

Thank you for staying on Hamilton Island with HamoRent.

Checkout is generally 10am, however if our booking schedule permits, we'll do our best to try and give you a later checkout.

One of our friendly staff will call you the day before you depart to advise you of the time. Please be ready with your bags at the front door at the specified time and ensure your apartment is left clean and tidy.

You will be driving the buggy back to the airport while we take your luggage.

If there is an **Emergency** while you're here on Hamilton Island please call 000. Hamilton Island also has it's own switch board and by calling them on 07 4946 9999 you can be put through to most island businesses.

Our contact number is 07 4946 5390 and office hours are 8am until 6pm.

If you have an emergency or need to report a incident after hours please leave a message and we will endeavour to get back to you.

Dear Guest,

We'd appreciate your comments to help us continue to provide the highest of standards. This information may also be put on our website Testimonials.

Guest Name Lorriane Warren **Apartment** Lagoon Lodge 005
Arrival Date 22/12/18 **Departure Date** 27/12/18

How would you rate the following:

- Reservation Experience
- Valet Service
- Accommodation
- Cleanliness
- Buggy Condition
- Maintenance
- Overall Satisfaction
- Value for Money

Excellent	Good	Fair	Poor
✓			
✓			
✓			
✓			
✓			
✓			
✓			

Would you book your next holiday to Hamilton Island with HamoRent? No Yes

Would you recommend HamoRent to your friends? No Yes

Please specify why:

Other Comments:

Thank you for taking the time to complete the form.
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Guest Name *Stephaine Gaffrey* **Apartment** *Lagoon Lodge 005*
Arrival Date *4/8/18* **Departure Date** *11/8/18*

How would you rate the following:

Reservation Experience

Valet Service

Accommodation

Cleanliness

Buggy Condition

Maintenance

Overall Satisfaction

Value for Money

Excellent	Good	Fair	Poor
✓			
✓			
	✓		
	✓		
✓			
	✓		
	✓		
	✓		

Would you book your next holiday to Hamilton Island with HamoRent?

No

Yes

Would you recommend HamoRent to your friends?

No

Yes

Please specify why:

Other Comments:

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R H A P S O P U

www.HamoRent.com.au

Hamilton Island Holiday Rentals

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Guest Name	<u>Keanu Edmonds</u>	Apartment	<u>Lagoon Lodge 005</u>
Arrival Date	<u>9/4/18</u>	Departure Date	<u>14/4/18</u>

How would you rate the following:

Reservation Experience

Valet Service

Accommodation

Cleanliness

Buggy Condition

Maintenance

Overall Satisfaction

Value for Money

Excellent	Good	Fair	Poor
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			

Would you book your next holiday to Hamilton Island with HamoRent?

No

Yes

Would you recommend HamoRent to your friends?

No

Yes

Please specify why:

Other Comments: We had a wonderful time on the Island - plenty to do & see. Recommend it to anyone

Thank you for taking the time to complete the form.

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Dear Guest,

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Guest Name Brett Geelan **Apartment** Lagoon Lodge 005
Arrival Date 11/1/18 **Departure Date** 18/1/18

How would you rate the following:

- Reservation Experience
- Valet Service
- Accommodation
- Cleanliness
- Buggy Condition
- Maintenance
- Overall Satisfaction
- Value for Money

Excellent	Good	Fair	Poor
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			

Would you book your next holiday to Hamilton Island with HamoRent? No **Yes**

Would you recommend HamoRent to your friends? No **Yes**

Please specify why: Great holiday, awesome view

Other Comments: would have been good if we could have used free watersports and 'KIDS EAT FREE' but otherwise everything was great!

Thank you for taking the time to complete the form. We hope you enjoyed your holiday and look forward to seeing you again.

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Guest Name Andrew Darbon **Apartment** Lagoon Lodge 005
Arrival Date 14/11/17 **Departure Date** 23/11/17

How would you rate the following:

Reservation Experience
 Valet Service
 Accommodation
 Cleanliness
 Buggy Condition
 Maintenance
 Overall Satisfaction
 Value for Money

Excellent	Good	Fair	Poor
✓			
✓			
✓			
✓			
	✓		
	✓		
✓			
✓			

Would you book your next holiday to Hamilton Island with HamoRent? No Yes
 Would you recommend HamoRent to your friends? No Yes

Please specify why: Hassle free & quality accomodation.

Other Comments: Very Happy overall,

- Air Con in lounge/dining making an annoying noise.
- Batteries in some remotes need replacing.
- Adjusting hot/cold taps in showers isn't good.

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Guest Name Kim Wan **Apartment** Lagoon Lodge 005
Arrival Date 29/8/18 **Departure Date** 8/9/18

How would you rate the following:	Excellent	Good	Fair	Poor
Reservation Experience	✓			
Valet Service	✓			
Accommodation		✓		
Cleanliness		✓		
Buggy Condition	✓			
Maintenance		✓		
Overall Satisfaction		✓		
Value for Money			✓	

Would you book your next holiday to Hamilton Island with HamoRent? No **Yes**
 Would you recommend HamoRent to your friends? No **Yes**

Please specify why: Good for families, layout of apartment good, location good, our host was lovely, we loved the buggy.

Other Comments: More detergent should be provided for the length of stay - easily done at little cost to you and inconvenient for us. (2 packets for 10 days is unrealistic)

Suggest more detailed listing of what's available at each apartment - enquired re beach toys and told

Thank you for taking the time to complete the form. We hope you enjoyed your holiday and look forward to seeing you again. there was none when in fact there was plenty (as an example)

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Guest Name Konstandinos Manikas **Apartment** Lagoon Lodge 005
Arrival Date 20/02/19 **Departure Date** 24/02/19

How would you rate the following:

- Reservation Experience
- Valet Service
- Accommodation
- Cleanliness
- Buggy Condition
- Maintenance
- Overall Satisfaction
- Value for Money

Excellent	Good	Fair	Poor
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			

Would you book your next holiday to Hamilton Island with HamoRent?

No

Yes

Would you recommend HamoRent to your friends?

No

Yes

Please specify why:

GREAT EXPERIENCE & SERVICE.

Other Comments:

Thank you for taking the time to complete the form.

We hope you enjoyed your holiday and look forward to seeing you again.

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Dear Guest,

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Guest Name Caroline Thornley **Apartment** Lagoon Lodge 005
Arrival Date 28/3/19 **Departure Date** 1/4/19

How would you rate the following:

Reservation Experience

Valet Service

Accommodation

Cleanliness

Buggy Condition

Maintenance

Overall Satisfaction

Value for Money

Excellent	Good	Fair	Poor
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>		

Would you book your next holiday to Hamilton Island with HamoRent?

No

Yes

Would you recommend HamoRent to your friends?

No

Yes

Please specify why:

Other Comments:

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Guest Name Brendan Flood **Apartment** Lagoon Lodge 005
Arrival Date 28/4/19 **Departure Date** 4/5/19 VA1235 12.35 ??

How would you rate the following:

	Excellent	Good	Fair	Poor
Reservation Experience	✓			
Valet Service	✓			
Accommodation		✓		
Cleanliness	✓			
Buggy Condition	✓			
Maintenance		✓		
Overall Satisfaction	✓			
Value for Money		✓		

Would you book your next holiday to Hamilton Island with HamoRent? No Yes

Would you recommend HamoRent to your friends? No Yes

Please specify why: NERI WAS VERY QUICK TO RESPOND TO ANY QUERIES, EXCELLENT PICK UP/DROP OFF SERVICE, WOULD STAY IN LAGOON 005 AGAIN

Other Comments:

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Guest Name *Greg McCune* **Apartment** *Lagoon Lodge 005*
Arrival Date *24/4/19* **Departure Date** *28/4/19*

How would you rate the following:

- Reservation Experience
- Valet Service
- Accommodation
- Cleanliness
- Buggy Condition
- Maintenance
- Overall Satisfaction
- Value for Money

Excellent	Good	Fair	Poor
X			
X			
X			
X			
X			
	X	<i>(master patio door doesn't lock)</i>	
X			
	X		

Would you book your next holiday to Hamilton Island with HamoRent? No **Yes**
 Would you recommend HamoRent to your friends? No **Yes**
 Please specify why:

Other Comments:

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Guest Name *Steven Green* **Apartment** *Lagoon Lodge 005*
Arrival Date *20/10/18* **Departure Date** *27/10/18*

How would you rate the following:

Reservation Experience

Valet Service

Accommodation

Cleanliness

Buggy Condition

Maintenance

Overall Satisfaction

Value for Money

Excellent Good Fair Poor

Excellent	Good	Fair	Poor
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
	<input checked="" type="checkbox"/>		
	<input checked="" type="checkbox"/>		
	<input checked="" type="checkbox"/>		
	<input checked="" type="checkbox"/>		
	<input checked="" type="checkbox"/>		
	<input checked="" type="checkbox"/>		

Would you book your next holiday to Hamilton Island with HamoRent?

No

Yes

Would you recommend HamoRent to your friends?

No

Yes

Please specify why:

Other Comments:

light ~~in~~ dressing room not working
bedroom door lock is hard to close
skirting board behind door is loose
light fitting in 2nd bedroom is cracked
A cotton blanket on the bed would be wet
a bin with a lid in the 2nd bathroom would
be a good idea

Thank you for taking the time to complete the form.

We hope you enjoyed your holiday and look forward to seeing you again.

glass sliding door in main bedroom - replace bolts
locks!
ALL FIXED