

Thank you for booking and staying on Hamilton Island with HamoRent.
Below is some helpful information for you.

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.

If you have queries please don't hesitate to contact us on **07 4946 5390**

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 GRANT FOSTER **Apartment** Lagoon 005
Arrival Date 19-11-15 **Departure Date** 22-11-15

How would you rate the following:

	Excellent	Good	Fair	Poor
Reservation Experience	✓			
Meet and Greet 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: 5th time we've been back - great service.

Other Comments:

* Leak in main bathroom ceiling. (main bedroom)

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Guest Name PAULINE TATAM **Apartment** LAGOON 005
Arrival Date 9-11-15 **Departure Date** 15-11-15

How would you rate the following:	Excellent	Good	Fair	Poor
Reservation Experience	✓			
Meet and Greet 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: Nice big apartment

Other Comments: BBQ could do with upgrading. Burns at the back of the hot plate and is cold at the front of the hotplate. Electronic start doesn't work. (broken)

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Lucas

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 Chris O'Dea Apartment Lagoon Lodge 005
Arrival Date 15/10/2015 Departure Date 19/10/2015

How would you rate the following:

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

(unsure - didn't pay 4 trip - family holiday :))

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 family friendly & a great apartment (with all needed) for a family holiday

Other Comments: FYI - reported (when found out) that door in b'rm (to outside) does not actually lock & issue with "buggy" (power cutting out & wires to charging exposed) - 16/10. Lucas was a great help :)) & understanding.

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Thank you :)

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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 Emily Anderson **Apartment** Lagoon Lodge 005
Arrival Date 10/10/2015 **Departure Date** 15/10/2015

How would you rate the following:

	Excellent	Good	Fair	Poor
Reservation Experience	✓			
Meet and Greet 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 location, privacy, price, facilities

Other Comments: Outdoor furniture required cleaning, other than that, fantastic!!

Thanks.

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If you have queries please don't hesitate to contact us on 07 4946 5399 Neri or Lucas

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 Benjamin Witham **Apartment** Lagoon Lodge 005
Arrival Date 23/9/15 **Departure Date** 26/9/15

How would you rate the following:

	Excellent	Good	Fair	Poor
Reservation Experience	✓			
Meet and Greet 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:

Need more toilet paper

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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 Shannon Guise **Apartment** Lagoon Lodge 005
Arrival Date 16/9/15 **Departure Date** 23/9/15

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
<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:

Easy, beautiful; all around
wonderful!!

Other Comments:

A few things requiring attention in the unit:
1. No potato peeler
2. Lamp in 2nd bedroom still broken
3. Toasted sandwich maker lid broken

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Lucas or Neri

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Guest Name *Di Mill & Al Murphy* Apartment *Lagoon Lodge 005*
Arrival Date *7/9/15* Departure Date *13/9/15*

How would you rate the following:

	Excellent	Good	Fair	Poor
Reservation Experience	✓			
Meet and Greet 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: *ONLY COMMENT ON A NEUTRATIVE SCALE WAS TV RECEPTION SOMETIMES DROPPED OUT AND PIXELATING NOT SURE IF THIS IS DUE TO BEING ON AN ISLAND BUT THIS WAS ONLY A MINOR PROBLEM AND ONLY MENTIONED IF IT COULD BE FIXED FOR FURTHER GUESTS*

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