

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** Jack Ye      **Apartment** Lagoon Lodge 005  
**Arrival Date** 18.12.2015      **Departure Date** 22.12.2015

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: The complimentary buggy rent was great, and the view from the room was wonderful!  
 Other Comments: Hopefully WiFi can also be provided free of charge on our next visit. Thank you!

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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WIFI key \_\_\_\_\_

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**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.

<b>Guest Name</b>	XUE RUI	<b>Apartment</b>	Lagoon Lodge 005	
<b>Arrival Date</b>	12/12/2015	<b>Departure Date</b>	16/12/2015	
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 with HamoRent?

Yes

No

Would you recommend HamoRent to your friends?

Yes

No

Please specify why: 环境优美 有热情周到的中文服务 公寓设施齐全

Other Comments: 偶有小虫

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Dear Guest,

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**Guest Name** Helen Lunney      **Apartment** Lagoon Lodge 005  
**Arrival Date** 30.12.2015      **Departure Date** 6.1.2016

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 your next holiday to Hamilton Island with HamoRent?      No       Yes

Would you recommend HamoRent to your friends?      No       Yes

Please specify why: Great Service from Neri from

initial enquiry & throughout our stay

Other Comments:

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**Guest Name** Alanna Sparks      **Apartment** Lagoon Lodge 005  
**Arrival Date** 6-1-2015      **Departure Date** 12-1-2015

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: Comfortable, spacious, well equipped apartment. Friendly, helpful staff.

Other Comments:

AC remote in 2nd bedroom not working  
More toilet paper would have been helpful or  
advice to buy/bring as may be required.

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