

CHAPTER 3: MEMBERSHIPS, PASSES, AND PAYMENTS

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Why do I need a Trail Pass and how much does it cost?

“📄 **Quick Summary:** Trail Passes are mandatory for every stage. A pass costs **USD 10** for foreign visitors and **LKR 600** for Sri Lankan residents.

? Detailed Guidance

- **Why it Matters:** The Pekoe Trail crosses private properties, government reserve lands, and working tea estates. Your pass directly funds the upkeep of the path, community infrastructure, and conservation.
- **Under-12 Policy:** Children under the age of 12 hike completely free when accompanied by a paying adult.

?? Critical Alerts & Requirements

- **Non-Transferable:** Passes are locked to your registered email address and the specific date/stage booked. Ensure the digital pass is on your mobile device at all times during your walk.

? Official Resources

- **Get Pass:** [Book Your Trail Pass](#)

Troubleshooting Payment Decline (Error Code 491)

“📄 **Quick Summary:** Error 491 is a card security decline. It happens because our payment gateway uses 3D Secure (3DS) and requires 2-Factor Authentication (OTP).

? Detailed Guidance

- **The Gateway:** Payments on our portal are processed through Cybersource (owned by Visa), requiring strict security checks to block malicious bots.
- **The Solution:** Try checking out with an alternative card that has 3D Secure / OTP enabled. If your international bank blocks the transaction, you may need to call them to authorize a payment to Sri Lanka.

?? Critical Alerts & Requirements

- **Charged but No Pass?** If your card was charged but you did not receive your pass due to a page timeout, email info@thepekoetrailsrilanka.com with your payment receipt PDF, registered email, and the stage date. Our team will manually verify and issue the pass.

Understanding the 7-Day & 3-Month Memberships

“📄 **Quick Summary:** Active memberships allow you to book unlimited trail passes directly through the app at no extra charge.

? Detailed Guidance

For hikers planning to tackle multiple stages or spend an extended season in Sri Lanka, our short-term memberships provide seamless, card-free access.

Membership Tier	Cost	Benefits & Details
7-Day Membership	USD 50	Unlimited passes. Active instantly from the purchase date.
3-Month Membership	USD 90	Unlimited passes. Perfect for long-stay seasonal travelers.

?? Critical Alerts & Requirements

- **Immediate Activation:** Memberships are valid immediately from the exact moment of purchase. You cannot post-date or select a future start date.
- **Hike Booking Required:** You must still book the individual stage passes on the app for the specific days you hike. The pass unlocks the official offline maps for that stage specifically on your hike date.

? Official Resources

- **Join Us:** [Become a Pekoe Trail Member](#)