

Dartington+ and Dartington+ More

Existing Member FAQ

A new way to be a member of Dartington

Our membership scheme is changing. The previous membership scheme has now closed, and from **1 September 2026** we are launching our new digital membership.

We want to make the change as straightforward as possible for existing members.

1. What is changing?

We are replacing our previous membership scheme with two simpler membership options:

Dartington+ – free membership with membership Perks and access to a range of optional Extras.

Dartington+ More – £30 per year, with additional Perks and access to a range of optional Extras.

The new membership is based on **one person, one membership** and is hosted through **Oh My World**.

2. What is Oh My World?

Oh My World is the app that hosts Dartington membership.

From 1 September, you will use the **Oh My World app** to access your digital membership and membership Perks.

3. Has my existing membership ended?

No.

The **old membership scheme has ended to new sales and renewals**, but if you are an existing member, your current membership continues until its existing expiry date.

You do not need to do anything immediately to keep using your existing membership.

4. Can I join the new membership now?

Yes.

The new membership scheme is now live. You can enrol through the Oh My World app.

5. What do I need to do to move to the new membership?

To join the new membership, download the Oh My World app and use the **same email address that you currently use for your Dartington membership**.

This is important as it allows us to connect your new membership with your existing member record.

You will be able to choose between Dartington+ and Dartington+ More and will be shown the relevant Perks, price and payment arrangements before confirming your choice. You can view the perks here: [Membership](#)

Any Extras, including parking, must be actively selected and purchased. Nothing paid for will be added automatically.

6. When will I be able to use my new digital membership?

The new membership launched on **1 September 2026** and is accessed through the **Oh My World** app.

Your new membership will activate from this date.

7. What happens to my existing membership while I wait?

Your existing membership continues according to its current expiry date.

You can continue to use your existing membership and its current entitlements until then.

Moving to the new membership does not mean you lose any prepaid value or pay twice for the same period of membership.

8. What happens if my existing membership expires before I move to the new scheme?

Please complete your new membership enrolment as soon as possible.

There are transition arrangements in place to ensure that existing members are not disadvantaged as we move from the old membership system to the new one.

If you are unsure what applies to your particular membership, please contact us and we will help – email: membership@dartington.org

9. What happens if my existing membership expires after 1 September?

Your existing membership will continue until its original expiry date.

You will receive equivalent or better entitlements under the new scheme, at no additional charge, until that date.

You will then make your decision about renewing into Dartington+ or Dartington+ More.

You will not lose prepaid value or pay twice as a result of the change.

10. What if I don't have a smartphone?

You can still purchase **Dartington+ More and eligible Extras, including parking**, in person or via a web link. Please email membership@dartington.org for further information.

You will need a valid email address.

You will, however, need to access Oh My World to use your digital membership and access your membership Perks.

11. What is Dartington+?

Dartington+ is our **free digital membership**.

It provides membership Perks, access to the core membership experience, and access to a range of optional Extras.

12. What is Dartington+ More?

Dartington+ More costs **£30 per year**.

It provides additional membership Perks and access to a broader range of optional Extras.

13. What are Perks?

Perks are the benefits included with your membership.

Both Dartington+ and Dartington+ More have Perks.

14. What are Offers?

Offers are timely, personal opportunities available to members.

Unlike Perks, which form part of your membership, Offers can change regularly and may be linked to particular events, activities, seasons or other opportunities.

Offers will give you new reasons to explore and enjoy Dartington throughout the year.

15. What are Extras?

Extras are optional, separately priced purchases.

They are not included in the membership price.

Parking is an example of an Extra.

16. How much is an annual parking permit?

An annual parking permit is an Extra available to Dartington+ More members.

It costs **£60 per car per year**, with up to **two cars registered at the same address**.

Parking must be actively selected and purchased. It will not be added automatically.

17. What if I already have a parking permit?

Your existing parking arrangements are protected during the initial period of the new membership scheme.

As a temporary transition assurance, existing permit holders will be protected until **30 September 2026** from receiving a parking penalty caused by an administrative error or delay arising from the changeover.

This is a temporary arrangement intended to provide reassurance during the changeover. It does **not** create a new parking entitlement or extend your existing permit.

If a penalty is issued in error because of the changeover, it will be cancelled through our operational process.

This assurance does not shorten any parking permit that is already valid beyond 30 September.

18. Why has the parking price changed?

The new membership scheme is structured differently from the previous scheme.

Parking is now a separately purchased Extra rather than being incorporated into the previous range of membership arrangements.

Dartington+ More members can purchase parking for up to two cars registered at the same address, at £60 per car per year.

We recognise that this is a significant change for some existing members.

19. What if I need help with the new digital membership?

An assisted route will be available for anyone who needs help completing the process.

Please email membership@dartington.org.

20. What happens to my existing membership information?

Where possible, your existing information will be used to make the move to the new membership as straightforward as possible.

Please make sure you use the **same email address as your existing Dartington membership** when completing your new enrolment.

Existing marketing permissions will remain unchanged.

21. What happens if there are changes or I have a question that isn't covered here?

As we introduce the new membership, we will continue to update our information and guidance as necessary.

If you have a question that isn't answered here, please contact us – email membership@dartington.org

22. What is the most important thing I need to know?

Your existing membership continues until it expires.

The old membership scheme has closed, but you can now move to the new membership which launches on **1 September**.

Use your existing email address when enrolling.

From 1 September, your new digital membership will be accessed through the **Oh My World** app.

If you need help, please email membership@dartington.org