



Nordlys

Nordlys – LongHouse – Guest Guide

Nordlys LongHouse Guest Guide

found at visitnordlys.com/longhouse-guide

This Guest Guide provides information about check-in/check-out, LongHouse and the 140 acres of prairie, woods, and waters for guests to explore and enjoy during their stay at Nordlys. The reserving guest must be at least 25 years of age and all guests must comply with Nordlys' Guest Policies listed at visitnordlys.com. More information about Nordlys and the surrounding area is also available at visitnordlys.com

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Automated Email or Text Communications from Nordlys

When a prospective guest makes a reservation, that guest can select whether to receive automated email or text communications from Nordlys. After a reservation is booked, the reserving guest will receive the following series of automated communications from Nordlys: *If a reserving guest does not receive these emails, please check your "junk" folder and add visitnordlys.com as a safe sender.*

1. Communication Sent Upon Booking. Very shortly after booking and paying the 25% reservation deposit, the reserving guest will receive an email or text (i) confirming the reservation dates at LongHouse, (ii) confirming the number of guests, (iii) confirming whether the guest is bringing a dog (if yes, the Dog Fee must be paid for each dog) and (iv) explaining the payment balance requirements. The overnight rate for LongHouse, includes up to four guests, using each of the two bedrooms. LongHouse can accommodate up to two additional guests (a maximum of 6 guests), using two cushioned cots supplied by Nordlys, only if the additional nightly fee has been paid with the reservation for each of those additional guests.
2. Email or Text Reminder About Payment Balance Due. About 45 days before the check-in date, the reserving guest will receive a text or email reminder that the entire unpaid balance of the reservation must be paid in full at least 30 days before the check-in date. This email or text will also confirm the number of registered guests for LongHouse and whether a Dog Fee is applicable. If the reservation balance has not been fully paid: (i) the reservation will automatically be cancelled 30 days before the scheduled check-in date and (ii) the reservation deposit will automatically be refunded (without interest), less a \$25 service fee.



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3. Email or Text Sent Two Days Before Check-In. If a reservation has been fully paid, two days before the check-in date, the reserving guest will receive an email or text with (i) the 4 digit front door access code for LongHouse, (ii) a link to the Guest Guide containing the check-in/check-out information and other details about Nordlys and LongHouse, (iii) confirmation of the number of registered guests and whether the Dog Fee is applicable and paid and (iv) confirmation of whether the wheel chair ramp is needed for any of the LongHouse guests (see “Wheel Chair Ramp and Bathroom Assist Fixtures” below).

4. Email or Text Sent Before Check-Out. About 12 hours before the scheduled check-out time, the guest will receive an email or text explaining the check-out procedure and tidying up LongHouse for the next guests.

5. Email or Text Sent Shortly After Check-Out. Shortly after the check-out time, the guest will receive an email or text (i) requesting a review of their experience at Nordlys and (ii) asking the guest to join Nordlys’ emailing list for promotions and discounts on future stays to fill short notice cancellations. We appreciate guest feedback and reviews, especially Google reviews since those are easily searched by future guests.

Comprehensive List of Fees and Taxes for Staying at Nordlys and LongHouse

The following lists all of the types of fees and taxes that might apply to a guest at Nordlys and LongHouse, booking directly on Nordlys’ booking page at visitnordlys.com/reservations. The applicable amount of each fee is included on Nordlys’ booking page.

1. Overnight Occupancy Rate. The overnight occupancy rate for the two bedroom LongHouse includes up to four guests.

2. Nightly Rate for Up to Two Additional Guests. LongHouse can accommodate two additional guests (6 guests maximum), using the two cushioned cots supplied by Nordlys. Each reservation must specify the number of guests (up to a maximum of 6 guests for LongHouse), and the reserving guest must pay the additional nightly guest fee. Nordlys must know the number of guests in advance so that LongHouse can be prepared with sufficient bedding and linens.

3. Cleaning Fee. The cleaning fee for LongHouse applies one time for each stay, regardless of the number of booked nights.



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4. **Dog Fee.** Nordlys allows up to two well trained dogs (no other pets) if guests comply with Nordlys' pet policy (see below and at visitnordlys.com/policies) and pay the Dog Fee for each dog.
5. **Sales Tax.** Rates and fees exclude the combined 5.5% sales tax (Wisconsin and Polk County), payable by the registered guest with each reservation.
6. **Service Fee Retained for Any Refunds.** Cancellations are subject to Nordlys' cancellation policy at visitnordlys.com/policies If Nordlys refunds any payments to a guest, Nordlys will retain a \$25 service fee to help cover credit card fees and other administrative costs.
7. **Damages.** Nordlys does not currently charge a damage deposit with a reservation. If a guest breaks or damages Nordlys property, the guest may need to reimburse Nordlys for the cost of repair or replacement.

Reservations Through an Online Travel Agent (“OTA”)

Direct booking reservations are accepted online at visitnordlys.com/reservations

If a guest instead books through an OTA (such as Airbnb, Booking.com, VRBO, Google or other OTA), the cost of the reservation will be marked up to cover any additional fees payable to the OTA.

Wheel Chair Ramp and Bathroom Assist Fixtures

LongHouse is designed to accommodate a guest in a wheel chair, but only if Nordlys is alerted ahead of time so that a portable wheel chair ramp can be installed over the two steps down from the entry foyer to the living and kitchen area.

One of the two bedrooms at LongHouse (east bedroom with a King bed), is on the same level as the entry foyer and has an ADA accessible ensuite bathroom with grab rails by the toilet and in the shower. One of the two sinks in that bathroom can accommodate wheel chair use, and the shower in that bathroom has level floor entry (no curb under the shower door) and is large enough to accommodate a wheel chair in the shower. That shower also has a hand held shower wand. An ADA toilet chair and ADA shower chair are available for guest use at Long House. The reserving guest must contact Nordlys at least 24 hours before the arrival date to request the portable wheelchair ramp and ADA toilet chair and ADA shower chair.

The LongHouse parking area is gravel and level from the parking area to the bridge leading to the front door. The LongHouse front door has a standard height threshold under the door. The outside bridge to the screen porch next to LongHouse is level, with the exception of a short



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metal threshold under the sliding screen door to the porch. The built in kitchen table at LongHouse can accommodate a wheel chair. However, the kitchen sink and appliances are not specifically designed for use in a wheel chair.

Nordlys does not charge any fees for use of the wheel chair ramp or bathroom assist fixtures.

Pet Policy

One or two well trained, housebroken and friendly dogs are allowed only if the Dog Fee been paid for each dog with the reservation and all guests comply with the following dog rules for the entire duration of their stay:

- (1) no dogs may jump, sit or lay on any furniture or beds;
- (2) no dogs may be left alone in LongHouse unless crated in a guest-supplied crate;
- (3) no dogs may be left alone outside or in the porch, whether or not crated or tied to any railings;
- (4) guests must pickup after their dog in the walking and parking areas, and dispose of pet waste in the outside waste containers; and
- (5) guests must thoroughly wipe off muddy paws before a dog enters LongHouse (using the guest's own dog towels). Except during the winter, LongHouse has a hose outside on the west side of the building that can be used for washing muddy paws. No dog washing is permitted inside LongHouse and no Nordlys linens or towels may be used on dogs. Nordlys can be muddy, especially in early spring and late fall--please plan accordingly.

No other pets are allowed. Damage by a pet to the property or furnishings is the pet owner's sole responsibility.

Check-in/Check-out

Check-In Time: Registered guests may arrive at Nordlys and LongHouse anytime after 4:00 p.m. on the scheduled day of check-in (on only a Monday, Wednesday or Friday).

Check-Out Time: Guests must check-out and have all belongings removed from LongHouse by the following applicable time: (1) 10:00 a.m. when the scheduled check-out day is Monday, Wednesday or Friday or (2) 4:00 p.m. when the scheduled check-out day is Sunday.



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Because Nordlys has a two-night minimum stay and Nordlys' housekeeping team is onsite only Mondays, Wednesdays and Fridays: (1) Nordlys cannot accommodate early check-in or late check-out and (2) no scheduled check-outs may occur on Tuesday, Thursday or Saturday.

Door Lock Code

Nordlys' self-service check-in/check-out is as simple as using the four digit door lock code for LongHouse, which the registered guest will receive by email two days before check-in. When the four digit access code is pressed, the door handle will automatically engage to allow the door to open. The door automatically locks whenever closed, so make sure to memorize the four digit lock code.

Night Lock

The inside of the LongHouse front door has a hotel style manual night lock that can be used, in addition to the door handle lock. To engage the manual night lock, pull it out towards you and turn it so it covers the edge of the door. To open the manual night lock, pull it out towards you and turn it so it no longer covers the edge of the door.

LongHouse Address; Two Ways to Enter Nordlys (Go to [visitnordlys/map](https://www.visitnordlys.com/map) for a Nordlys Map)

LongHouse is located at 3224 112th Street, Frederic, Wisconsin 54837. There are two ways to enter Nordlys, using either of the entrances at 1112 or 1120 Clam Falls Drive (Frederic WI 54837).

One Way Guest Road Entrance Through an Enchanted Pine Forest: Nordlys is a great place to slow down and enjoy nature in luxury, starting right away when you turn into Nordlys. Look for the Nordlys entrance at 1112 Clam Falls Drive (about 300 feet east of the 1120 entrance), and signs will direct you down our one-way guest road that meanders through an enchanted pine forest. Please drive slowly because of wildlife and pine trees close to the road. Small reflective signs have arrows that point the way. At the end of the pine forest road, look for signs to LongHouse (go straight and drive up the hill).

Service Road Entrance. If you are unfortunately in a hurry, you can enter Nordlys at 1120 Clam Falls Drive and drive south through the prairie and up the hill until you see signs for LongHouse. This service road is 112th Street, and is used whenever you exit the property.

Parking

The dedicated gravel parking area for LongHouse is located in front of LongHouse.



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Very Limited Outside Lighting

Guests will be leaving street lights behind because we love the night sky at Nordlys. And when it is dark, it is dark! There are flashlights available for guest use in the closet to the right of the kitchen at LongHouse. If guests are walking the property after dark, please bring a flashlight and return it to the closet when you are back inside.

Electric Vehicle Charging

The parking area next to LongHouse has a complimentary 240v outlet to accommodate electric vehicle charging. Guests must supply their own charging cord.

No Sauna Use for LongHouse Guests at this Time

There is currently no sauna available for use by LongHouse guests. The outdoor sauna at Metallark is for the exclusive use of Metallark guests only. Nordlys is considering adding a second outdoor sauna in the future for use by LongHouse guests, but no firm date has been set. Accordingly, no one should book a LongHouse stay with the expectation that a sauna will be available for use. Until further notice, if you want to sauna at Nordlys, you will need to book your stay at Metallark.

Nordlys Outdoor Amenities and Access; Use of Helmets and Lifejackets

LongHouse has an outdoor gas grill adjacent to the parking area, and wood fire ring along the lake 100 feet west of LongHouse (you can see it from the west bedroom). Free firewood is stacked near the fire ring along with complimentary fire starters. Guests may not bring their own firewood. No other fires, and no fireworks, are permitted anywhere on the property. Smoking (of any kind) and vaping is not allowed inside the cabins or anywhere at Nordlys.

Nordlys outdoor adventure amenities include bicycles, kayaks, pedal boat, snowtubes, snowshoes (large & medium) and hiking trails at no additional charge. Complimentary use bikes, helmets, hiking poles, snowshoes and snow tubes are available in the Activity Hut. Please wear a helmet when biking or snowtubing. Complimentary use adult and youth size lifejackets are available in the metal dock box near the boat dock. Wisconsin law requires that all children under age 14 wear lifejackets at all times on any boat. Nordlys advises against bringing infants on the pedal boat or kayaks (those boats are very small), and Nordlys does not provide infant size life jackets.



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Guests must return and secure equipment to the proper location after use. All trails and paths are unimproved with uneven terrain. All adventure contains risk. *Nordlys is not responsible for any injuries and each guest assumes their own risk for any injuries at Nordlys.*

The roads and parking areas are gravel.

Nordlys Property Map, Activity Hut and Boat Dock

Go to visitnordlys/map for a map showing Nordlys' hiking trails, and locations of the Activity Hut, pedal boat & kayak dock, and snowtubing hill. Benches are noted on the map and are located near several of our favorite views along the hiking trails.

Purchase and Pickup Nordlys Shirts and Sweatshirts

Nordlys shirts and sweatshirts are available for purchase online at shopnordlys.com. Guests receive a 50% discount, and can pickup their purchases in the Activity Hut (and avoid shipping charges). Guests can try on samples in the Activity Hut to determine the proper size. We suggest that you go to the Activity Hut before making your purchase so you can confirm that your selected size and color is available in the Activity Hut. If your size or color is out of stock in the Activity Hut, you can still make an online purchase and Nordlys will order it and ship it to you.

Storm Shelter and Inclement Weather

The basement of LongHouse has an unlocked storm shelter. You need to walk outside to the west end of LongHouse to access the storm shelter door under the west bedroom. Please leave the flashlight inside the storm shelter. You are responsible to be aware of inclement weather. There is a weather radio in the entry foyer. LongHouse has a backup generator designed to automatically engage if there is a power failure.

Two Bedrooms, Each with Ensuite Bathroom and Jetted Shower

LongHouse has two bedrooms. The east bedroom has a king bed, fireplace, desk and Samsung Frame TV. The west bedroom has a queen bed and fireplace. Each bedroom has an ensuite bathroom with jetted rainhead shower.

Two Cushioned Cots for Up to Two Additional Guests



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If the guest has paid the additional nightly fee for up to one or two additional guests (a maximum of six guests), Nordlys will provide two cushioned cots (in the front entry closet) and additional bed linens for those cots.

Complimentary Washer/Dryer

The complimentary washing machine and dryer are located in the hallway closet. The washing machine uses only HE (high efficiency) laundry soap. Nordlys provides a complimentary amount of HE laundry soap.

Two Thermostats for Heat

In addition to the three fireplaces, there is a forced air furnace controlled by two “Ecobee” thermostats. One thermostat is located to the right of the kitchen area and the other thermostat is on the hallway wall near the east bedroom. To adjust the Ecobee thermostats, use your finger on the screen and tap the temperature setting up or down. If the system is turned “off” go to the settings on the screen and turn the system on to “Heat” before adjusting the temperature.

Two Thermostats for Air Conditioning – Tips for Keeping Longhouse Cool

The air conditioning is controlled by the same two Ecobee thermostats that control the heat. Be sure each thermostat is set for “Cool.”

The roof overhangs at Longhouse are designed to shade the building on hot days when the sun is highest in the sky. The greatroom and each of the bedrooms have a ceiling fan controlled by a nearby wall switch for each fan. The clerestory windows above the north wall of the greatroom can be opened using the crank extension handle located on the wall with the Ecobee thermostat to the right of the kitchen. Simply place the end of the crank handle over the window crank and turn the other end of the long handle to open or close. The clerestory window above the north wall of the west bathroom is motorized, and controlled by the wall switch to the right of the shower door.

Window Blinds

Each of the bedrooms has large window blinds that can be lowered or raised using the pull chain for each blind. Please gently pull straight down when raising or lower the blinds, and do not raise or lower the blinds beyond the stop bead that is located on each chain. Please also raise and lower the blinds slowly. Excessive speed will damage the blind.



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Operating Motorized Window in West Bathroom

The clerestory window above the west bathroom is screened and motorized. You can open and close that window, using the push button switches on the bathroom wall to the right of the shower door. Please close the motorized window before check-out.

Hand Crank Extension Pole to Open/Close Clearstory Windows Above Great Room

The clerestory windows above the north wall of the great room are screened and can be opened or closed using the hand crank extension pole, located on the wall next to the kitchen area thermostat. Simply place the end of the crank handle over the window crank and turn the other end of the long handle to open or close. Please close those windows before check-out.

Screen Doors

Both the front entry door and the door to the porch have roller screen doors. When opening or closing the roller screen, hold the screen handle firmly and make sure the closed screen is securely latched to avoid losing control of the spring-loaded screen.

LongHouse Porch

The LongHouse porch room has large motorized screens that are controlled using the labelled wall switches in the porch. Please do not lower the motorized screens during the winter because snow and ice may damage the screens.

The LongHouse porch also has ceiling mounted infrared heaters that are controlled by a wall timer switch in the porch. The timers are designed to shut off the heaters after a few hours so that the heaters are not inadvertently left on.

Wi-Fi for Complimentary High Speed Internet

Indoors:

Wi-Fi Name: longhouse

Wi-Fi Password: longhouse!

Outdoors (antenna by parking area):

Wi-Fi Name: visitnordlys

Wi-Fi Password: visitnordlys!



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Cell Phone Booster

There is a cell phone booster inside Longhouse that should provide you more bars of cell coverage than you might find outside. The cell booster works automatically and no login or password is needed. There are no telephone land lines.

Desk/Work Area

The east bedroom at LongHouse has a one person built in desk, desk light and desk chair, with USB wall plug. The desk is next to the built in fireplace and faces a large window looking out towards the lake and hillside. The indoor Wi-Fi and highspeed Internet should have good coverage in the desk area and throughout LongHouse.

Samsung Wall Frame TV's

The living room and the east bedroom each have a Samsung wall Frame TV. There is a separate remote for each TV. Please leave the remotes near each TV so they do not get misplaced. Each TV has Chromecast connected to that TV. To use Chromecast, set the "Source" to HDMI2. There is no cable television, but each TV has built in apps with some available channels. For the widest choice of programming, guests should use their own streaming service accounts, and Chromecast the programming from their smartphone.

Piano

LongHouse has a Roland electric piano. You can play it to your heart's content or just pair it to your phone and make it a Bluetooth speaker (bluetooth name: F701).

Fireplaces

There is a gas fireplace in the living room and in each bedroom. To use any of the fireplaces: (1) turn on the fireplace timer switch on the wall then (2) press the power on button on the wall-mounted fireplace control and set the fireplace to the desired temperature. Please turn off the fireplace after use by pressing the power off button on the wall mounted fireplace control. Please make sure nothing is sitting on top of or near the fireplace. Fireplaces get hot.

Outdoor Gas Grill and Wood Burning Fire Ring

LongHouse has an outdoor gas grill adjacent to the parking area, and wood burning fire ring along the lake 100 feet west of LongHouse (you can see it from the west bedroom). Free



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firewood is stacked near the fire ring, along with complimentary fire starters. Please do not bring your own firewood.

Welcome Basket

You need to bring your own food but you will find a complimentary welcome basket with coffee, pancake mix, oatmeal and other snacks.

Chef's Kitchen

LongHouse has a full chef's kitchen, full size refrigerator with ice maker, coffee maker, kitchen appliances and place settings for six people. The oven and other appliances are labeled with instructions for use. Guest must turn on the wall timer switch above the oven, before using the oven or cooktop.

Properly Matching Cooking Utensils with Cookware

Please use wood or silicone cooking utensils with non-stick cookware. Stainless steel utensils should be used only with stainless steel cookware.

Clean Blue Carbon Steel Pans and Pizza Stone Without Scouring or Using Soap

LongHouse's Chef Kitchen includes Blue Carbon steel pans that have been seasoned for use on the electric radiant heat cooktop and a pizza stone for baking pizza. When cleaning, to preserve the surfaces, rinse with hot water and wipe with paper towels, and never use scouring pads or soap because that will damage the cookware. If the seasoned pan or pizza stone has stuck-on food, scrub it gently with oil and salt using a wooden or plastic spatula. Only do this if you can't get everything off with hot water and paper towels. If you are still unable to clean, please leave the cookware for Nordlys' housekeeping staff to clean.

Trash, Recycling & Organics

The kitchen has containers for trash, recycling and organics. If your trash or recycling is full before you checkout, extra trash and recycling bags are under the kitchen sink. Full bags of trash and recycling should be placed outside in the bear-proof trash & recycling cans near the parking area. Do not leave any food or beverages outside.

Groceries



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Nordlys recommends the Natural Alternative Food Coop in Luck, WI (www.nafoodcoop.com), Wayne's Foods Plus in Luck, WI, Frederic Grocery in Frederic, WI or the Four Winds Market north of Siren, WI. Pastries can be purchased at Café Wren in Luck, WI.

Please check out visitnordlys.com/activities for a list of on site and nearby activities.

Please Respect Wildlife With Caution

Deer, fox, swans, loons, turkeys, rabbits, squirrels, birds and other wildlife roam the forests, prairies and lakes at Nordlys. Please do not feed any animals and do not leave any food or food garbage outside. Near each cabin, Nordlys has outdoor animal-proof trash and recycling bins for any food disposal.

Black bears live in Wisconsin, but we very rarely see them. Please use caution and follow DNR bear guidance at <https://dnr.wisconsin.gov/newsroom/release/76741>

Emergency Contact

Nordlys is a self-service resort with no onsite staff. If you have a Nordlys-related maintenance emergency, please call or text Bruce McPheeters at 612-437-7983. For fire or any medical emergency, call 911 and if you are at LongHouse, inform the operator you are at 3224 112th Street, Frederic, Wisconsin 54837 (entry at 1120 Clam Falls Drive).

Rev 12/2023Rev2