

The Pekoe Trail Membership & Passes (How it works: Step?by? Step)

Memberships & Passes, all you need to know!

1. What you need

- A valid email address and mobile number.
- A visa/mastercard for online payments or supported payment method for the membership fee.
- [The Pekoe Trail mobile app](#) and access to the [Web portal](#)
- Stable internet connection for sign-up and checkout.

2. Plan overview

All memberships activates immediately on confirmed registrations and remains active for the relevant time period.

- You must book your trail passes during the membership period to benefit the free trail pass option
- All plans include the ability to **book trail passes at LKR 0.00** during your membership validity when logged in to your member account.
- **7-Day Membership:** valid for **7 consecutive days**.
- **3-Month Membership:** Valid for **90 days** from activation.
- **Annual/Student Memberships:** valid for 1 year
- **Founding/Lifetime memberships:** valid unless requested for deletion

Note: Memberships are **per person**, non-transferable, and must be used with your own account.

3. How to get the Membership

1. Open the portal: <https://portal.thepekoetrail.org/>
2. Navigate to **Memberships**.
3. Choose **7-Day** or **3-Month Membership**.
4. Please ensure you give the user email address of The Pekoe Trail App that you use.
 - if you don't have one: [create your account](#).
5. Enter payment details and **Complete Purchase**.
6. You'll receive an **email confirmation** and your membership.

4. How to book the trail pass

1. Go to app, Select the Stage
2. Click Buy your Pass
3. Select the date and number of passes and Click Continue
4. Select Conform booking (Note your pass totals should be Zero when you have an active membership under the same email address you logged in with
 - Update your billing details (if necessary)
 - Note Red Asterisk * marked field are required to continue
5. Agree with the terms and conditions and click Agree and Pay Now
 - When you have an active membership you will not be redirected to the payment gateway but straight away you will get the booking confirmation.
6. View passes should show your active (same day) and reserved (futures dated) passes

Why the app still says “Buy Pass”

If you have an **active The Pekoe Trail Membership**, you **do not pay again** for trail passes during the membership period.

The app button says “**Buy Pass**”, but for members this simply means **confirming and issuing your pass**, not paying again.

If you see a price instead of LKR 0.00

Please check the following before proceeding

- You are logged into the correct account
- The selected date falls within your membership period
- Your app is updated to the latest version

If the issue persists, contact our team before purchasing.

Key clarification

Membership holders need to get trail passes separately - but won't be charged.

The "Buy Pass" button is a system label and does not mean you are paying again.

5. How to start the trail on app

1. on the day of hike when you open the stage on the app, you would see the option to download the offline maps and start trail button.
2. Recommend downloading offline maps prior to the hike
3. Click start trail and Happy Hiking!
 - Realtime navigation with off track alerts are available once you start the hike
 - You can record your hike and earn stage completion badge when you complete the hike

6. Receipts & Emails

- **Membership receipt:** Sent to your registered email after purchase.
- **Pass confirmation:** For each booked pass, a separate email + in-app QR code is issued.
- Can't find them? Search your inbox for "**The Pekoe Trail**" and check spam/junk.

7. FAQs & Troubleshooting

My payment transaction failed or card type doesn't support the payment gateway?

Your transaction failure could be due to many reasons; from incorrect billing details to insufficient funds.

You can find details on payment errors based on [reason codes here](#).

Sometimes payment failure would prompt **Your aggregator or acquirer is not accepting this transaction.**

The Pekoe Trail payment gateway is protected by 3DS security and some foreign Visa/Mastercard issuing banks may not support that feature.

In this case you will have to use a different card or you can pay the **membership fee with a bank transfer and share the transfer confirmation to info@thepekeotrailsrilanka.com with your Name and the email address** you use for your The Pekoe Trail account.

I bought a membership, but my pass isn't free.

- Check that the **pass date** is within your membership **validity window**.
- Ensure you're logged into the **same email** used to buy the membership.

- Update to the **latest app version** and try again.
- If it still shows a charge, contact **info@thepekoetrailsrilanka.com** with your membership ID and screenshots.

Can I share my membership with a friend/family member?

- No. Memberships are **personal** and tied to your account.

Do I need a pass for every hiking day?

- Yes, you need a valid **trail pass** for each day you hike. Members can book eligible passes at **LKR 0.00** while the membership is active.

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