



Save up to 35% on British Airways International flights

Vitality Health

Vitality Health members save up to a maximum of 35% on the base fare and YQ tax with British Airways International. Your saving is based on your Vitality Health status at the time of making your booking.

Who this benefit guide applies to

This benefit guide applies to you only if:

- You **are** a Vitality Health member; and
- You **are not** a Discovery Bank client with Vitality Money.

If you are also a Discovery Bank client with Vitality Money, or only a Discovery Bank with Vitality Money, please [view](#) the correct version of the benefit guide for you to make sure you get the most out of your Vitality rewards.

Who can use the Vitality travel benefit with British Airways International

Discovery Vitality Health members 18 years and older can book discounted British Airways International flights to 25 international destinations, passing through London on www.kulula.com

- If you join Vitality Health 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 Vitality's travel benefits.
- The three months travel waiting period starts from the date your Vitality Health policy starts.
- If you add a dependant, the travel waiting period will be the same as that of the main member. Dependants will not have a separate travel waiting period.

Example: Sarah joins Discovery in October 2020, but only activates her Vitality Health policy in February 2021. She has to wait until May 2021 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 of the flight ticket and the non-refundable Discovery booking fee.

By using this benefit, you agree that Discovery Vitality and British Airways International may share your payment and personal information to manage the benefit effectively.

A choice of 25 international destinations

- All flights pass through London from Johannesburg, Durban, Port Elizabeth or Cape Town. The destinations might change at any time, please see below a current list of destinations that British Airways International flies into.
 - Please Note: A codeshare flight is business arrangement in which two or more airlines share the same flight. Sharing, in this sense, means that each airline publishes and markets the flight route under its own airline designator and flight number as part of its published timetable or schedule.
 - Code share flights are not eligible for the Vitality saving.

From:	To:
Johannesburg /Cape Town / Durban /Port Elizabeth	London City Airport (LON)
JHB/CPT/DUR/PLZ	Manchester Airport (MAN)
JHB/CPT/DUR/PLZ	Edinburgh Airport (EDI)
JHB/CPT/DUR/PLZ	Charles de Gaulle Airport (CDG)
JHB/CPT/DUR/PLZ	Geneva Airport (GVA)
JHB/CPT/DUR/PLZ	Leonardo da Vinci International Airport (FCO)
JHB/CPT/DUR/PLZ	Athens International Airport (ATH)
JHB/CPT/DUR/PLZ	Barcelona-El Prat Airport (BCN)
JHB/CPT/DUR/PLZ	Ben Gurion Airport (TLV)
JHB/CPT/DUR/PLZ	Amsterdam Airport Schiphol (AMS)
JHB/CPT/DUR/PLZ	Zurich Airport (ZRH)
JHB/CPT/DUR/PLZ	Vienna International Airport (VIE)
JHB/CPT/DUR/PLZ	Frankfurt Airport (FRA)
JHB/CPT/DUR/PLZ	Lisbon Portela Airport (LIS)
JHB/CPT/DUR/PLZ	Madrid-Barajas Adolfo Suárez Airport (MAD)
JHB/CPT/DUR/PLZ	Munich International Airport (MUC)
JHB/CPT/DUR/PLZ	Nice Côte d'Azur Airport (NCE)
JHB/CPT/DUR/PLZ	Václav Havel Airport Prague (PRG)
JHB/CPT/DUR/PLZ	John. F. Kennedy International Airport (NYC)
JHB/CPT/DUR/PLZ	San Francisco International Airport (SFO)
JHB/CPT/DUR/PLZ	Los Angeles International Airport (LAX)

JHB/CPT/DUR/PLZ	O'Hare International Airport (ORD)
JHB/CPT/DUR/PLZ	Miami International Airport (MIA)
JHB/CPT/DUR/PLZ	Vancouver International Airport (YVR)
JHB/CPT/DUR/PLZ	Toronto Pearson International Airport (YYZ)

How to book

- You can only use this benefit for a return flight, departing from South Africa.
- Vitality Health members only have access to economy and premium economy seats.
- Vitality Health members can book multiple destination returns or stop-over bookings directly on www.kulula.com or contact Vitality Travel on 011 921 0490 at an additional service fee.
- After making your booking, you can pre-assign your seats subject to availability through the **Manage My Booking** page. A pre-assigned seat booking fee may apply depending on the booking class.
- All you have to do is log in to **Manage My Booking** on the ba.com home page scroll down to **Flights** and look for **Seats**. Under Seats, you can click on **View** or **Change seats for this flight** and follow the instructions onscreen.
- Your saving depends on your Vitality Health status at the time of making your booking, **not when you travel**.

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

- A non-refundable Discovery booking fee of R420 will be added to all international flights booked using the Vitality travel benefit. This fee includes VAT and is separate from the saving on the base fare.
- You can only use this benefit for one-way or return flights departing from Johannesburg, Durban or Cape Town, not from London or any other destination.
- The Vitality travel saving applies only to the base fare and YQ tax of any publicly available full fare rate unless otherwise stipulated.
- Bookings are non-transferable. This means that once you have made a booking in one person's name, you cannot transfer it onto another person's name.
- Please make sure that you include your name, middle name(s) and surname on your Discovery profile as it appears in your passport, as this is what pulls through to the airline ticket on kulula.com.
- Name changes are not permitted and a new ticket will need to be issued, cancellation penalty charges will be incurred.
- Due to the seat availability, flight prices change all the time. Vitality is not responsible for any losses you may experience because of these price changes.
- The saving applies to any publicly available full fare rate unless otherwise stipulated.
- Any price displayed on the kulula.com website remains estimated. Until such time as the seat is booked and a confirmation received, the price is not guaranteed.
- To qualify for your maximum Vitality saving, you must book and pay for all flights at least six weeks in advance and a maximum 350 days before the departure date.

- International flight bookings made within six weeks of the departure date, will qualify for a flat 10% discount on the base fare and YQ tax.
- No usage will be deducted when the booking is made within six weeks of the departure date. Bookings need to be made at least six weeks in advance to get the maximum travel saving of up to 35% on international flights.
- Once your two international return flights have been used, all international flight bookings will qualify for a flat 10% saving on the base fare and YQ tax (fuel surcharge).
- You will have to show your passport and visa (if required) at the check-in counter at the airport.
- Check your passport validity dates as well as all destinations, even the stop over ones. Many countries require your passport to be valid during and beyond the length of your stay, so check what applies to you.
- Check which destination countries require visas and apply well ahead of time. Some passports require transit visas, please confirm details with the relevant authorities.
- Make sure you have the right travel documents for your trip. Entry and transit requirements can change so please check the requirements with the Consulate or Embassy of all countries on your route. Your passport must be valid for 6 months from your return date and contain at least 3 blank pages.
- No international tickets will be issued without a valid passport number.
- Vitality Health members must make bookings on www.kulula.com or on www.discovery.co.za and non-Vitality members must call 010 344 0130 to book the same flight.
- British Airways International may run higher discounts on their platforms at certain times. These specials are at the discretion of the airline. The airline may choose not to extend these specials to the Vitality booking platform, in which case members booking on the platform will pay the normal full fare price less their qualifying Vitality travel saving.
- You can pay for your booking using any credit card, including your Discovery Card, Discovery Miles, or a combination of both.
- Ensure that you purchase travel insurance to cover the cost of cancellation fees and loss of documents due to unforeseen circumstances.
- British Airways International terms and conditions [apply](#).

Get rewarded for achieving your Vitality Active Rewards goals

Activate [Vitality Active Rewards](#) by downloading the latest Discovery app. Vitality Active Rewards delivers rewards to your smartphone every week when you achieve a personalised, short-term physical activity and drive goal.

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

You can book your domestic connecting flight on www.kulula.com to Johannesburg, Durban 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 www.kulula.com will contribute to the domestic flight limit and the international flight will contribute to your international flight limit.

Flight rules

- The limit for this benefit is up to two international economy or premium economy return flights for each member on the Vitality membership, each calendar year.
- This includes Emirates and Qantas flights that count towards these limits.
- A booking can be made for a one-way or return trip.
- One-way flight bookings will be counted as one return flight and deducted from your usage.
- If you book a one-way and return international flight, the Discovery booking fee of R420 will apply.
- You may book flights for a maximum of nine members as part of one reservation.
- All passengers need to be Vitality members on the same Vitality policy.
- No name changes are allowed and bookings are non-transferable.
- This means that once you have made a booking in one person's name, you cannot transfer it onto another person's name.
- Please make sure that you include your full name including middle names and surname on your Discovery profile as it appears in your passport, as this is what pulls through to the airline ticket on www.kulula.com
- Name change are not permitted, a new ticket will need to be issued. Cancellation penalties will be incurred. Please log in to your Discovery profile and 'Send a Query' to Discovery Vitality to update your personal details prior to finalising your booking.

Baggage allowance

- Visit www.ba.com for the full baggage policy.

Booking for infants or children

- Infants (aged up to 23 months inclusive) will get a saving off the adult fare.
- The Discovery booking fee does not apply to tickets for infants who are younger than two years. As soon as a child turns two, the R420 non-refundable Discovery booking fee will apply.
- Infants do not occupy a seat. If a seat is required, then the child fare will be charged.
- For each infant travelling with an adult, refer to ba.com.
- If you're travelling with an infant who reaches the age of two during their journey, your child will need their own seat for any flights on and after their 2nd birthday. You won't be charged **extra for this**; you'll only pay the infant fare for the entire journey.
- A child (aged between 2 and 11 years inclusive) will get a saving off the adult fare (base fare and YQ tax).
- If your child turns 12, or your infant turns two, after travel has started, British Airways International will allow you to use the ticket at the reduced fare within its validity.
- The minimum age of a person permitted to travel alone on British Airways is now 14 years of age.
- If the young flyer is accompanied by someone who is aged 16 or over (on the same or a linked booking), British Airways will still allow them to travel.
- All young flyers aged under 16 and travelling alone must complete a parental/guardian consent form before travel, regardless of when the booking was made. The form is available to download [here](#). A

copy of the parent/guardian's current passport (or other form of photographic identification showing a signature) must be attached to this form.

- If you would like to make a booking for a person under the age of 18 who is travelling on their own, this cannot be made on www.kulula.com. Please contact Vitality Travel on 011 921 0490 to make the booking.
- Read more for more information about children travelling along, [click here](#).
- Note: Children and infant ages must be added at time of booking.

How to pay and get the Vitality saving

- You can pay for your booking using any credit card, including your Discovery credit card, Discovery Miles, or a combination of both.
- All [British Airways International terms and conditions apply](#), visit www.kulula.com to view these.

The prices can change

- Prices for seats on the same flight can be different on www.kulula.com and www.ba.com because the Vitality Health saving will not apply on the British Airways International website.
- Fares are guaranteed on day of quote and subject to a confirmed booking, this is only applicable to offline bookings.
- Vitality Health is not responsible for any losses you may experience because of these price changes.
- Any price displayed on the kulula.com website remains estimated. Until such time as the seat is booked and a confirmation received, the price is not guaranteed.
- If you don't book and pay right then, this fare is not guaranteed and can change at any time due to availability.

Booking changes and cancellations

- Ensure that you fully understand cancellation or change fees and terms and conditions relating to your booking. A service fee will be charged for refunds or changes.
- You must make special requests such as meal requests or wheelchair request at least 72 hours before your departure. If medical clearance is required, British Airways processes must be followed in order to receive clearance.
- You must visit www.ba.com and click on the "Manage my booking" tab 24 hours before departure to check in online.
- The Vitality Health saving doesn't apply to the extra costs when you cancel or make changes to a booking, except if the ticketholder cannot use the ticket because of death or being in hospital. The airline may ask for proof of such an event. [See more about flight cancellations here](#).
- Ensure that you have travel insurance to cover the cost of unforeseen changes

About British Airways Executive Club

- British Airways Executive Club is the British Airways International frequent flyer programme.
- Avios is the currency of the British Airways Executive Club.

- You may not use Avios to pay for flights when you get a Vitality saving.
- 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 Health policy 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 Health policy has ended.

Third party consent for using the travel benefit

By using the travel benefit, you agree to the limits, terms and conditions and that Discovery Vitality (Pty) Limited, Comair Limited (kulula.com), British Airways International, their partner network, and third parties associated with the benefit may share your payment and personal information as well as transaction data to administer the benefit effectively.

Stay in touch

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 there is a conflict between rules in this benefit guide and the Vitality main rules – the Vitality main rules for Vitality Health members will apply at all times. This benefit guide should be read in conjunction with the Vitality main rules for Vitality Health members.

Keep up to date with the latest news from Vitality: Download the  Discovery app, follow Discovery Vitality on   (@Vitality_SA) and  (DiscoverySA).

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