

fax: 07 4946 4359

www.HamoRent.com.au

Hamilton Island Holiday Rentals

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.

Lucas or Neil

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	<i>Pamela Prior</i>	Apartment	<i>Frangipani 208</i>
Arrival Date	<i>16/5/14</i>	Departure Date	<i>20/5/14</i>

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:

*Cherry was very friendly, helpful and accommodating!
Thank you. We enjoyed our stay at Frangipani 208 very much!*

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 Kate Lovatt **Apartment** Frangipani Lodge 208
Arrival Date 20/6/14 **Departure Date** 23/6/14

How would you rate the following:

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

Excellent	Good	Fair	Poor
/			
/			
/			
/			
/			
/			
/			
/			

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! C!

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Guest Name Leanne Taylor **Apartment** Frangipani Lodge 208
Arrival Date 11/6/14 **Departure Date** 14/6/14

How would you rate the following:

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

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

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 *Linda Urquhart* **Apartment** *Frangipani 208*
Arrival Date *21/4/14* **Departure Date** *28/4/14*

How would you rate the following:

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

Excellent	Good	Fair	Poor
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>		
	<input checked="" type="checkbox"/>		
	<input checked="" type="checkbox"/>		
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	<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 *PETER MADIRAZZA* **Apartment** *FRANCIPANI 208*
Arrival Date *14-4-14* **Departure Date** *21-4-14*

How would you rate the following:

Reservation Experience

Valet Service

Accommodation

Cleanliness

Buggy Condition

Maintenance

Overall Satisfaction

Value for Money

Excellent	Good	Fair	Poor
✓			
✓			
✓			
✓			
✓			
✓			

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: *Friendly helpful staff*

Other Comments:

Light bulb in fan in master bedroom has blown.

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Guest Name *Dennis & Jill Hughes* Apartment *Frangapani 208 & Whitsunday W1306.*
 Arrival Date *24/05/2014* Departure Date *31/05/2014*

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 *probably*

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

Please specify why: *Our chosen accommodation was Frangapani 208 & with them getting unit "207" we thought we had found the*

Other Comments: *True meaning of "Hamo" Rent. Lucas dealt with our problem well & the transfer to Whitsunday 1306 but we had specifically not chosen "hotel" style this visit & 2 bed/2 bath & laundry. Disappointed that we did not choose more g/c accom. like "Shoreline" if we had been informed of the unbelievable noise with the rent at "207". Industrial skips, 6 tradesmen, smoking, floors & walls demolished/not stress-free holiday stuff!!*

Thank you for taking the time to complete the form.

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

Just unucky

Dennis Hughes