Risk of double booking on two platforms · What to note?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

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

Keep a record of the time of receipt of each confirmation and any changes to availability.

Record and working document

Test how the other channel responds to a new booking and to a cancellation.

In the event of a conflict, prioritise prompt communication and document the solution with the guest.

Working example · Risk of double booking on two platforms

Test how the other channel responds to a new booking and to a cancellation.

Specific next steps

1. Test how the other channel responds to a new booking and to a cancellation.
2. In the event of a conflict, prioritise prompt communication and document the solution with the guest.
3. For risky dates, use manual confirmation until the synchronisation levels are reliable.

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-dva-kanala-dokazi