Return of the security deposit after departure · What if 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 damage is disputed, ask for an explanation and resolve it in accordance with the applicable terms.

When a plan meets an obstacle

Before booking, clearly specify when the deposit is payable and how it will be refunded.

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

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. Before booking, clearly specify when the deposit is payable and how it will be refunded.
2. Record the amount received, the date of return and the specific reasons for any retention.
3. Standardise the cleaning log and the short return confirmation.

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-problem