15	Enter Hotel General Information	
16	<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>	

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

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17	Click "Proceed"	<p>The screenshot shows a 'Company Details' form with fields for Name of Company / Business / LLP (JANETS ALTERATION), Business Registration No. (52942768X), Registration Date (01/1/1970), Company Type (BUSINESS), and Status of Establishment (0). A 'Proceed' button is highlighted with a red box and a callout bubble containing the number 30 and the text 'Click Proceed.'</p>																																												
18	<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>	<p>The screenshot shows the 'Apply for New Licence' page for a 'Certificate of Registration and Hotel-keeper's Licence'. A progress bar at the top indicates the current step is 4, 'UPLOAD Supporting Document(s)'. Below the progress bar is a table of documents to be uploaded:</p> <table border="1"> <thead> <tr> <th>Document Name</th> <th>Type</th> <th>Attachment</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>URA Grant of Written Permission * <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small></td> <td>ONLINE UPLOAD</td> <td>doc.pdf </td> <td>Upload</td> </tr> <tr> <td>Temporary Occupation Permit (TOP) / Certificate of Statutory Completion (CSC) <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> <tr> <td>Temporary Fire Permit (TFP) / Fire Safety Certificate (FSC) <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> <tr> <td>Curriculum Vitae (CV) of Hotel-Keeper <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> <tr> <td>Advertisements <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> <tr> <td>ACRA Business Profile <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> <tr> <td>Cover Letter on Estimated Commencement Date <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> <tr> <td>Filer Authorisation Letter <small>Mandatory only when Profile selected is "On behalf of licensee" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> <tr> <td>Other Supporting Documents I <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> <tr> <td>Other Supporting Documents II <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small></td> <td>ONLINE UPLOAD</td> <td></td> <td>Upload</td> </tr> </tbody> </table> <p>At the bottom of the page, a 'Next' button is highlighted with a callout bubble containing the number 32 and the text 'Click Next.'</p>	Document Name	Type	Attachment	Action	URA Grant of Written Permission * <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small>	ONLINE UPLOAD	doc.pdf	Upload	Temporary Occupation Permit (TOP) / Certificate of Statutory Completion (CSC) <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small>	ONLINE UPLOAD		Upload	Temporary Fire Permit (TFP) / Fire Safety Certificate (FSC) <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small>	ONLINE UPLOAD		Upload	Curriculum Vitae (CV) of Hotel-Keeper <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small>	ONLINE UPLOAD		Upload	Advertisements <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small>	ONLINE UPLOAD		Upload	ACRA Business Profile <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small>	ONLINE UPLOAD		Upload	Cover Letter on Estimated Commencement Date <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small>	ONLINE UPLOAD		Upload	Filer Authorisation Letter <small>Mandatory only when Profile selected is "On behalf of licensee" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small>	ONLINE UPLOAD		Upload	Other Supporting Documents I <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small>	ONLINE UPLOAD		Upload	Other Supporting Documents II <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</small>	ONLINE UPLOAD		Upload
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S/N	Step	Screenshot
19	<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>	
20	<p>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.</p>	

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 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	
22	To make payment, click on the “Payment” tab and click to view the payment details or make payment	

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:

- 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
23	Click the “Payment Advice” to view it in pdf format	
24	<p>Click “Make Payment”, followed by “Proceed with Payment”.</p> <p>Payment can be made via PayPal Account, Debit, Credit Card⁹</p>	
25	<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>	

⁹ 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
26	An acknowledgement page will be generated with the payment status updated as “Paid” under stage 2.	
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	
28	<p>The licence number can be found under the Application tab.</p> <p>It will also be printed on the Certificate of Registration and Hotel-keeper’s Licence</p>	