

Membership FAQ

How will I receive my membership pass(es)?

You can visit the Preserve immediately by showing your purchase confirmation receipt.

For new memberships purchased online, within about 10 minutes of purchasing your membership online, you will receive an email with a link to download your Digital Membership Pass to your mobile device. Apple Wallet and Google Wallet are supported.

You will receive your physical membership card in the mail approximately two weeks from the date you join/renew. If you'd like to opt out of the physical card and use the Digital Pass only, you can email us at membership@mohonkpreserve.org.

Digital Passes Overview

The primary member of your household will receive a Digital Membership Pass Install Email within 10 minutes of an online membership purchase. Each member pass can be downloaded one time. The primary member can forward the Install Email to the other members in the household so they can each download their own pass.

If you're an existing member and you're eager to download your digital pass before your renewal date, please contact membership@mohonkpreserve.org so we can enable your digital pass.

You will receive email reminders periodically if you do not download your Digital Pass. If you prefer not to use the Digital Pass, please just disregard the reminder emails.

I got a new mobile device, how do I download my Digital Membership Pass a second time?

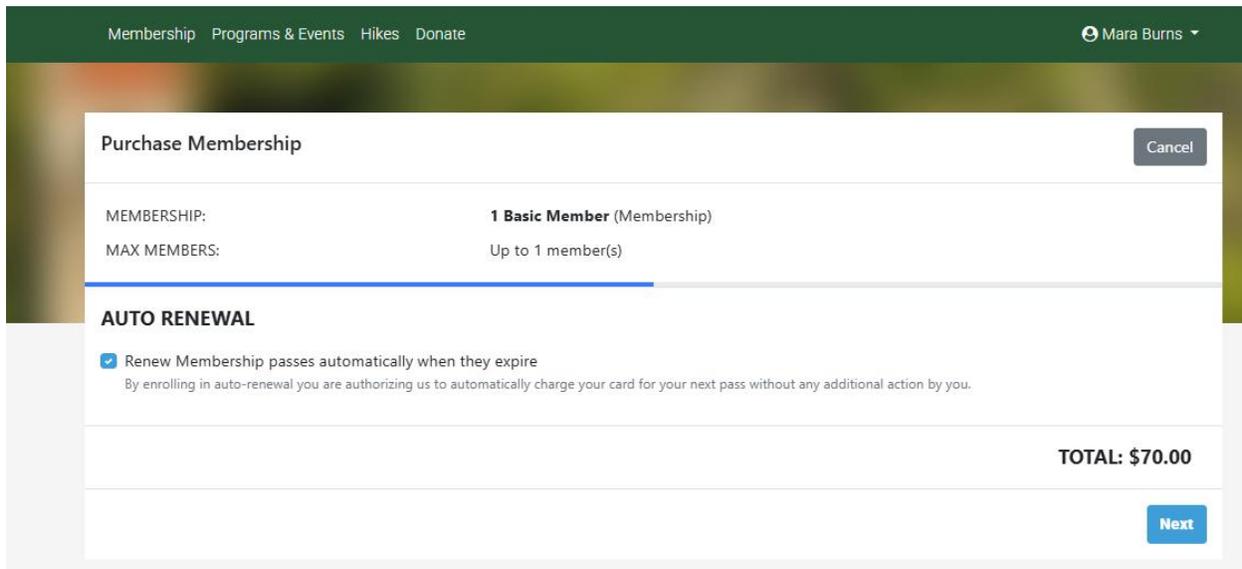
The Digital Membership Pass can only be downloaded one time. If you got a new device or need a second download for another reason, please contact membership@mohonkpreserve.org so we can re-set your pass. Or call 845-255-0919 x 1248.

Do children need a membership?

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

Is there an auto-renew option?

Yes, you can check the box “Renew Membership Passes automatically when they expire”.



The screenshot shows a web form titled "Purchase Membership" with a "Cancel" button in the top right. Below the title, it displays "MEMBERSHIP: 1 Basic Member (Membership)" and "MAX MEMBERS: Up to 1 member(s)". A blue horizontal line separates this from the "AUTO RENEWAL" section. In the "AUTO RENEWAL" section, there is a checked checkbox next to the text "Renew Membership passes automatically when they expire". Below this, a smaller line of text reads: "By enrolling in auto-renewal you are authorizing us to automatically charge your card for your next pass without any additional action by you." At the bottom right of the form, it says "TOTAL: \$70.00" and has a blue "Next" button.

How long is my Annual Membership Pass active for?

Your membership starts when you purchase it and it is active until the last day of the month of the following year.

For example: if you purchase a membership on May 10, 2025, it is active until May 31, 2026.

My membership history isn't showing up in my portal

- Log into your portal account
- Click on your name in the upper right corner
- Select Profile
- Select the memberships tab
- Click the “Find my membership” button and enter your Lookup ID which is in the format: 8-#####. If you don't have that number, email membership@mohonkpreserve.org or call (845)255-0919 and we can locate that number for you.



membership@mohonkpreserve.org | (845) 255-0919

- Profile
- Order History
- Logout

Account Info Contact Info **Memberships** Recurring Gifts

No memberships found

Don't see your membership? [Find my Membership](#)

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.

I have 3 or more people in my household and I want the senior or student discount. How do I get it online?

We pre-programmed the rates for 1 and 2 members with a senior or and 1 student discount. If you have more members on your membership, please use the discount code **mpsenior** or **mpstudent** at checkout for \$10 off.

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.

To receive the wristband credit

- Join in person at any staffed trailhead booth or the Visitor Center
- 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.
- Mail your payment with the wristband to Mohonk Preserve, PO Box 715, New Paltz NY 12561

Do you offer a military discount?

[Military Access](#)

Current and former military service members are eligible to receive one complimentary day pass or \$20 off an Annual Membership (one discount per household). One complimentary day pass or addition to membership is also available for an accompanying care attendant. Day passes and memberships are available at the Preserve Visitor Center or any staffed trailhead.

I need a companion for accessibility, what are my options?

[Accessibility for Visitors with a Disability](#)

One complimentary day pass or addition to membership is also available to an accompanying care attendant.

This is available in person at the Visitor Center or any staffed trailhead booth. Or call (845) 255-0919 x 1248 and we'd be happy to set this up for you.

I want a "Combination Basic and PLUS+ Membership". How do I do that?

This type of membership is available in person or by phone at this time. If you wish to do this online, you can purchase the memberships separately.

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

You can do this over the phone or in person at any staffed 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+.

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 Conservation & Community Education, Stewardship and Visitor Experience. 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.