Direct booking with a clear agreement on the terms · What if the process gets stuck?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

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

When a guest requests a change, record the new agreement in writing before booking the appointment.

When a plan meets an obstacle

Please send a summary of the dates, prices, provider details and cancellation policy before payment.

Keep the guest confirmation, the agreed price, the payment and any subsequent amendments.

Working example · Direct booking with a clear agreement on the terms

Please ensure that the quote and the booking confirmation specify the same period and service.

Specific next steps

1. Please send a summary of the dates, prices, provider details and cancellation policy before payment.
2. Keep the guest confirmation, the agreed price, the payment and any subsequent amendments.
3. Introduce a single reference that links the calendar, the invoice and the communication.

Limits of application

For household activities, by type of establishment, status and location.

Sources

Single point of contact · Catering services in the home

https://psc.gov.hr/print.aspx?id=1404&url=print

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-smj-direktna-ponuda-problem