Risk of double booking on two platforms · How to introduce the procedure into routine operations?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

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

For risky dates, use manual confirmation until the synchronisation levels are reliable.

Regular application

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

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

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. Keep a record of the time of receipt of each confirmation and any changes to availability.
2. Test how the other channel responds to a new booking and to a cancellation.
3. In the event of a conflict, prioritise prompt communication and document the solution with the guest.

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-primjena