Return of the security deposit upon departure · How to integrate 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.

Standardise the cleaning log and the short return confirmation.

Regular application

Record the amount received, the date of return and the specific reasons for any retention.

Compare the condition before arrival and after departure, with the necessary evidence.

Working example · Return of the security deposit upon departure

Compare the condition before arrival and after departure, with the necessary evidence.

Specific next steps

1. Record the amount received, the date of return and the specific reasons for any retention.
2. Compare the condition before arrival and after departure, with the necessary evidence.
3. If the damage is disputed, ask for an explanation and resolve it in accordance with the applicable terms.

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-povrat-depozita-primjena