

# 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.

**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** Caitlin Davidson      **Apartment** Lagoon Ledge 005  
**Arrival Date** 12/6/16      **Departure Date** 18/6/16

How would you rate the following:

- Reservation Experience
- Meet and Greet Service
- Accommodation
- Cleanliness
- Buggy Condition
- Maintenance
- Overall Satisfaction
- Value for Money

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

Would you book another holiday with HamoRent?

Yes      No  
 Yes      No

Would you recommend HamoRent to your friends?

Please specify why: very prompt communication via email

excellent condition & location, loved the included

Other Comments:

front door is very difficult to open

Lights in ~~Antenna~~ flicker near  
second bathroom/bedroom.

Thank you for taking the time to complete the form.

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

Replaced door handle

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Guest Name Andrea Nippers Apartment Lagoon Lodge 005  
 Arrival Date 10/7/16 Departure Date 14/7/16

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:

buggy - DRIVERS SEAT BELT JAMBS.

- REAR PASSENGER WHEEL ~~WAS~~ FOWLING WHEN COASTING - @ QUITE LOUD & ANNOYING

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**Guest Name** Sandra Talman      **Apartment** Lagoon Lodge 005  
**Arrival Date** 14/7/16      **Departure Date** 21/7/16

How would you rate the following:

Reservation Experience

Valet Service

Accommodation

Cleanliness

Buggy Condition

Maintenance

Overall Satisfaction

Value for Money

*old, struggles to get up one tree will, need a rain cover.*

	Excellent	Good	Fair	Poor
Reservation Experience	✓			
Valet Service	✓			
Accommodation	✓			
Cleanliness	✓			
Buggy Condition			✓	
Maintenance	<del>✓</del>	✓		
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:

*A great stay, thank you.  
 Thanks also for delivering the extra sheets*

Thank you for taking the time to complete the form.

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

*Windows hard to open/close with broken handles - a new broom needed.*

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**Guest Name** *Christian Gossan* **Apartment** *Lagoon Lodge 005*  
**Arrival Date** *23/7/16* **Departure Date** *30/7/16*

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: *All over, great job!*

Other Comments: *I do not consent to the above*

*being placed on a public site.*

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**Guest Name** JAMES SCHOFIELD **Apartment** LAGOONS 005  
**Arrival Date** 25-9-16 **Departure Date** 30-9-16

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

No

Yes

Would you recommend HamoRent to your friends? No

No

Yes

Please specify why: Big open appartment - great view

Other Comments:

Thankyou very much for our stay.

MAINTENANCE → Door step in bathroom doesnt work  
→ Buggy charge indicator goes from almost full to empty instantly

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** *Susan Shen* **Apartment** *Lagoon Lodge 005*  
**Arrival Date** *30/9/16* **Departure Date** *3/10/16*

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:

Other Comments:

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**Guest Name** Jodie Gould **Apartment** L005  
**Arrival Date** 11 **Departure Date** \_\_\_\_\_

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: \_\_\_\_\_

Other Comments: \_\_\_\_\_

Thanks guys we had the best holiday & great accomodation

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Dear Guest,

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**Guest Name** RYAN MITCHELL      **Apartment** LAGOON 005  
**Arrival Date** 16-10-16      **Departure Date** 21-10-16

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: Excellent location + facilities

Other Comments:

We had the best holiday ever. We'll be back for sure!

Thank you for taking the time to complete the form.

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