

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 Neri

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 *Caroline Kinnear* **Apartment** *Frangipani Lodge 208*
Arrival Date *14/9/14* **Departure Date** *21/9/14*

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: *nice apartment good location friendly service*

Other Comments: *There were two lights that didnt work in the apartment - over the table & next to the couch. Not sure whether the kitchen bin was emptied during our stay but remained full - unsure when the collectors were meant to come. Taps in kitchen we enjoyed our stay. Thank you. a bit squeaky*

Thank you for taking the time to complete the form.

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Guest Name *Lisa DeV* **Apartment** *Frangipani 208*
Arrival Date *6/9/14* **Departure Date** *13/9/14*

How would you rate the following:

Reservation Experience

Valet Service

Accommodation

Cleanliness

Buggy Condition

Maintenance

Overall Satisfaction

Value for Money

Excellent Good Fair Poor

	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: *Great apartment, very clean and has*

everything you need plus few nice extras
(bucket & spade for kids, ice packs & candles).

only other comment is that it would have been good
to know in advance about the construction of our
roof - especially because we have a little one who needed
a sleep in the day. Having a man in a crane right
in front of our balcony & bedroom was a bit of a
surprise. Other than this we had a great holiday!!

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Guest Name *Garth Kingston* Apartment *Frangipani Lodge 208*
Arrival Date *28/9/14* Departure Date *2/10/14*

How would you rate the following:

Reservation Experience

Valet Service

Accommodation

Cleanliness

Buggy Condition

Maintenance

Overall Satisfaction

Value for Money

Excellent Good Fair Poor

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

small window shutter in second room unsafe

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

No

Yes

Would you recommend HamoRent to your friends? No

No

Yes

Please specify why: *Great location & well perfect for*

families

Other Comments:

This was a perfect venue for our family and we enjoyed a much needed break. HamoRent staff were very obliging and we will certainly be booking here again.

Thank you so much

Garth K

Thank you for taking the time to complete the form.

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