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British Airways International

What this benefit offers Vitality members

This benefit gives Vitality members discounted British Airways flights to 30 international destinations. All trips pass through London, except flights to Windhoek, Harare, Mauritius, Victoria Falls and Livingstone.

By using this benefit, you agree that Discovery Vitality, British Airways (operated by Comair) may share your payment and personal information to administer the benefit effectively.

Who may use this benefit

All Vitality members qualify for this benefit. You must be 18 years or older to make the booking.

If you join Vitality more than three months after joining Discovery Health, Discovery Life or Group Life, there is a waiting period of three months. This means that you must wait three months before you can use the Vitality's travel benefits. If you add a dependant onto your membership, the travel waiting period will be the same as that of the main member. The dependant will not have a separate travel waiting period.

Example: Sarah joins Discovery in October 2013, but only activates her Vitality membership in February 2014. She has to wait until May 2014 to use the Vitality travel benefits.

What you pay

There is no extra fee for this benefit, other than the monthly Vitality fee, the price for the ticket and the Vitality booking fee.

How it works

You will only have access to economy seats and the discount depends on your Vitality status.

Your discount depends on your Discovery Vitality status at the time of your booking:

Blue	Bronze	Silver	Gold	Diamond
15%	20%	25%	30%	35%

The discount does not apply to airport taxes and fuel levies. It only applies to the base rate. Your discount is based on your Vitality status when you book and not when you travel.

Getting started

You can book your flights online at www.discovery.co.za or www.kulula.com. Remember if you make an online booking make sure you are logged in as a Vitality member, if you are not you will not get your discount. Alternatively you can call 011 921 0490.

If you book your flight directly with the British Airways Call Centre, they will charge you an administration fee. Please ask about these fees when you call the Call Centre.

A choice of 30 international destinations

You can fly to one of 30 international destinations. All trips pass through London, except flights to Windhoek, Harare, Mauritius, Victoria Falls and Livingstone.

The destinations might change at any time. At this time, they include:

Amsterdam	Lisbon	Munich	Toronto
Athens	Livingstone	New York	Vancouver
Barcelona	London	Nice	Victoria Falls
Chicago	Los Angeles	Paris	Vienna
Edinburgh	Madrid	Prague	Windhoek
Frankfurt	Manchester	Rome	Zurich
Geneva	Mauritius	San Francisco	
Harare	Miami	Tel Aviv	

Flights that the discounts apply to

Only some London flights and flights that pass through London can be discounted through the Vitality travel benefit. All fares for flights to Windhoek, Harare, Mauritius, Victoria Falls and Livingstone can be discounted. Discountable fares exclude British Airways specials that are run from time to time.

You can only use this benefit for return flights departing from South Africa, not from London (or any other destination). The discount applies to any publicly available full fare rate and does not include any previously discounted fares or other promotions.

There is a limit on the number of tickets you can buy

The limit for this benefit is up to two international return flights for each member on the Vitality membership, per calendar year. This includes Emirates and Qantas flights. The discounts are applicable to economy and premium economy class only. A booking can only be for a one-way round or return trip. A one-way flight will be counted as two and deducted from your usage.

All international flight bookings including Emirates and Qantas count towards these limits.

You may book flights for a maximum of nine passengers as part of one reservation. All passengers need to be members on the Vitality membership. Bookings are non-transferable. This means that once you have made a booking in one person's name, you cannot transfer it into another person's name.

The prices can change

Prices for seats on the same flight can be different on www.kulula.com and www.ba.com. This is because British Airways International runs specials from time to time, which Vitality members do not qualify for (the discount will not apply). The rates change all the time. Vitality is not responsible for any losses that may be experienced because of these price changes.

The fare that is quoted on the kulula.com website is the fare that you will pay at that point, if you complete the booking. This fare is not guaranteed and might change at any time.

Booking tickets

- Book your flights on British Airways International on www.kulula.com or call 011 921 0490.
- You must book all flights at least six weeks and a maximum 12 months before the departure date.
- You will only get the Vitality saving on the base cost of the ticket, not on airport taxes and fuel surcharges.
- British Airways flight discounts for Vitality members are worked out on normal published rates only and not on sales offered by British Airways from time to time.
- You will not get your Vitality saving if you book your ticket on www.ba.com.
- There will be a Vitality booking fee added to all international flights booked through Vitality. This fee includes VAT and is included with the discounted base fare.
- At the check-in counter, you have to show your passport and Discovery membership card.
- No international tickets will be issued without a passport number.
- British Airways **terms and conditions apply**.
- You will need to contact the British Airways call centre directly on 011 921 0490 to book multiple destination returns or stop-over bookings.

Children under two years old

- If a child is under two years (an infant) on the outbound date of travel, the cost of the airfare will be 10% of the adult fare and no seat will be allocated. But if the infant celebrates his or her birthday before the return flight, then a seat will have to be booked for the return journey. However, the child will not be charged 75% of the adult fare for the return flight.
- You may not book online for unaccompanied minors under the age of 12. You must call 011 921 0490 to make these bookings. Bookings for unaccompanied minors are subject to airline rules and availability. You must provide your contact details.
- Children younger than two years do not pay a Vitality booking fee. If, however, the child turns two years old on the return flight, the Vitality booking fee will apply.
- Only one infant can be booked for each travelling adult.

Vitality members must make bookings on www.kulula.com or on www.discovery.co.za and non-Vitality members must call 011 441 8600 to book the same flight.

How to pay and get the discount

You can only pay for your booking by credit card. Any credit card will be accepted to qualify for the Vitality discount. You will need to provide proof of identification when paying for your flights. You will receive the Vitality discount through the kulula.com website.

If you have to book a domestic flight to connect to an international flight

Option 1:

If you live in an area outside of Johannesburg or Cape Town that is serviced by British Airways (operated by Comair), you need to book your flight to Johannesburg or Cape Town at the same time as your international flight.

This means that you would pay the discounted rate for both the domestic and international flight. If you do this, your entire trip will be on the same route. Therefore, if the domestic flight is delayed, the international flight will be rescheduled without you having to pay anything extra.

If you select this option, this domestic flight will only contribute to your overall international booking and will not affect your domestic flight limit of 12 return flights a year.

Option 2:

You can also book your domestic connecting flight on kulula.com to Johannesburg or Cape Town. There are risks if you select this option. If your domestic flight is delayed, you might have to pay extra if you miss your international flight. If you miss the first leg of the flight, the entire ticket will be cancelled and it is non-refundable.

The domestic flight on kulula.com will contribute to the domestic flight limit and the international flight will contribute to your international flight limit (see "There is a limit on the number of tickets you can buy"). Regional flight discounts only apply to British Airways (operated by Comair) flights and not kulula.com flights.

Changing bookings and cancellations

You might be able to change or cancel your booking, depending on the terms of the ticket. An administration fee may be charged. The Vitality saving doesn't apply on the extra costs when you cancel or make changes to a booking. The only exception the airline will make in charging a fee for changing or cancelling bookings is if the ticketholder cannot use the ticket because of death or hospitalisation. The airline may ask for proof in case of such an event. [Click here](#) for more information.

Before you fly: confirmation and special requests

You must make special requests at least 72 hours before your departure as flight schedules do sometimes change.

You can visit www.ba.com, click on the "Manage my booking" tab 24 hours before departure to check in online.

Baggage allowance

Each passenger has a free checked baggage allowance of 1 bag up to 23 kg and a hand baggage allowance of 1 bag up to 7 kg for economy class. Should you exceed this allowance, an Excess baggage

fee will be charged. Infants (children under two years old) have a checked baggage allowance of 1 bag at 23 kg plus a pushchair and car seat. Visit www.ba.com for the full baggage policy.

About British Airways Executive Club

British Airways Executive Club is the British Airways frequent flyer programme. Avios are the currency of the Club. As a Vitality member you can earn Avios when you fly, if you are a British Airways Executive Club member. You may not use Avios to pay for flights when you get a Vitality discount.


For more information about Avios or to sign up for the British Airways Executive Club, visit www.ba.com.

Ending this benefit

If your Vitality membership is cancelled, you will still have access to the flights booked while you were a member. However, you cannot book any further Vitality flights after your Vitality membership has ended.

Stay in touch

Terms and conditions apply. If you have any questions or need more information about this benefit, please visit www.discovery.co.za and click on Vitality or call 0860 99 88 77. If, for any reason, there is a conflict between rules in this benefit guide and the Vitality Main Rules – the Vitality Main Rules will apply at all times.

Keep up to date with the latest news from Vitality: Download the  Discovery app, follow Discovery

Vitality on    (@Discovery_SA) and  (DiscoverySA).