



## My Gateway – Registering

To secure your place on the 2024 Luther College Alumni and Friends Tour, Norway: Grounded Ideals and Global Reach, each passenger must be registered on the “My Gateway” online registration system by **October 13, 2023**.

**If you’ve registered on a past tour with Gateway, you are not able to log into a past account without following the steps below, personal information does not transfer over automatically.**

A non-refundable deposit of \$500.00 per passenger is also due upon registration.

### 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: **LutherCompanion24**

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, 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: Adult Passenger, Minor Passenger and Staff.

- At this point, passengers should select “double occupancy” unless they are requesting a single room
- 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 - 6)**

Individual travel insurance is not included. Passengers who wish to insure their individual tour package may purchase through Gateway or a vendor of their choice. Gateway must receive the passenger's premium payment at or before the insurance payment due date, and prior to making their final payment. Gateway strongly recommends a plan with the Cancel for Any Reason benefit. For questions regarding coverage call Trip Mate at 1-800-888-7292 and refer to Plan F455F or F465F (Plan with Cancel for Any Reason). You may also visit their website at [www.tripmate.com/wpF455F](http://www.tripmate.com/wpF455F) or [www.tripmate.com/wpF465F](http://www.tripmate.com/wpF465F).



**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.”

	Double	Single
Package Price	\$3,995.00	\$4,645.00
8/1/2023 – Non-Refundable Deposit	\$500.00	\$500.00
1/11/2024	\$1,748.00	\$2,072.00
3/11/2024 – Balance +/-	\$1,747.00	\$2,073.00

The above payment schedule reflects the base tour package. The optional Stavanger extension of \$230.00 per person in double occupancy or \$275.00 per person in single occupancy will be in addition to the above payment schedule.

**Cancellation Date Outline:**

If you need to cancel your tour registration, please login to your My Gateway account, click 'Passengers' at the top of the screen. You will see your passengers listed with 'cancel registration' next to each name. Follow the prompts to completely cancel each passenger from the tour. You will receive your refund check in 2-3 weeks upon cancellation. Your refund check will be sent to the address in your My Gateway account. Cancellation penalties will apply depending on date of cancel and penalty dates.

<b>Luther College Nordic Choir Companion Tour</b>					
<b>Individual Cancellation Date Penalties</b>					
based on Gateway Music Festivals & Tours Terms and Conditions					
Cancellation time frame	Up to 120 days	119 to 106 days	105 to 61 days	60 to 16 days New passenger fee* applies	15 days to departure New passenger fee* applies
		January 27, 2024	February 10, 2024	March 26, 2024	May 10, 2024
		to	to	to	to
	January 26, 2024	February 9, 2024	March 25, 2024	May 9, 2024	May 25, 2024
<b>Land Penalties:</b> (based on occupancy)	<b>\$500 Deposit</b>	<b>25% of land cost</b>	<b>50% of land cost</b>	<b>75% of land cost</b>	<b>100% of land cost</b>
Land - Double	\$500.00	\$998.75	\$1,997.50	\$2,996.25	\$3,995.00
Land - Single	\$500.00	\$1,161.25	\$2,322.50	\$3,483.75	\$4,645.00
^^Per the Terms and Conditions, cancellation fees may be subject to additional vendors' fees.					

The above cancellation schedule reflects the base tour package. Cancellation penalties of the optional Stavanger extension will be in addition to the above cancellation schedule.



## Optional Travel Protection Plan Information

### Coverage Details for F455F & F465F

Benefit (see notes on next page)	Maximum Benefit Amount – <a href="#">F455F Plan</a>	Maximum Benefit Amount – <a href="#">F465F Plan</a>
Trip Cancellation	Trip Cost*	Trip Cost*
Cancel For Any Reason** (Only included in F465F Plan)	Not included in this plan	75% of Non-Refundable Trip Cost
Trip Interruption	Trip Cost*	Trip Cost*
Missed Connection	\$500	\$500
Travel Delay	\$200/day Maximum \$2,000	\$200/day Maximum \$2,000
Medical Expenses / Emergency Evacuation		
Accident & Sickness Medical Expense	\$25,000	\$25,000
Emergency Evacuation & Repatriation	\$25,000	\$25,000
Baggage and Personal Effects	\$1,000	\$1,000
Baggage Delay	\$100	\$100

\*Up to a maximum of \$10,000

\*\*Plan F465F is not available to residents of the State of New York.

The plan cost includes the plan premium and a fee for non-insurance assistance services. Please see [important disclosures](#).

Trip Price Per Passenger	F455F Cost Per Passenger	F465F Cost Per Passenger
\$0 - \$500	\$7.00	\$10.00
\$501 - \$750	\$16.00	\$25.00
\$751 - \$1,000	\$26.00	\$40.00
\$1,001 - \$1,500	\$45.00	\$70.00
\$1,501 - \$2,000	\$64.00	\$101.00
\$2,001 - \$2,500	\$83.00	\$131.00
\$2,501 - \$3,000	\$112.00	\$175.00
\$3,001 - \$3,500	\$151.00	\$236.00
\$3,501 - \$4,000	\$177.00	\$278.00
\$4,001 - \$4,500	\$203.00	\$317.00
\$4,501 - \$5,000	\$228.00	\$357.00
\$5,001 - \$5,500	\$253.00	\$396.00
\$5,501 - \$6,000	\$278.00	\$436.00
\$6,001 - \$6,500	\$303.00	\$475.00
\$6,501 - \$7,000	\$329.00	\$514.00
\$7,001 - \$7,500	\$354.00	\$554.00
\$7,501 - \$8,000	\$385.00	\$603.00
\$8,001 - \$8,500	\$420.00	\$658.00
\$8,501 - \$9,000	\$456.00	\$714.00
\$9,001 - \$9,500	\$493.00	\$772.00
\$9,501 - \$10,000	\$531.00	\$831.00

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

For plan F465F to qualify for the Cancel For Any Reason benefit and the Waiver of the Pre-Existing Conditions Exclusion, (a) the plan must be purchased 60 days prior to departure or if your trip is initially booked within 60 days of the Scheduled departure date for your trip the payment for this plan must be received within 7 days of your initial payment or deposit for this trip; and (b) you are not disabled from travel at the time your plan payment is paid. This Cancel For Any Reason Benefit does not cover: 1) penalties associated with any air or other travel arrangements not provided by Gateway Music Festivals & Tours; or 2) the failure of Gateway Music Festivals & Tours to provide the bargained-for Travel Arrangements due to cessation of operations for any reason.

**For Plan F455F the exclusion for Pre-Existing Condition will be waived provided:** (a) Your payment for this Plan is received at or before the final Payment due date for your trip; and (b) You are not disabled from travel at the time our plan payment is paid.

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 F455F or F465F (Plan w/Cancel For Any Reason). Or to view Gateway's Trip Mate plan on the website at [www.tripmate.com/wpF455F](http://www.tripmate.com/wpF455F) or [www.tripmate.com/wpF465F](http://www.tripmate.com/wpF465F).

There is no application to fill out for Protection Plan 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 by the Plan);
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. a mental or nervous condition, unless hospitalized for that condition while the Plan is in effect for You;
19. 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;
20. Bankruptcy or Default or failure to supply services by a supplier of travel services; or
21. an assessment from a Legally Qualified Physician advising You in writing that You, a Traveling Companion, Family Member or Business Partner booked to travel with You are not Medically Fit to Travel, as defined in the Plan, at the time of purchase of Coverage for a Trip.

**Baggage and Personal Effects does not include:**

- 1) animals;
- 2) automobiles and automobile equipment;
- 3) boats or other vehicles or conveyances;
- 4) trailers;
- 5) motors;
- 6) aircraft;
- 7) bicycles, except when checked as baggage with a Common Carrier;
- 8) household effects and furnishings;
- 9) antiques and collectors items;
- 10) sunglasses, contact lenses, artificial teeth, dentures, dental bridges, retainers, or other orthodontic devices or hearing aids;
- 11) artificial limbs or other prosthetic devices;
- 12) prescribed medications;
- 13) keys, money, stamps and credit cards (except as otherwise specifically covered herein);
- 14) securities, stamps, tickets and documents (except as coverage is otherwise specifically provided herein);
- 15) professional or occupational equipment or property, whether or not electronic business equipment;
- 16) sporting equipment if the loss results from the use thereof; or
- 17) telephones or PDA devices, computer hardware or software.



**Additional Limitations and Exclusions Specific to Baggage and Personal Effects:**

Benefits are not payable for any loss caused by or resulting from:

- a) breakage of brittle or fragile articles;
- b) wear and tear or gradual deterioration;
- c) confiscation or appropriation by order of any government or custom's rule;
- d) theft or pilferage while left in any unlocked vehicle;
- e) property illegally acquired, kept, stored or transported;
- f) Your negligent acts or omissions;
- g) Your property shipped as freight or shipped prior to the Scheduled Departure Date;
- h) electrical current, including electric arcing that damages or destroys electrical devices or appliances.

**Excess Insurance**

The insurance provided by this Plan (except Accident and Sickness Medical Expense, Emergency Medical Evacuation, Medical Repatriation and Return of Remains) shall be in excess of all other valid and collectible insurance or indemnity. If at the time of the occurrence of any loss there is other valid and collectible insurance or indemnity in place, We shall be liable only for the excess of the amount of loss, over the amount of such other insurance or indemnity, and applicable deductible.

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