

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.

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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 Matthew Hamill **Apartment** Lagoon Lodge 201
Arrival Date 7/11/18 **Departure Date** 9/11/18

How would you rate the following:

Reservation Experience
 Valet Service N/A
 Accommodation
 Cleanliness
 Buggy Condition
 Maintenance N/A
 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: SEE ABOVE

Other Comments:

Thank you for taking the time to complete the form.
 We hope you enjoyed your holiday and look forward to seeing you again.

310 733 4570

www.HamoRent.com.au

Hamilton Island Holiday Rentals

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Guest Name	<i>Pamela Gooetz</i>	Apartment	<i>Lagoon Lodge 201</i>
Arrival Date	<i>30/11/18</i>	Departure Date	<i>4/12/18</i>

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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Guest Name	<i>Yen Wong</i>	Apartment	<i>Lagoon Lodge 201</i>
Arrival Date	<i>13/12/18</i>	Departure Date	<i>16/12/18</i>

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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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 Grete Sonstebo **Apartment** Lagoon 201
Arrival Date 8/1/19 **Departure Date** 13/1/19

How would you rate the following:

	Excellent	Good	Fair	Poor
Reservation Experience	X			
Valet Service				
Accommodation	X			
Cleanliness		X		
Buggy Condition	X			
Maintenance		X		
Overall Satisfaction	X			
Value for Money		X		

Would you book your next holiday to Hamilton Island with HamoRent? No ~~X~~ Yes X

Would you recommend HamoRent to your friends? No Yes X

Please specify why:

Other Comments:

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Guest Name Izawa Hisashi **Apartment** Lagoon Lodge 201
Arrival Date 2/1/19 **Departure Date** 7/1/19

How would you rate the following:	Excellent	Good	Fair	Poor
Reservation Experience	<input checked="" type="radio"/>			
Valet Service	<input checked="" type="radio"/>			
Accommodation	<input checked="" type="radio"/>			
Cleanliness	<input checked="" type="radio"/>			
Buggy Condition	<input checked="" type="radio"/>			
Maintenance	<input checked="" type="radio"/>			
Overall Satisfaction	<input checked="" type="radio"/>			
Value for Money	<input checked="" type="radio"/>			

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:
Excellent!

Other Comments:
Thank you!

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Guest Name	<i>Nick Beaton</i>	Apartment	<i>Lagoon Lodge 201</i>
Arrival Date	<i>14/5/18</i>	Departure Date	<i>21/5/18</i>

How would you rate the following:

	Excellent	Good	Fair	Poor
Reservation Experience	<input checked="" type="checkbox"/>			
Valet Service	<input checked="" type="checkbox"/>			
Accommodation		<input checked="" type="checkbox"/>		
Cleanliness		<input checked="" type="checkbox"/>		
Buggy Condition		<input checked="" type="checkbox"/>		
Maintenance		<input checked="" type="checkbox"/>		
Overall Satisfaction		<input checked="" type="checkbox"/>		
Value for Money		<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:

Other Comments:

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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 Christine Evskine Apartment Lagoon Lodge 201
 Arrival Date 25-6-18 Departure Date 1-7-18

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: easy & reliable; good follow-up; customer service

Other Comments: _____

Exit/Entry door - handle on inside appears 'abraded'

Suggest small cupboard in bedroom to store clothing especially when staying for a week or so.

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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 *Ceri Owen* **Apartment** *Lagoon Lodge 201*
Arrival Date *11-7-18* **Departure Date** *15-7-18*

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:

Other Comments:
Please note = BBQ not working

Thank you for taking the time to complete the form.
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Dear Guest,

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Guest Name Philip Pegler Apartment Lagoon Lodge 201
Arrival Date 30-5-18 Departure Date 2-6-18

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"/>			
	<input checked="" type="checkbox"/>		
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
	<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

Other Comments:

Buggy worked fine, but there seemed to be a leak of some kind of fluid from underneath - perhaps battery fluid?

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Dear Guest,

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Guest Name Kim Campbell **Apartment** ~~20~~ Lagoon Lodge 201
Arrival Date 6-7-78 **Departure Date** 9-7-78

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:

Great service.

Other Comments:

Great appo apartment.

Thank you for taking the time to complete the form.

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Dear Guest,

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This information may also be put on our website Testimonials.

Guest Name Annette Ready **Apartment** Lagoon Lodge 201
Arrival Date 25/3/18 **Departure Date** 1/4/18

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:

Lovely friendly service!
 Other Comments:

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Guest Name *Maia Carmen* **Apartment** *Lagoon Lodge 201*
Arrival Date *16/3/18* **Departure Date** *19/3/18*

How would you rate the following:

	Excellent	Good	Fair	Poor
Reservation Experience	<input checked="" type="checkbox"/>			
Valet Service	<input checked="" type="checkbox"/>			
Accommodation	<input checked="" type="checkbox"/>			
Cleanliness	<input checked="" type="checkbox"/>			
Buggy Condition	<input checked="" type="checkbox"/>			
Maintenance	<input checked="" type="checkbox"/>			
Overall Satisfaction	<input checked="" type="checkbox"/>			
Value for Money	<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:

Other Comments:

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Guest Name *Bjorn Agren* **Apartment** *Lagoon Lodge 201*
Arrival Date *12-2-18* **Departure Date** *15-2-18*

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: _____

Other Comments: _____

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Dear Guest,

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Guest Name <i>Yu PEI XUFANG</i>	Apartment <i>LAGOON 201</i>
Arrival Date <i>2-2-18</i>	Departure Date <i>5-2-18</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:

Beautiful view! Excellent services! Great experience in Hamilton Island

Other Comments:

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Guest Name Patvia Mann **Apartment** Lagoon Lodge 201
Arrival Date 24/11/17 **Departure Date** 30/11/17

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:

Please fix lock on door / door handle as they get jammed very easily and makes it difficult opening / closing / locking the door! Thanks.

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Guest Name Jacobus Humphries **Apartment** Lagoon Lodge 201
Arrival Date 27/02/19 **Departure Date** 03/02/19

How would you rate the following:

Reservation Experience

Valet Service

Accommodation

Cleanliness

Buggy Condition

Maintenance

Overall Satisfaction

Value for Money

Excellent	Good	Fair	Poor
/			
/			
	/		
	/		
	/		
	/		
	/		
	/		

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 Sheil Adams **Apartment** Lagoon Ledge 201
Arrival Date 7/4/19 **Departure Date** 12/4/19

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:

Other Comments:

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We hope you enjoyed your holiday and look forward to seeing you again.

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 Juleen Schiefelbein **Apartment** Lagoon Lodge 201
Arrival Date 2/5/19 **Departure Date** 9/5/19 VA12821pm

How would you rate the following:

	Excellent	Good	Fair	Poor
Reservation Experience	<input checked="" type="checkbox"/>			
Valet Service	<input checked="" type="checkbox"/>			
Accommodation	<input checked="" type="checkbox"/>			
Cleanliness	<input checked="" type="checkbox"/>			
Buggy Condition	<input checked="" type="checkbox"/>			
Maintenance	<input checked="" type="checkbox"/>			
Overall Satisfaction	<input checked="" type="checkbox"/>			
Value for Money	<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: Very easy - no dramas

Other Comments:

Best week spent on Hamo. Lovely weather, food, accom & beach.
We will be back.

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Guest Name Ingrid Marchal **Apartment** Lagoon Lodge 201
Arrival Date 27/4/19 **Departure Date** 1/5/19

How would you rate the following:

	Excellent	Good	Fair	Poor
Reservation Experience		X		
Valet Service	X			
Accommodation	X			
Cleanliness		X		
Buggy Condition		X		
Maintenance	X			
Overall Satisfaction	X			
Value for Money		X		

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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Dear Guest,

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Guest Name *Susanne Laura* **Apartment** *Lagoon Lodge 201.*
Arrival Date *28/6/19* **Departure Date** *1/7/19 VA1282, 1pm*

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: *perfect location and view. Very friendly staff*

Other Comments: *Aerial in main bedroom needs replacing as TV does not work without a broken coaxial.
 There are little ants every where in bathroom*

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Dear Guest,

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Guest Name Elizabeth Hurford **Apartment** Lagoon 201
Arrival Date 16/6/19 **Departure Date** 19/6/19 1.15pm *ferry*

How would you rate the following:

- Reservation Experience
- Valet Service
- Accommodation
- Cleanliness
- Buggy Condition
- Maintenance
- Overall Satisfaction
- Value for Money

Agencies

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: Cannot Fault the service we have been given whilst we've been here, on the phone and in person

Other Comments:

Perfect accomodation.

Beautiful Views

Plenty of Room

We'll certainly be back.

Thank you for taking the time to complete the form.

We hope you enjoyed your holiday and look forward to seeing you again.