Guest check-out deadline versus actual 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 recorded and actual departure do not match, use the current instruction to amend.

When a plan meets an obstacle

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.

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

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