House rules and clear instructions for guests in the building · What to do when 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.

If the complaint is repeated, identify the source before amending the booking policy.

When a plan meets an obstacle

Summarise the agreed house rules in the instructions the guest receives before arrival.

Save the latest version of the instructions and the contact for troubleshooting.

Working example · House rules and clear instructions for guests in the building

Someone who hasn't seen the accommodation can find out the quiet hours and the waste collection schedule.

Specific next steps

1. Summarise the agreed house rules in the instructions the guest receives before arrival.
2. Save the latest version of the instructions and the contact for troubleshooting.
3. Coordinate instructions and arrival control with the representative when necessary.

Limits of application

According to the type of building, the dates of application and the transitional provisions.

Sources

Official Gazette · Management and Maintenance of Buildings, OG 152/2024

https://narodne-novine.nn.hr/clanci/sluzbeni/full/2024_12_152_2502.html

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-smj-kucni-red-problem