



My Gateway – Registering

To secure your place on the 2019 St. Charles North & East High School Orchestra Performance Tour of Germany, Austria and Czechia, each passenger must be registered on the “My Gateway” online registration system by **May 28, 2018**.

A nonrefundable deposit of \$200.00 per passenger is also due by **May 28, 2018**.

How to register on My Gateway:

- Go to www.musicfestivals.com.
- Click on the “My Gateway Login” button.
- At the bottom of the page click the link under “Need to sign up for a tour?”
- Enter the Pass Phrase for your tour: **Charles2019**
Under “User Registration” a parent or student over 18 will need to enter their name, preferred email address and a password of your choosing to create a “User Profile.”
If you are also a “Passenger” traveling on the tour, be sure to check the appropriate box.
- Under “Tour Terms and Conditions” you must check all 3 boxes and agree to the terms and conditions to continue.
- If you signed up as a “Passenger” you will be prompted to complete a passenger profile.
- Register your student and/ or other passengers for whom you are paying/registering by choosing “Add Passenger” on your “User Profile” page.
Note: In passenger profile, options under “Role” are: Adult Passenger, Chaperone, Minor Passenger, Staff and Student. Select “Student” for performing ensemble passengers and “Minor Passenger” for non-performing children traveling with family/group.
- Please complete all the information as accurately as possible.
- Students should select “double occupancy”
- Adults should select “double occupancy” unless they are requesting a single room (single supplement applies)

Through the My Gateway online registration system you can:

- Sign up for your group’s tour by completing a user registration and passenger profile.
- View payment dates, amounts, and balances.
- Make payments.
- Purchase travel insurance.
- View tour information.
- View messages posted to your user profile from your group leader or Gateway staff.



My Gateway – Making Payments

Gateway Music Festivals & Tours accepts individual payments online with a credit card (via PayPal) or by personal check via mail.

Before making payments, you must register all passengers for whom you are paying on the My Gateway online registration system.

Tour payments can be made by two methods:

Payment Method #1 – pay by check

- Make check payments payable to: Gateway Music Festivals & Tours
- Mail checks to: PO Box 1165, Monticello, MN 55362
- Please indicate your group's name, all passengers' names, and how much of the payment should be applied to each passenger. It may take up to one week after Gateway receives your payment for it to be reflected on your My Gateway profile. If you would like to purchase additional travel insurance, include this with your check payment and please note it with a separate letter.

Payment Method #2 – pay by credit card (via PayPal) online through My Gateway

- Go to www.musicfestivals.com.
- Click on the "My Gateway" button.
- Log in to your "My Gateway" account.
- Click on "Make a Payment" under the "Payments" header.
- Follow the prompts to make a payment.
- If you would like to purchase additional travel insurance, you can do so by checking the appropriate box.

There is a convenience fee of 2.2% plus \$0.30 per transaction to use the online payment method. This amount will be displayed separately from your tour payments. When you select the "Buy Now" button you will be directed to the PayPal website where you can securely enter your credit card or bank information. Gateway Music Festivals & Tours never shares your information with third parties.

Payment Notices

There are two types of automated emails that are sent from My Gateway. The first is an "Upcoming Payment Notice" that is sent 10 days prior to a payment being due. The second is an "Overdue Payment Notice" that is sent 5 days after a payment has been missed or only partially paid. These notices are triggered by the Payment Due Dates and will be sent even if your account reflects a partial amount still due for a particular due date. It is your choice (and there is no penalty) if you want to submit any current outstanding amount immediately or with your next payment.

Waitlist for delinquent payments

If you fall two or more payments behind you will be at risk of being moved to a **waitlist**. Once your account is paid to date we will reinstate your account within 48 to 72 hours based on your group's tour availability.



Payment Schedule

The payment schedule listed below will also be displayed in your "My Gateway" account online. Per the terms and conditions you agree to when registering, "Services are subject to cancellation by Gateway Music Festivals & Tours, Inc. if payments are not received by their due dates."

Payment due dates and approximate amounts:

| | |
|-------------------|---------------|
| Upon Registration | \$200.00 |
| 7/1/18 | \$583.00 |
| 8/1/18 | \$583.00 |
| 9/1/18 | \$583.00 |
| 10/1/18 | \$583.00 |
| 11/1/18 | \$583.00 |
| 1/1/19 | +/- \$585.00* |

**Based on multiple-occupancy room with an estimated trip cost of \$3,700.00. Single occupancy packages may be requested for a supplement of \$513.00 and each of the above payment amounts will be increased to pay for the single supplement.*