

# The Claremont Hotel

Polperro

## General Information

### Checking in:

- Check-in is available during hotel reception hours, between 11 am – 6pm.
- We endeavour to have our Guestrooms ready by 4pm, however this may not always be possible due to circumstances beyond our control.
- Our reception closes at 6pm, as we are a small family-run hotel and we do not have a 24 hour reception. In case of unforeseen delays we may be able to accommodate check-ins slightly later than 6pm but this is not always guaranteed. Please inform us as soon as you are aware that you may be delayed on your journey to us.

### Checking Out:

- Rooms must be vacated by 11am on your day of departure.
- Late room checkouts up to 1pm may be available on request, subject to availability. Please book this in advance. These are charged at £20.

### Parking:

- The Hotel has its own small Private Car Park, located directly opposite the Hotel. We have one space available per room. The majority of our spaces can accommodate a medium sized car, but we do have a small number of slightly larger spaces which are allocated on a First come First served basis at Check-In.
- However, please be aware that if your vehicle is too large or too long to fit in the car park at the time you arrive, you will be asked to park in the pay and display car park at the top of the village.
- To enter the Car Park: Please get as close as you can to the car park barrier and it will open automatically. You will be given the Code to Exit the car park at Check-In.

### Breakfast:

- This is served in our dining room between 8am-10am.
- A copy of our breakfast menu can be found on our Breakfast Page.
- Please inform us of any food allergies or intolerances you have.
- During busy times there may be a waiting period before you can be seated for breakfast in the dining room.
- If you require an early breakfast, please let us know in advance so that we can accommodate this.

### Age Policy:

- 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.

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- Reservations made for under-18s will be cancelled and the deposit will not be refunded.

### Types of Payment Accepted:

- Cash (Sterling), Credit card, or Debit card.
- We accept, Mastercard, Visa, Visa Debit, Maestro and Amex all via Worldpay.

### Dogs

- We welcome dogs in certain rooms by prior arrangement.
- Dogs are also welcome in all public areas of the hotel, including the breakfast room.
- Please note, rooms 3, 6, 9, and 12 are not dog friendly.
- There is a fee of £10 per dog per night, which includes a welcome pack and a sausage at breakfast.
- We will charge in full for any damages, breakages, or soilage caused to hotel property by any dog brought into the hotel by a guest.