How to arrange for a tradesperson to visit while a guest is on the premises · How to approach it?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

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

Separate the urgency of the fault from the issue of access, and obtain confirmation of the appointment from the guest whenever possible.

A starting point in practice

Record the notification time, the agreed entry time, the meter reading and the servicer's contact details.

Try communicating in the guest's language and provide a number for urgent follow-up.

Working example · How to arrange for a tradesperson to visit while a guest is on the premises

Try communicating in the guest's language and provide a number for urgent follow-up.

Specific next steps

1. Record the notification time, the agreed entry time, the meter reading and the servicer's contact details.
2. Try communicating in the guest's language and provide a number for urgent follow-up.
3. Prepare a brief guide to faults with the main valves and contacts.

Limits of application

When personal data covered by the GDPR is processed.

Sources

EUR-Lex · General Data Protection Regulation (EU) 2016/679

https://eur-lex.europa.eu/legal-content/HR/TXT/?uri=CELEX%3A32016R0679

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-smj-incident-voda-odluka