

The Claremont Hotel

Polperro

Terms & Conditions

Please read our Terms and Conditions carefully. When you make a booking with us, you are stating that you have read, understood, and agreed to abide by all of the policies and conditions listed below.

Cancellation Policy & Booking Terms

- If the Hotel is forced to close at any time, all affected bookings will be contacted and will be entitled to a full refund.
- If the Hotel is open, our Full Cancellation Policy will apply to all bookings and is as follows:

(Please note: These Terms apply only to bookings made directly with us, either through our website or over the phone. If you have booked through a Third Party Website, please check the specific set of Terms & Conditions provided on that Website.)

Payment / Cancellation Policy for Bookings due to Arrive before September 30th 2025:

For bookings made on our Standard Rate:

- A Non-Refundable Deposit is required to secure a Booking. The Deposit is the total price for the first night of the Booking. When multiple Rooms are booked, a Deposit will be taken for each Room.
- Any remaining Balance will be taken the day before Arrival.

For bookings made on our Free Cancellation Rate:

- You may cancel entirely for free up until 7 days before your day of Arrival.
- At 7 days before Arrival, the Non-Refundable First Night's Deposit will be taken.
- Any remaining Balance will be taken the day before Arrival.

Payment / Cancellation Policy for Bookings due to Arrive after October 1st 2025:

For bookings made on our Standard Rate:

- A Non-Refundable Deposit is required to secure a Booking. The Deposit is the total price for the first night of the Booking. When multiple Rooms are booked, a Deposit will be taken for each Room.
- If a Booking is Cancelled more than 7 days before the day of arrival, the Deposit can be used as a credit voucher to use against another Booking with us, up until 12 months from the date of the original Booking.
- Any remaining Balance will be taken 7 days before Arrival. This is Non-Refundable and Non-Transferable in the event of Cancellation.
- Please ensure we hold up to date Card Details for your Booking. If a Payment is Declined, your Booking will be Cancelled.

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For bookings made on our Free Cancellation Rate:

- No Deposit is required and you may Cancel your Booking Free of Charge up until 7 days before your day of Arrival.
- The Full Balance will be taken 7 days before Arrival. This is Non-Refundable and Non-Transferable in the event of Cancellation.
- Please ensure we hold up to date Card Details for your Booking. If a Payment is Declined, your Booking will be Cancelled.

Applicable to All Bookings:

- Guests are not permitted to reduce their length of stay to below the minimum night stay requirement at the time of booking.
- Guests in residence who leave before their due departure date are not entitled to a refund, partial refund or credit voucher for any unused booking amount.
- We suggest taking out travel insurance for your holiday so that you can recoup the cost of the booking if you need to cancel at short notice.

Occupancy:

- The maximum occupancy for our Double, King, and Twin rooms is two adults (18+) only.
- The maximum occupancy for our Single room is one adult (18+) only.

Conditions:

- Our Policy is to refuse certain bookings for the purpose of group events or parties, including pre-wedding stag/bachelor and hen/bachelorette parties.
- The Hotel is a strict non-smoking establishment and any guests found to have been smoking inside the Hotel or in the rooms will be charged the equivalent of an extra night's stay in their room. Smoking is permitted on the outside terrace area at the front of the hotel; and for guests staying in Room 6, it is permitted on their private outside patio.
- All breakages and damages must be paid for, including any loss of revenue arising from room closure. This also includes any damages, breakages, or soilage caused by a dog that you may have brought with you. Please note we do not accept any responsibility for any personal belongings left in your room.
- We are an exclusively adult-only (18+) hotel and children cannot be accommodated in any of the rooms. All guests are required to be over 18 at the time of arrival. We reserve the right to ask for ID if a guest is believed to be under the age of 18. Reservations made for under-18s will be cancelled and the deposit will not be refunded.
- Any guest found to be engaging in illegal activities on the premises will be required to leave immediately. No refunds will be given in such circumstances and the police will be notified.
- Any items left at the Hotel by Guests will be kept for 28 days. If items are not claimed by 28 days, they will be donated to local charity. There is also a service & postage charge to send items back to Guests, which varies according to item weight / destination