Guests arrived earlier than expected · What if the procedure gets stuck?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

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

If different information has already been entered, follow the correction instructions in eVisitor.

When a plan meets an obstacle

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

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

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. The operational plan is based on the actual arrival, so please use the actual date when registering.
2. Record the agreed and actual arrival times with the minimum necessary data.
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-problem