

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.

*Lucas or Neri*

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 *Alison Way* Apartment *Lagoon Lodge 201*  
Arrival Date *18/7/14* Departure Date *21/7/14*

How would you rate the following:

Reservation Experience

Valet Service

Accommodation

Cleanliness

Buggy Condition

Maintenance

Overall Satisfaction

Value for Money

	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: *It all ran smoothly + no trouble*

Other Comments: *Is there a dust pan somewhere?*

*The front glass balcony door does not lock properly even when lock is turned to 'lock'*

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** *Jaff Hogan*      **Apartment** *Lagoon Lodge 201*  
**Arrival Date** *24/7/14*      **Departure Date** *27/7/14*

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: *Good service & follow-up.*

*Brakes on buggy need fixing.*

*Needs a TV in second bedroom.*

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