

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 Cassandra Micallef Apartment Lagoon Lodge 005
Arrival Date 23/5/14 Departure Date 1/6/14

How would you rate the following:

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

	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:

Other Comments:

Sandwich maker. handle broken -

Thank you for taking the time to complete the form.

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

only 1 Brake light
on Buggy.

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Guest Name Jillian Scawn **Apartment** Lagoon Lodge 005
Arrival Date 15/5/14 **Departure Date** 18/5/14

How would you rate the following:

	Excellent	Good	Fair	Poor
Reservation Experience	✓			
Valet Service (Carol)	✓			
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:

Other Comments:

- * Fan & airconditioner in 2nd bedroom won't work with remotes. (? user error)
- * Even friends comment on quality on accommodation
- * Down light in main bathroom over mirror has blown.

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Lucas or Nea

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Guest Name Tracy Mobbs Apartment Lagoon Lodge 005
Arrival Date 6/6/14 Departure Date 13/6/14

How would you rate the following:

Reservation Experience

Valet Service

Accommodation

Cleanliness

Buggy Condition

Maintenance

Overall Satisfaction

Value for Money

	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:

Other Comments: Dining room chairs are falling apart.

Buggy no rain protection - very very wet

windows are broken & hard to shut. Someone

took our buggy & no back up was available.

Positives clean & good size rooms. Valet good.

Good access to everything. Great Shower heads.

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