How should you handle it when a guest cuts their stay short and leaves early?

For: Private accommodation host

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Applicability: For accommodation providers in Croatia covered by eVisitor.

Record the actual departure. For accommodation providers, official guidelines stipulate that check-out must be recorded within 24 hours of departure. Also check whether eVisitor has already set the scheduled check-out.

When this is applied

Open the guest record, compare the actual departure with the recorded date and make the amendment in accordance with current instructions. Check dates on the invoice or reservation separately against the actual agreement with the guest.

What to do in practice

Introduce one final check of the booking and check-out before preparing the apartment for the next guest.

A business example

A guest booked for five nights checks out after three. The host confirms the departure and checks the check-out date on the same day.

Specific next steps

1. Introduce one final check of the booking and check-out before preparing the apartment for the next guest.

Limits of application

For accommodation providers in Croatia covered by eVisitor.

Sources

gov.hr · Tourist registration and check-out

https://gov.hr/hr/prijava-i-odjava-turista/1432

eVisitor · Check-in and check-out, frequently asked questions

https://www.evisitor.hr/eVisitorWiki/Javno.FAQ-Prijava-Odjava.ashx

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/evisitor-odjava-ranije-nocenje