



Nordlys

Nordlys – Reservation & Cancellation Policies

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found at visitnordlys.com/policies

Minimum Age for Reserving Guest and Two-Night Minimum Stay

The reserving guest must be at least 25 years of age. Nordlys requires a two-night minimum stay. Reservations overlapping major holidays might have a three-night minimum, depending on the calendar year (Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Year's).

Reservation Deposit and Full Payment Deadline

Nordlys holds reservations with a valid credit card and a 25% deposit. The deposit will be applied to the guest's reservation balance.

Each reservation must be paid in full at least 30 days before the scheduled check-in date. Reservations made fewer than 30 days before the check-in date must be paid in full when booked. If the reserving guest has not paid the entire balance of the reservation 30 days before the scheduled check-in date, that guest's reservation will automatically be cancelled and the deposit (and any other money paid) will be refunded in full (without interest), less a \$25 service fee to help cover credit card fees and other administrative costs.

Nordlys will send an automated email or text with a payment due reminder, 45 days before the scheduled check-in date. A cancelled reservation can be reinstated only if the original reservation dates remain available and the reservation amount is paid in full.

Cancellations and Refunds With Sufficient Advance Notice

Reserving guests who cancel their reservation 30 days or more before the scheduled check-in date will receive a full refund of any deposit and other amounts previously paid (without interest), less a \$25 service fee.

Cancellations and Refunds on Short Notice

When a reserving guest cancels their reservation on short notice--fewer than 30 days before the scheduled check-in date—it can be difficult to find another guest for those cancelled dates. If Nordlys is able to re-book the same cabin for those cancelled dates, Nordlys will refund to the cancelling guest the amount received for the re-booked cabin, less a \$25 service fee. Nordlys may at its sole discretion discount the rate for the re-booked nights. No refunds for short notice cancellations will exceed the amount Nordlys receives for the re-booked cabin (less the



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\$25 service fee). *If Nordlys is not able to re-book the cabin for the short notice cancellation, no refund will be paid and no credit will be issued for a future stay.*

In the unlikely event that a guest must shorten their stay after arrival, they will remain responsible for the total balance of the original reservation.

Nordlys does not offer refunds, vouchers, or date changes due to inclement weather or family, pet or medical emergencies/illnesses.

Nordlys may also treat a partial cancellation as a cancellation for the entire stay.

Comprehensive List of Fees and Taxes for Staying at Nordlys When Booking Directly on Nordlys' Booking Website at visitnordlys.com/reservations

The following lists all of the types of fees and taxes that might apply to a guest at Nordlys, 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 includes the following: (i) up to two guests for MetalLark Tower (one bedroom) and (ii) up to four guests for LongHouse (two bedrooms).
2. Nightly Rate for Additional Guests. Each cabin can accommodate up to two additional guests (four guest maximum for MetalLark and six guest maximum for LongHouse). Each reservation must specify the number of guests, and the reserving guest must pay the additional nightly guest fee. Nordlys must know the number of guests in advance so that the cabin can be prepared with sufficient bedding and linens.
3. Cleaning Fee. Each cabin has its own cleaning fee that is applied once for each stay, regardless of the number of booked nights.
4. Dog Fee. Nordlys allows up to two well trained dogs (no other pets) if guests comply with Nordlys' pet policy and pays 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 listed above. 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.



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7. **Damages**. Nordlys does not currently charge a damage deposit with a reservation. If a guest breaks or damages Nordlys property, that 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 online travel agent (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 that OTA.

Children

Children are welcome but must be supervised in person by a parent or guardian at all times. Children are included in the guest count for determining additional nightly guest fees and the maximum number of guests per cabin.

The cabins are not childproof. The Nordlys property contains open water, rock cliffs and other hazards. There are no amenities (bikes or snowshoes) designed for children. Complimentary adult and child size life jackets are available for use. There are no infant size life jackets available at Nordlys. Life jackets for children 12 and under are required by law in Wisconsin.

Registered Guests Only; No Parties and Other Events

Unless approved in advance and in writing by Nordlys management: (1) only registered guests are allowed on the property and (2) no parties, gatherings or other events are allowed (involving people other than registered guests).

Pet Policy – Only Certain Dogs Are Allowed if Dog Fee is Paid for Each Dog

One or two well trained, housebroken and friendly dogs are allowed only if the dog fee is paid with the reservation for each dog and all guests comply with the following dog rules:

- (1) dogs may not jump, sit or lay on any furniture or beds;
- (2) no dogs may be left alone in the cabin unless crated in a guest-supplied crate;
- (3) no dogs may be left alone outside or on any walkways, decks or porches, 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 the cabin (using the guest’s own dog towels). Except during the winter, each cabin has an outside hose that can be



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used for washing muddy paws. No dog washing is permitted inside the cabin and no Nordlys linens or towels can 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 and Check-Out

Check-In Time: Registered guests may arrive at Nordlys for self-service check-in anytime after 4:00 p.m. on the scheduled day of check-in (on only a Monday, Wednesday or Friday). Guests may not arrive before the scheduled check-in time.

Check-Out Time: Guests must check-out and have all belongings removed 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.

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.

Each guest reservation will receive a four digit door lock code for the cabin front door.

Cleaning Fee, Housekeeping, Maintenance and Care of Each Cabin; Damages Caused by a Guest

There is a one-time cleaning fee for each reservation. Housekeeping is not available between check-in and check-out, unless a guest is staying for seven or more days and has made special arrangements for interim housekeeping. Each cabin is furnished with linens and towels sufficient for the duration of the stay. All towels and linens must remain inside the cabins. Nordlys has housekeeping staff onsite each Monday, Wednesday and Friday. An on-call maintenance person is available in the rare event of a maintenance emergency.

Before check-out guests must tidy the cabin in preparation for cleaning. Nordlys may charge guests additional fees for any repairs outside normal maintenance and for any damage or unusual degree of necessary cleaning.

Guests are responsible to reimburse Nordlys for any property damages they cause.



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Guests Must Make Their Own Food Arrangements

Each of the cabins has a fully equipped chef's kitchen ready for guests to enjoy, with plenty of dishes and utensils. There are restaurants and grocery stores in the area for guests to explore. Bring only the food—Nordlys has everything else!

No Smoking or Vaping or Illegal Drug Use

No smoking (or any kind), vaping or chewing tobacco is allowed inside the cabins or anywhere on the property. The illegal use of drugs is prohibited. Guests will be charged a minimum \$200 cleaning and deodorizing fee if there are any violations.

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>

The Ongoing Building of Nordlys

Nordlys plans to build additional secluded luxury cabins and add more common amenities over time. During the building process construction activities may occur during the day on weekdays. Grounds maintenance and trail work may also take place on a regular basis.

Changes to Policies and Pricing

Nordlys policies and prices are subject to change without notice. Price changes will not affect existing reservations.

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