First deadline for registering a guest after arrival · What to do when 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.

In the event of a technical problem, record the circumstances and immediately seek official guidance.

When a plan meets an obstacle

The gov.hr portal states that the person receiving the overnight accommodation service must register in eVisitor within 24 hours of arrival.

Record the actual arrival and verify that the record has been successfully saved.

Working example · First deadline for submitting a guest's application after arrival

The guest arrives at 9 pm instead of at 5 pm. The host records the actual time of arrival and calculates the deadline from that. The booking confirmation is kept separately from the completed check-in.

Specific next steps

1. The gov.hr portal states that the person receiving the overnight accommodation service must register in eVisitor within 24 hours of arrival.
2. Record the actual arrival and verify that the record has been successfully saved.
3. Introduce a reminder into the check-in and check-out procedure.

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-prijava-rok-problem