Guests have arrived earlier than expected · How should I approach them?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

The operational plan is based on the actual arrival, so please use the actual date when registering.

A starting point in practice

Record the agreed and actual arrival times with the minimum necessary data.

Please ensure that the registration is linked to the correct property and the actual details of the stay.

Working example · Guests arrived earlier than expected

Please ensure that the registration is linked to the correct property and the actual details of the stay.

Specific next steps

1. Record the agreed and actual arrival times with the minimum necessary data.
2. Please ensure that the registration is linked to the correct property and the actual details of the stay.
3. Add a discreet sign-in reminder to the introduced key handover form.

Limits of application

To work in the eVisitor system in accordance with the current instructions.

Sources

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/praksa-evisitor-raniji-dolazak-odluka