



Mohonk Preserve
...saving the land for life

Membership FAQ

How do I receive my membership card(s)?

- You will receive your membership card in the mail approximately two weeks from the date you join/renew.

I want to visit the Preserve before my membership card arrives in the mail. How do I show proof of membership?

- You can show your transaction receipt from your online renewal at the trailhead (check your spam folder if you don't see it).
- If you mailed in your payment, you can email membership@mohonkpreserve.org to request a temporary membership proof.

Do children need a membership?

- Children 15 and younger have free access with an adult member.

How long is my Annual Membership Pass active for?

- Your membership starts when you purchase it and is active for 12 months, until the last day of the month in which you purchased it.
- For example: if you purchase a membership on May 10, 2023, it is active until May 31, 2024.

How can I add or delete a member of my household?

- You can add a member online by selecting the icon of a person online.
- You can edit their details by selecting the gear icon online.
- To remove a member from your household, please contact membership@mohonkpreserve.org.

How can I join or renew my membership?

- Online (special offer for joining online is two complimentary day passes).
- By mail:
 - We email your first renewal notice to the designated primary household member two months prior to expiration.
 - We mail a renewal notice with forms one month prior to expiration.
 - Mail a check made out to Mohonk Preserve and indicate that it is for membership.
- At a staffed trailhead or at the Visitor Center.
- Over the phone (845) 255-0919 x 1248.

I used the password reset button, but I did not receive a password reset email.

- It is possible that even if you are an active member, you do not have an active Community Portal account and need to create a new account.
- Contact membership@mohonkpreserve.org if you get error messages.

I purchased my membership online and I did not get a receipt. Where is it?

- Check your spam folder for an email from Mohonk Preserve Membership with the subject "Transaction Receipt Summary". If it isn't there, please contact membership@mohonkpreserve.org.

I renewed online, where are my complimentary day passes for guests?

- They are mailed with your membership cards, attached to the welcome letter in the envelope.

How do I get the senior or student discount when purchasing my membership online?

- In the cart on the last screen before you pay, you will enter a discount code: **mpsenior** or **mpstudent**, respectively.

MEMBER NAME - 1 BASIC ADULT		MEMBERSHIP
Membership Senior Discount (62+)	Discount	\$0.00
Paid in Advance Billing Schedule	Discount	-\$10.00
Paid in Advance Billing Schedule	Membership	\$70.00

IMMEDIATE PAYABLES

Initial Fee	\$70.00
Discounts	-\$10.00
GRAND TOTAL	\$60.00

Donate to support your community

Thank you for your generosity! your gift will help children, adults and families rise above adversity and thrive. No matter the amount, your donation make a difference.

Add Donation

I have a wristband, how can I credit this towards my annual membership?

- Within two weeks, you are allowed to apply one wristband credit toward your household membership.
- The amount is \$15 for a Basic (hiking) wristband, and \$20 for a PLUS+ (biking, climbing, equestrian) wristband.
- Please join/renew at a trailhead to receive the wristband credit, mail your payment with the wristband, or email a photo of your wristband (with the wristband number visible) to membership@mohonkpreserve.org and then call (845) 255-0919 x1248 to pay over the phone.

How do I get the active-duty military or disabled veteran discount?

- Please join/renew at a trailhead where you can show your ID and receive the discount. Alternatively, you can call (845) 255-0919 x 1248 to pay over the phone. If you have not received the discount before, please email a photo of your relevant ID to membership@mohonkpreserve.org first.

How do I upgrade my membership to a PLUS+ for climbing and/or biking?

- You can do this over the phone or in person at a trailhead or the Visitor Center. If you wish to pay by check, you can mail \$45 to Mohonk Preserve and include a note that it is to upgrade your membership to PLUS+.

Is there an auto-renew option?

- At this time we are not able to offer auto-renewal. We hope to offer it in the future.

Why do I need to pay to recreate here?

- Mohonk Preserve is a privately owned nonprofit organization. To accomplish our goal of protecting one of the region's most treasured and beautiful places, we conduct programs in four key areas – environmental education, land protection, land stewardship, and conservation science. Recreation has an impact on the land and your membership dues help us to create a place where people and nature thrive.

If we did not answer your question here, please contact membership@mohonkpreserve.org or call (845) 255-0919 x1248.