



www.HamoRent.com.au
 Hamilton Island Holiday Rentals

Thank you for booking and staying on Hamilton Island with HamoRent.
 Below is some helpful information for you.

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.

If you have queries please don't hesitate to contact us on **07 4946 5390**

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 CATHERINE QUARREN Apartment LAGOON 206
Arrival Date 21-12-15 **Departure Date** 25-12-15

How would you rate the following:	Excellent	Good	Fair	Poor
Reservation Experience	✓			
Meet and Greet 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: Excellent service & quality apartment.
Will certainly be back again! Thank you

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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WiFi key _____

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

If you have an emergency or need to report a incident after hours please leave a voice 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	Steven Watts	Apartment	Lagoon Lodge 206	
Arrival Date	13/12/2015	Departure Date	20/12/2015	
How would you rate the following:	Excellent	Good	Fair	Poor
Reservation Experience	✓✓			
Meet and Greet Service	✓✓			
Accommodation	✓			
Cleanliness	✓			
Buggy Condition			✓	
Maintenance		✓		
Overall Satisfaction	✓			
Value for Money		✓		

Love the Bin System!

Would you book your next holiday with HamoRent?

Yes

No

Would you recommend HamoRent to your friends?

Yes

No

Please specify why: Mainly the friendly communication with Neri which was fantastic - also thanks so much for the scales!

Other Comments: I would expect to have control of the Aircon - very frustrating to have it constantly turning off and unable to cool main room adequately. Circuit with Fridge on occasionally overloads - our fridge was off for 12 hours without us knowing. Brilliant to have beach towels supplied. A few more dishwashing tabs would be helpful - we had some dirty dishes in cupboard on arrival. We stay in a lot of places and most have 2 keeps supplied but not a huge issue.

A couple of tissue boxes would be a nice touch.

Hope feedback is useful - overall we were really happy and wouldn't hesitate to come back. Pto

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Guest Name Ian Gessey **Apartment** Lagoon Lodge 206
Arrival Date 1.1.2015 **Departure Date** 8.1.2015

How would you rate the following:	Excellent	Good	Fair	Poor
Reservation Experience		✓		
Meet and Greet 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: UNDER IMPRESSION CHILDREN OF CERTAIN AGE NOT ALLOWED AT RESORT. NEED A MORE QUIET PLACE.

Other Comments: IF YOU HAVE OTHER RENTALS OR A QUIETER AREA OF ISLAND THAN YES WOULD USE YOU AGAIN

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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 Donathan Francisco **Apartment** LAGOON 206
Arrival Date 8-1-16 **Departure Date** 11-1-16

How would you rate the following:	Excellent	Good	Fair	Poor
Reservation Experience	X			
Meet and Greet Service	X			
Accommodation	X			
Cleanliness	X			
Buggy Condition	X			
Maintenance	X			
Overall Satisfaction	X			
Value for Money	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: lovely view!

Other Comments:
The only complaint is that the internet stopped working before 24hrs were had even passed...

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Guest Name SHARON DUBB Apartment LAGOON 206
Arrival Date 11-1-16 Departure Date 18-1-16

How would you rate the following:

	Excellent	Good	Fair	Poor
Reservation Experience	✓			
Meet and Greet 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: Outstanding pre-stay service from Meri, great view from beautiful apartment, all well organised

Other Comments:
We hope to visit again!

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

* Windows in 2nd bedroom broken
sliding door off bedroom difficult to open