



## My Gateway – Registering

To secure your place on the 2022 Urbandale High School Performance Tour of Southern California, each passenger must be registered on the “My Gateway” online registration system by **June 4, 2021**.

**If you’ve registered on a past tour with Gateway, you are able to use your same user email.**

-On the My Gateway page, enter in the **new passphrase** for this tour (personal information does not transfer over automatically).

-Once you’ve entered your user profile information you will be prompted to verify the use of this duplicate email for the new tour.

A deposit of \$200.00 per passenger is also due by June 4.

### How to register on My Gateway:

- Go to: [mygatewaytour.musicfestivals.com](http://mygatewaytour.musicfestivals.com)
- At the right side of the page, enter your passphrase under the “Sign Up” section
- Enter the Pass Phrase for your tour: **URBCA22**

Under “Create User Account” 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 Account.”

**Note:** As referenced above, if your email was used on a past tour, you will need to re-enter your password and check the box  to use this duplicate email for this tour.

- When you register as a user, you must check both boxes and agree to the terms and conditions to continue.
- Once you have registered as a user on the system, you will be directed to the Dashboard and can click on the “Register your first passenger” button. You can register for multiple passengers, including yourself, from the Dashboard or the Passengers page.

**Note:** In passenger profile, options under “Role” are: **Chaperone, Staff and Student.**

- At this point, students should select “quad occupancy” and adults should select “double occupancy” unless they are requesting a single room
- Select Ensemble choice –Band, Choir, or Multiple Ensembles
- Please complete all the information as accurately as possible.

### 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/debit card online through My Gateway**

- Go to My Gateway and log into your account.
- Click on the "Payments" header and select the group members for which you would like to make a payment.
- Follow the prompts to make a payment.
- If you would like to purchase optional travel insurance, you can do so by checking the appropriate box.

*Online payments will incur an online administrative fee which will be included when you make an online payment. 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.

#### **Travel Insurance (see page 4 & 5)**

Individual travel insurance is not included. Passengers that wish to insure their individual tour package can find information on My Gateway. Gateway must receive the passenger's premium payment at any time prior to or along with their final payment. For questions regarding coverage call Trip Mate at 1-800-888-7292 and refer to Plan F455G or F465G (Plan with Cancel For Any Reason). You may also visit their website at [www.tripmate.com/wpF455G](http://www.tripmate.com/wpF455G) or [www.tripmate.com/wpF465G](http://www.tripmate.com/wpF465G).



## 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.”

	Student	Chaperone & Staff	
	Quad	Double	Single
Package Price	\$2,090.00	\$2,330.00	\$2,805.00
6/4/2021 - Deposit	\$200.00	\$200.00	\$200.00
8/26/2021	\$315.00	\$355.00	\$434.00
9/25/2021	\$315.00	\$355.00	\$434.00
10/25/2021	\$315.00	\$355.00	\$434.00
11/24/2021	\$315.00	\$355.00	\$434.00
12/24/2021	\$315.00	\$355.00	\$434.00
1/23/2022 – Balance +/-	\$315.00	\$355.00	\$435.00

## Cancellation Date Outline:

Urbandale High School				
Individual Cancellation Date Penalties				
based on Gateway Music Festivals & Tours Terms and Conditions				
Cancellation time frame	Up to 91 days	90 to 61 days	60 to 16 days New passenger fee* applies	15 days to departure New passenger fee* applies
		December 9, 2021 to January 7, 2022	January 8, 2022 to February 21, 2022	February 22, 2022 to March 9, 2022
<b>Air Penalties:</b> (if flying)	<b>^^No penalty</b>	<b>Air Deposit</b>	<b>Entire Air Ticket</b>	<b>Entire Air Ticket</b>
Air	^^No penalty	\$100.00	\$685.00	\$685.00
<b>Land Penalties:</b> (based on occupancy)	<b>^^No penalty</b>	<b>50% of land cost</b>	<b>75% of land cost</b>	<b>100% of land cost</b>
Land - Student Quad	^^	\$702.50	\$1,053.75	\$1,405.00
Land - Adult Double	^^	\$822.50	\$1,233.75	\$1,645.00
Land - Adult Single	^^	\$1,060.00	\$1,590.00	\$2,120.00
<b>Air + Land Total Penalties</b>				
Student Quad	^^	\$802.50	\$1,738.75	\$2,090.00
Adult Double	^^	\$922.50	\$1,918.75	\$2,330.00
Adult Single	^^	\$1,160.00	\$2,275.00	\$2,805.00
<b>^^Per the Terms and Conditions, cancellation fees may be subject to additional vendors' fees.</b>				



## Optional Travel Protection Plan Information

### Coverage Details for F455G & F465G

Benefit (see notes on next page)	Maximum Benefit Amount – F455G	Maximum Benefit Amount – F465G
Medical Expenses / Emergency Evacuation		
Accident & Sickness Medical Expense	\$25,000	\$25,000
Emergency Evacuation & Repatriation	\$50,000	\$50,000
Trip Cancellation	Trip Cost	Trip Cost
Trip Interruption	Trip Cost	Trip Cost
Missed Connection	\$500	\$500
Travel Delay	\$100/day Maximum \$500	\$100/day Maximum \$500
Baggage and Personal Effects	\$1,000	\$1,000
Baggage Delay	\$100	\$100
Waiver for exclusion for pre-existing conditions	Included	Included
Cancel for Any Reason* (Only included in F465G Plan)	Not included in this plan	75% of Non-Refundable Trip Cost

*\*Plan F465G is not available to residents of the State of New York.*

**These plans may not be purchased after you have made final payment for your trip.**

Trip Price per Passenger	F455G Plan Cost per Passenger	F465G Plan Cost per Passenger
\$0 - \$500	\$16.00	\$19.00
\$501 - \$750	\$24.00	\$31.00
\$751 - \$1,000	\$32.00	\$43.00
\$1,001 - \$1,500	\$48.00	\$67.00
\$1,501 - \$2,000	\$65.00	\$92.00
\$2,001 - \$2,500	\$81.00	\$116.00
\$2,501 - \$3,000	\$105.00	\$152.00
\$3,001 - \$3,500	\$138.00	\$202.00
\$3,501 - \$4,000	\$160.00	\$235.00
\$4,001 - \$4,500	\$182.00	\$267.00
\$4,501 - \$5,000	\$203.00	\$299.00

**Please note:** The Plan Cost is based on the package price, which is based on room occupancy. The package price is subject to change based on passenger count and inclusions. If a package price increase elicits an increase in the plan cost, Gateway will notify the group member.

For questions about coverage offered call Trip Mate at 1-833-297-2255 and refer to Plan F455G or F465G (Plan w/ Cancel For Any Reason). Or to view Gateway's Trip Mate plan on the website at [www.tripmate.com/wpF455G](http://www.tripmate.com/wpF455G) or [www.tripmate.com/wpF465G](http://www.tripmate.com/wpF465G)

There is no application to fill out for insurance coverage. Simply indicate the name of the group, the name and date of birth for the passenger for whom the Protection Plan is to be applied on the memo line of your individual check. Please make check payable and mail to:

Gateway Music Festivals & Tours, Inc.  
P.O. Box 1165  
Monticello, MN 55362



Benefits are not payable for any loss due to, arising or resulting from:

1. suicide, attempted suicide or any intentionally self-inflicted injury of you, a traveling companion, family member or business partner booked to travel with you, while sane or insane;
2. an act of declared or undeclared war;
3. participating in maneuvers or training exercises of an armed service, except while participating in weekend or summer training for the reserve forces of the United States, including the National Guard;
4. riding or driving in races, or speed or endurance competitions or events;
5. mountaineering (engaging in the sport of scaling mountains generally requiring the use of picks, ropes, or other special equipment);
6. participating as a professional in a stunt, athletic or sporting event or competition;
7. participating in skydiving or parachuting except parasailing, hang gliding, bungee cord jumping, extreme skiing, skiing outside marked trails or heli-skiing, any race, speed contests, spelunking or caving, or scuba diving if the depth exceeds 120 feet (40 meters) or if you are not certified to dive and a dive master is not present during the dive;
8. piloting or learning to pilot or acting as a member of the crew of any aircraft;
9. being intoxicated as defined herein, or under the influence of any controlled substance unless as administered or prescribed by a legally qualified physician;
10. the commission of or attempt to commit a felony or being engaged in an illegal occupation;
11. normal childbirth or pregnancy (except "complications of pregnancy") or voluntarily induced abortion;
12. dental treatment (except as coverage is otherwise specifically provided herein);
13. due to a Pre-Existing Condition, as defined in the Plan. The Pre-Existing Condition Limitation does not apply to the Emergency Medical Evacuation or Return of Remains coverage;
14. any amount paid or payable under any Worker's Compensation, Disability Benefit or similar law;
15. a loss or damage caused by detention, confiscation or destruction by customs;
16. elective treatment and procedures;
17. medical treatment during or arising from a trip undertaken for the purpose or intent of securing medical treatment;
18. failure of any tour operator, Common Carrier, or other travel supplier, person or agency to provide the bargained-for travel arrangements for reasons other than bankruptcy or default;
19. a mental or nervous condition, unless hospitalized for that condition while the Plan is in effect for You; or
20. a loss that results from a Sickness, Injury, disease or other condition, event or circumstance which occurs at a time when the Plan is not in effect for You.

**INFORMATION YOU NEED TO KNOW:** Benefits on this page are described on a general basis only. There are certain restrictions, exclusions and limitations that apply to all insurance coverages. This advertisement does not constitute or form any part of the Plan description or any other contract of any kind. Plan benefits, limits and provisions may vary by state jurisdiction. To review full plan details online, go to: [www.tripmate.com/wpF455G](http://www.tripmate.com/wpF455G) or [www.tripmate.com/wpF465G](http://www.tripmate.com/wpF465G). Plan Payments are made up of Insurance Benefits and Non-Insurance Services.

**Insurance Benefits are underwritten by:** United States Fire Insurance Company, 5 Christopher Way, 2nd Flr, Eatontown, NJ 07724 under Policy Form Series T210.

**Non-Insurance Services:** are not insurance benefits underwritten by United States Fire Insurance Company. One Call 24-Hour Assistance Services are provided by: One Call Worldwide Travel Services Network. and Global Xpi Medical Records Services are provided by Trip Mate.

**Plan Administrator:** Trip Mate, Inc. (in CA & UT, dba Trip Mate Insurance Agency) 9225 Ward Parkway, Suite 200, Kansas City, MO 64114, 1-833-297-2255