

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 *Phillipa Smith* **Apartment** *Casuarina Cove 13*
Arrival Date *13/12/18* **Departure Date** *21/12/18*

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: *Service - Geni was lovely*
We won't be coming to HI next year - we will take our family
 Other Comments: *Somewhere different each year when we can.*

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Guest Name Kaven Ayling **Apartment** Casuarina Cove 13
Arrival Date 2/1/19 **Departure Date** 7/1/19

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:

Beautiful place, good experience

Other Comments:
- Not being able to hire extra buggy -> Hard to contact office. ??
- Can't open single bed door to balcony
- Curtains fallen off rail in all bedrooms.

CURTAINS + DOOR BOOKED IN FOR 14-1 CW

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| | | | |
|---------------------|---------------------|-----------------------|--------------------------|
| Guest Name | <i>Tom Meredith</i> | Apartment | <i>Casuarina Cove 13</i> |
| Arrival Date | <i>28/7/18</i> | Departure Date | <i>1/8/18</i> |

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 | <i>Lisa Tate</i> | Apartment | <i>Casuarina Cove 13</i> |
| Arrival Date | <i>1-7-18</i> | Departure Date | <i>8-7-18</i> |

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: *We found the house well equipped, ~~was~~ modern and very clean. Unfortunately the oven malfunctioned, but lightning fast! We really enjoyed our stay and would definitely recommend to family & friends. It is a very long way from home, but worth the trip.*

Other Comments: *The organisation of a plumber to check it out was lightning fast! We really enjoyed our stay and would definitely recommend to family & friends. It is a very long way from home, but worth the trip.*

The only things I think the house lacked is a sharp knife and a broom. Otherwise everything had been thought of & provided.

Thank you so much. We had an excellent stay!

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found the broom on the last night!

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Guest Name Sara Akin **Apartment** Casuarina Cove 13
Arrival Date 4/11/17 **Departure Date** 8/11/17

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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www.HamoRent.com.au

Hamilton Island Holiday Rentals

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Guest Name Rosie Schellen **Apartment** Casuarina Level 3
Arrival Date 27/4/19 **Departure Date** 1/5/19

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"/> | | | |

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: Beautiful location, lovely home
+ Great Responsive Service, Loved it!!!

Other Comments: Thankyou for Replacing fridge so promptly.

Maybe a Sofa bed Cheers Rosie
Instead of a Blow-up

Thank you for taking the time to complete the form.
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