Guest check-out deadline relative to actual departure · How to approach it?

For: Private accommodation host

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Applicability: For accommodation providers and tourist registration in Croatia.

The gov.hr portal states that the eVisitor system must be checked out within 24 hours of the departure of the person who received the overnight accommodation service.

A starting point in practice

Record the actual departure, especially if it differs from the reservation plan.

Check the status of the record before assuming that the logout was carried out automatically.

Working example · Guest check-out deadline relative to actual departure

The reservation ends on Saturday, but the guest departs on Friday evening. The host checks the eVisitor record at the actual departure, rather than relying on the Saturday date in the reservation.

Specific next steps

1. Record the actual departure, especially if it differs from the reservation plan.
2. Check the status of the record before assuming that the logout was carried out automatically.
3. Include check-out in your regular checks before the next guest arrives.

Limits of application

For accommodation providers and tourist registration in Croatia.

Sources

gov.hr · Tourist registration and check-out

https://gov.hr/hr/prijava-i-odjava-turista/1432

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-zakon-evisitor-odjava-rok-odluka