Accurate description of the approach for guests with reduced mobility · What to do if the procedure 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 a detail has not been verified, state which data is available and provide an exact measurement.

When a plan meets an obstacle

Measure the most important doors, stairs and entrance before claiming that the premises are accessible.

Keep the measurable information and dated photographs of the access routes.

Working example · Accurate description of the approach for a guest with reduced mobility

Check the entire route from the car park to the bathroom, including slopes and thresholds.

Specific next steps

1. Measure the most important doors, stairs and entrance before claiming that the premises are accessible.
2. Keep the measurable information and dated photographs of the access routes.
3. After adapting, refresh the description so that the guest can independently assess its suitability.

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-pristupacnost-provjera-problem