

NORA* Quick Reference Guide

Logging In

1. To Log In, use the Member ID assigned to you by the NSC Database Committee. Contact nscdatabase@gmail.com if you need your member ID.
2. Password reset is available on the NORA landing page.
3. Children must be in the NSC Database in order to receive the 'member child' rate. Contact nscdatabase@gmail.com if you need updates.
4. Social members must call the Reservationist to reserve. They are not authorized for NORA.

Making a Reservation

1. Reservations open up two weeks in advance.
2. NORA requires meals on weekends during ski season.
3. On Thursday evenings, the Reservationist will remove meal selections from all reservations if there are fewer than 12 people for the weekend.
4. To book a partial weekend (Friday-only or Saturday-only) during ski season, you must call the Reservationist.

Changing a Reservation

1. Members can make all of their own changes up until the end of their stay – add or delete guests, add or delete nights, change bunks, and cancel reservations.
2. Only a Reservationist can back-date a change.
3. To cancel a reservation, select 'CANCELLED'. If you select 'CANCEL-REQ', it does not release the bunks. Please cancel promptly to accommodate others.

Paying for a Reservation

1. NORA accepts VISA or PayPal.
2. Pay When You Stay. During ski season, pay at the lodge on Saturday night when the Lodge Manager collects fees. Avoid paying online in advance.
3. NORA does not give refunds. Instead, NORA applies credit during future reservations.
4. Members can request refunds for unresolved credit at season's end by submitting a 'Request for Reimbursement' form to the Treasurer.
5. **Account balances on NORA are not updated if you pay by check.**

Rules for Weekend Reservations During Ski Season

1. Bumping occurs on Tuesday nights. See the NSC Guidebook for rules regarding bumping.
2. See the NSC Guidebook for rules regarding Family Rooms and Overflow Family Rooms.
3. Family Rooms open up for individuals beginning Wednesday mornings.
4. If you are an applicant, make sure that a member will be present at the lodge during your stay.

Other Important Notes and Tips

1. Reservationists are listed on the Annual Lodge Schedule. Please note that some of our Reservationists work full time and may not be available during business hours.
2. When communicating with Reservationists, email is preferred.
3. If you have trouble with NORA, first log off, close your browser, and start over with a fresh browser. If the trouble continues, call the Reservationist.
4. LM and ALM weekend reports come out on Thursday nights. Notify the Lodge Manager if you book after Thursday at 5 p.m. and you sign up for weekend meals.
5. To avoid bunk confusion, always make a reservation, and always stay in the bunk that you chose.

Reservation Resources and Help

<https://newportskiclub.org/reservation-documentation/>

This link includes:

- a. Video instruction on using NORA.
- b. Written step-by-step instruction for using NORA.
- c. NSC Guidebook.
- d. Annual Lodge Schedule.

*Newport Ski Club Online Reservation Administration