When do I check guests in and out in eVisitor?

For: Private accommodation host

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Applicability: For private landlords providing accommodation in a private home

The provider of a commercial overnight stay in a private home registers the guest in eVisitor within 24 hours of arrival and checks them out within 24 hours of departure. Registration on the platform or a message to the guest does not constitute registration in eVisitor.

Record attendance on arrival and departure.

Establish a procedure that works even when you are not personally on-site: who checks the necessary information, who registers arrivals and who oversees check-outs. eVisitor is the official system, and it maintains the list of tourists.

A reservation does not necessarily represent an actual stay. When changing dates, leaving early or cancelling, first link it to the actual event, then update the record. If you are unsure how to correct an incorrect entry, seek assistance from the relevant tourist board.

Introduce a short daily check.

Keep a simple operational overview of expected arrivals and departures without unnecessary document copies. At the end of the day, compare the actual stays with eVisitor. Do not send access details to guests or include them in the public QR guide.

Example of a date change

The guest announces they will leave on Friday but departs on Thursday. The notice to the host, the bill and the check-out should be verified against the actual stay, rather than blindly adhering to the original reservation.

Specific next steps

1. Ensure authorised access to eVisitor before the first guest.
2. Establish the verification of required information upon arrival.
3. Check the guest in and out within the appropriate timeframe.
4. Regularly compare actual stays with the official records.

Most common mistakes

• To consider that the platform automatically fulfils your obligation.

• Enter the reservation as a completed stay without checking in.

Limits of application

Article 22 distinguishes between commercial accommodation and owners of holiday homes or flats. This guidance

applies to commercial accommodation in households.

Sources

Official Gazette · Law on the Tourist Tax, Articles 17 and 22.

https://narodne-novine.nn.hr/clanci/sluzbeni/full/2019_05_52_992.html

Croatian Tourist Board · eVisitor

https://www.htz.hr/hr/suradnje-i-projekti/evisitor

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