

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 Kylie Francis **Apartment** Frangipani Lodge 208
Arrival Date 9/12/16 **Departure Date** 12/12/16

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:
VERY SATISFIED WITH SERVICE

Other Comments:

- (1) WOULD GO FOR GROUND FLOOR NEXT TIME.
ORDER. COUPLES HAD DIFFICULTY WITH
COKE BARS TO UPSTAIRS UNIT.
- (2) THERES AN ANT PLAGUE IN UNIT
- (3) LOUNGE LIGHT NOT WORKING.

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 Amanda Akers **Apartment** Frangipani 208
Arrival Date 22-11-16 **Departure Date** 27-11-16

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: Loved it! Beautiful apartment, great view, wonderful location.

Other Comments: Thank you!

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www.HamoRent.com.au

Hamilton Island Holiday Rentals

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Dear Guest,

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Guest Name ANITA CAMFIELD **Apartment** FRANGIPANI 208
Arrival Date 12-12-16 **Departure Date** 18-12-16

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:

- Globe in lounge area lamp needs replacing.
- need to have more toilet paper
- pillows not the best.
- Main bed not comfortable - the huge comforter is too soft.

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