

California Lutheran

UNIVERSITY

In Partnership with Gateway Music Festivals & Tours

Registering

To secure your place on the 2018 California Lutheran University Companion tour to Spain, each passenger must be registered on the “My Gateway” online registration system by **January 1, 2018**.

A non-refundable deposit of \$300.00 per passenger is also due upon registration. Space is limited and filled on a first come, first served basis.

How to register on My Gateway:

- Go to www.musicfestivals.com and click on the “My Gateway Login” button found in the upper right corner.
- For first-time visitors, register and login on the right as a “new user.”
- Enter the pass phrase for your tour: **CLUspaintour**
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. *Please note: Important tour information will be communicated to you via this email address.
- Under “Tour Terms and Conditions”, you must check all three boxes and agree to the terms and conditions to continue. You must be 18 years of age to register as the “User” and to agree to the terms and conditions.
- Register 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 “Adult Passenger” unless you are registering for a passenger under the age of 18.
- Please complete all the information as accurately as possible. At this point, all passengers should select “double occupancy” unless they are requesting a single room.

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 optional travel insurance.
- View tour information.
- View messages posted to your user profile from your group leader or Gateway staff.

California Lutheran

UNIVERSITY

In Partnership with Gateway Music Festivals & Tours

Making Payments

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 include your tour group's name and group member(s) names and how much of the payment should be applied to each passenger in the memo line of the check or on a separate paper. It may take up to one week after Gateway receives your check 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 and click on the “My Gateway” button.
- Log in to your “My Gateway” account.
- Click on “Make a Payment” under the “Payments” header and 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.
- Please note: there is a convenience fee of 2.2% plus \$0.30 per transaction when you pay online using PayPal. 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 & Waitlist for delinquent payments:

- 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 five 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 payment. It is your choice (and there is no penalty) if you want to submit any current outstanding payment amount immediately or with your next payment.
- 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.