



What iCare offers you in services for it's all-in-one price

- An all in one price that has no surprises or hidden costs.
- Your apartment has a dedicated permanent caretaker to your apartment that is a permanent contact for the guest for their entire stay, from the moment they arrive to their departure. Not a casual backpacker or cleaner who has been allocated to your apartment just for the day. These contractors work in pairs where possible and they have the resource to call on the rest of the iCare team to assist if required.
- Cleaning of your apartment
- Laundering
- Supply cleaning products for guests to use
- Deep cleans monthly if possible depending on occupancy
- Valet service
- Island tour for guests.
- Minor maintenance such as changing light bulbs below 9 feet (2.7 meters), changing batteries for remotes etc, resetting appliances when there are electrical surges, reset TV's and calling the necessary trades person if they are needed for other breakdowns. We have no charge or call out fee for the above minor maintenance. where our competition charges for each callout.

If we require calling a trades person for other work over and above minor maintenance the trades person will charge direct to the owner.

- An on-island manager who is a significant shareholder of the company, that continually strives for excellence and customer satisfaction. It's not just a job for the manager.
- iCare all in one is more than pleased to do back to back guest bookings for the owners except at the end of race week and outrigger events.
- **Buggy Service**
For the total cost of \$30 we detail your buggy once a month, make sure it is always presentable when a guest arrives, take it for its scheduled services, take it annually for its roadworthy test and do call outs for buggies that break down and if we can't get it going, we organize the buggy shop to repair it. We then transport the guests back to their apartment or other desired destination. All of this is done for \$30 per month and we do not charge a \$55 call out fee.
- In June 2010, we added another quality insurance measure by employing a quality control officer who lives off island and is independent to on-island operations and only reports to the board of directors. Our quality control officer will visit the island every two months and inspect every unit. This is on top of the caretaker checking the units they are responsible for and the General Manager checking every unit monthly.

Other services we offer if you require.

- We store an array of items such as glasses, vacuum cleaners, pots and pans, globes, toilet paper, soaps, toasters, kettles, irons etc to supply to your apartment when required at cost price plus freight to avoid time delays and ensure guest satisfaction.
- VIP on arrival e.g. sparkly wine and welcome card for \$30

- A guest welcome pack that includes tea, coffee, sugar, milk, shampoo, conditioner and bath gel, costing \$17.50 per stay.
- MAINTENANCE PERSON

For maintenance that is not included in the minor maintenance mentioned above, we have a dedicated maintenance person for only owners of private apartments that iCare look after. The maintenance person service costs are very competitive rates eg \$75 per hour. If the problem is not covered by his expertise we will call the necessary trades person that will bill you directly.

We believe we offer a superior service at a cheaper price than any other operator on the Island if you include everything we offer for the one price.

Warm Whitsunday regards

Bruce Campbell, Andrew Hatton, Donna Millington and the iCare Team.

