What must the guest be able to see, and how do I handle a written complaint?

For: Private accommodation host

Verified by an official source · Reviewed: 2026-11-15

Applicability: For private landlords providing accommodation in a private home

For accommodation in a private household, the official law requires the display of the type and category, the prices and information about the included tourist fee. The guest must be provided with a written complaint form, the receipt of which must be acknowledged, and a response must be given within 15 days.

Check the physical object and digital information.

The law requires the landlord to adhere to the displayed prices. A notice explaining how to submit a written complaint must be displayed on the premises, and the complaint records must be kept for one year from receipt.

Practically, verify that the advertisement, reservation message, available rate card and invoice are consistent with one another. A digital guide can help the guest find information, but do not assume that the QR code alone replaces any required physical signage.

Separate the response to the objection from the discussion of the review.

Establish an address and procedure for receiving complaints. Record the date, the relevant reservation, the acknowledgement of receipt and your written response. Review the complaint based on the facts and documentation; a public review and a written complaint are not the same operational channel.

Example of a control pass

Before the season, check the information the guest sees when booking and in the apartment. If you find any discrepancies, reconcile them first. For any complaint received by email, immediately record the date of receipt and the deadline by which you must respond.

Specific next steps

1. Align the type, category, price list and guest information.
2. Clearly explain how to submit a written objection.
3. Please acknowledge receipt and note the response deadline.
4. Answer in writing and keep a record.

Most common mistakes

• To consider the public response to a review as a substitute for a written response to the guest.

• Remove the required information as the guest may see it on the platform.

Limits of application

Article 32 of the Homestay Act applies. The digital tool is not evidence that all conditions have been met, nor is it a guarantee of the inspection outcome.

Sources

Ministry of Tourism and Sport · Law on Hospitality Activities, consolidated text, Article 32.

https://mint.gov.hr/UserDocsImages/1_A_fotke_vijesti/ZoUGD.pdf

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/iznajmljivac-cjenik-prigovori