

## Save up to 35% on domestic and regional flights with British Airways (operated by Comair)

### Vitality Health

Vitality Health members save between 15% and 35% on the base fare, value-added tax (VAT) and fuel levy (YQ tax) on British Airways (operated by Comair) flights. Your saving is based on your Vitality Health status at the time of making your booking, as well as how many domestic and regional flights you've booked per calendar year.

#### Who this benefit guide applies to

This benefit guide applies to you if you **are** a Vitality Health member only and you **are not** a Discovery Bank client with Vitality Money.

If you are one of the following members, then please view the version of the benefit guide applicable to you by logging in to [www.discovery.co.za](http://www.discovery.co.za) and visiting the Vitality Rules page to ensure you get the most out of your Vitality rewards:

- [Vitality Money member only](#)
- [Vitality Health and Vitality Money member](#)

#### What do you get from the Vitality travel benefit

Vitality's travel benefit consists of the flight (domestic and/or international); accommodation and/or car hire benefit offered by Discovery Vitality as supported by Discovery Vitality's authorised parties, which may change from time to time.

Vitality Health members can save between 10% and 35% on local, regional and international flights. Plus, get an upfront 25% discount at a wide selection of hotels, resorts and bed and breakfasts with our accommodation partners and 25% off car hire rate (including VAT, excluding optional extras).

## Who can use the Vitality travel benefit

Discovery Vitality Health members 18 years or older can book domestic and regional discounted British Airways (operated by Comair) flights on [www.kulula.com](http://www.kulula.com).

- If you join Vitality Health more than three months after you joined Discovery Life, Group Life or a medical scheme administered by Discovery Health, there is a waiting period of three months. This means that you must wait three months before you can use your Vitality 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 is the same as that of the main member. Dependants do not have a separate travel waiting period.

**Example: Sarah joins Discovery in October 2021, but only activates her Vitality Health policy in February 2022. She has to wait until May 2022 to use the Vitality travel benefit.**

## What you pay

There is no extra fee for this benefit other than the monthly Vitality Health fee, the price of the flight ticket and the applicable non-refundable Discovery booking fee.

A non-refundable variable Discovery booking fee applies to domestic and regional flights on British Airways (operated by Comair) that are booked using the Vitality Health benefit. This fee is charged on each ticket you book, and adults and children are charged separately. The fee does not apply to infants under two years of age at the time of travel. If the child turns two years old during the travel period, the booking fee will apply for the remaining flights.

Vitality's non-refundable variable Discovery booking fee for domestic and regional flights encourages members to book their travel arrangements in advance. The below table illustrates the tiered structure of the domestic and regional flight booking fee.

Tier	Time between booking date and date of travel and/or check-in	Booking fee
1	21 days or more in advance	R55
2	Between 7 and 20 days	R80 (unless your Vitality travel saving is less than R80, in which case we will lower the booking fee to R55)
3	Fewer than 7 days	R99 (unless your Vitality travel saving is less than R99, in which case we will lower the booking fee to either R80 or R55)

## Please note:

- Your Vitality travel saving depends on your Vitality Health status. If the saving you qualify for is less than R55, the booking fee of R55 will still apply, regardless of when you book.
- The variable Discovery booking fee only applies to domestic and regional flights booked through British Airways (operated by Comair) on [www.kulula.com](http://www.kulula.com).
- If you decide to book telephonically with the Vitality Travel team, a service fee will be charged over and above the non-refundable Discovery booking fee.

## How to use your Vitality travel benefit

- To use the Vitality travel benefit, you need to log in to your Discovery profile using your Discovery username and password on the Discovery app, Discovery website or [www.kulula.com](http://www.kulula.com) to make your flight booking.
- Your Vitality travel saving only applies to economy class seats booked.
- Your saving is based on your Vitality Health status at the time of making your flight booking and the number of British Airways (operated by Comair) domestic and regional flights you have booked through Vitality for the calendar year.
- You will get a maximum saving of **up to 35% off on the first six one-way (or three return) local and regional** flights you book during each calendar year. After this, you will receive **a flat 10% discount** on an unlimited number of local and regional flights booked during the remainder of the calendar year. All domestic and regional British Airways (operated by Comair) and [www.kulula.com](http://www.kulula.com) flights count towards this limit.
- If you have already used your maximum saving of up to 35% off on five flights and you then book a return flight, your first flight of the return flight will qualify for the maximum saving. You will receive a flat 10% saving on the second flight.

## Discounts you get based on your Vitality Health status and the number of flights you've booked:

Vitality Health status					
Blue	Bronze	Silver	Gold	Diamond	Flat discount
15%	20%	25%	30%	35%	10%
Status-based discounts apply to your first six one-way (or first three return) domestic and regional flights booked during each calendar year.					Flat discount applies to an unlimited number of domestic and regional flights after your first six one-way (or three return) flights have been booked during the calendar year at the status-based discount.

- You can call the **Vitality Travel call centre on 011 921 0490 to assist you with a booking that cannot be booked online.** They may charge you an administration fee.
- Make sure you have your ID number and credit card details ready.
- You may only use this benefit when flying for leisure, for example, holidays. It is not for business use.

- If you book on [ba.com](https://www.ba.com), you will not get your Vitality travel saving.
- Your saving only applies to economy seats booked. When making your booking, you can pay immediately, using your qualifying Discovery Bank credit card or Discovery Miles (where applicable).
- You can reserve your seat in advance at a fee, either when you book your flight or afterwards through [ba.com](https://www.ba.com).
- All you have to do is log in to [ba.com](https://www.ba.com) and navigate to **Manage my booking**. Follow the instructions on the screen. Reserving your seat is free of charge if you reserve the seat 24 hours or less before departure.
- The travel saving does not apply to airport taxes. It applies to the base ticket fare only, plus VAT, which includes YQ tax where applicable.
- You cannot use these tickets on another airline.
- Tickets cannot be rerouted. This means that you cannot change the airports where you chose to depart from or go to after your ticket has been issued.
- British Airways (operated by Comair) flight savings that are available for Vitality members are worked out on normal published rates.
- A non-refundable Discovery booking fee is added to all domestic and regional flights booked through Vitality. This fee includes VAT.
- The Vitality Health saving doesn't apply to the additional costs charged when changing your booking, or to cancellation fees when cancelling your booking.
- Bookings are non-transferable. This means that once you have made a booking in one person's name, you cannot transfer it to another person.
- Unless otherwise reflected, you cannot use the Vitality travel benefit with any other savings, discounts or promotions.
- British Airways (operated by Comair) 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 will get an e-ticket and can go straight to the check-in counter at the airport.
- You will have to show your identity document before you fly.
- To check in for your regional flights, you must show your passport, visa (if required) and any other travel documents necessary to be allowed on the flight. 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 and any other documents imposed by any government legislation or any other regulations 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 six months from your return date and contain at least three blank pages.
- You cannot make provisional bookings. You must pay for your booking immediately using any credit card, including your Discovery Bank credit card, Discovery Miles, or a combination of both.
- If you make a booking and notice that your travel saving is incorrect, don't proceed with the booking. Visit our [Help page](#) or [send us a query](#) for assistance.
- Your flight saving must be applied at the time of booking, Vitality cannot refund you once you have made the booking.
- You have to show your ID, passport or driving licence at the check-in counter and when boarding the plane.
- Confirm that your name and surname are spelt correctly as they appear in your ID or passport before you book and pay for your flight. If you need to update your details, log in to the Discovery app, Discovery Bank app or the Discovery website and update details prior to making a booking. Only proceed with a booking once your details are updated.

- The name on your identification document must be the same as your booking, or boarding will be denied.
- You may book flights for a maximum of nine members as part of one reservation.
- The benefit is only available on domestic and regional routes as per the British Airways (operated by Comair) flight schedule.
- All British Airways (operated by Comair) routes within South Africa (one-way or return) are available to Vitality Health members.
- The general terms and conditions can change at any time. You can read the latest terms and conditions on [www.kulula.com](http://www.kulula.com) and [www.ba.com](http://www.ba.com).
- The flight timetable is updated six to seven months in advance.
- If you miss the first leg of the flight (on the day you depart), the return flight will automatically be cancelled. The ticket will reflect as a “no show” and you will not get a refund for your missed flight.
- If you still want to use the return flight and there is a seat available, you will have to cancel the first leg of your booking at the British Airways (operated by Comair) ticket counter or by calling 011 921 0222 for domestic or regional flights and then you can re-book the flight at the British Airways (operated by Comair) counter or by calling British Airways (operated by Comair) on 011 921 0222. Standard fees and surcharges apply.
- British Airways (operated by Comair) terms and conditions apply. You can find these on [ba.com](http://ba.com).

## Children under two years old

- Only one infant (child under two years) can be booked to accompany each travelling adult.
- If two infants and one adult have to fly together, the adult will pay the full fare for an escort to assist. To book the escort, the request must be made at least 48 hours before departure.
- A discounted fee will apply to infants (under two years of age). Please note that the infant must be seated on the adult’s lap. This is for all cabin classes.
- Infants do not pay a Discovery booking fee. However, if the infant turns two years old before the return flight, the booking fee will apply.
- A child (from the age of 2 to 11 years) pays a discounted fee of the fare and will have a seat. This is for all cabin classes.
- If a child is under two years on the date of departure, the cost of the airfare will be a discounted fee and no seat will be allocated.
- However, if the infant turns two before the return flight, a seat will have to be booked for the return flight.
- For more information, visit the [British Airways website](#).
- To make bookings for unaccompanied minors under the age of 12, call Vitality Travel on 011 921 0490. An additional cost may apply. This is subject to the airline rules.

## 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.
- To confirm your flight, you can go to **Manage my booking** on [www.ba.com](http://www.ba.com) 48 hours before departure.
- Once your ticket has been purchased, you can go to [www.ba.com](http://www.ba.com) to select a seat at a charge up to 24 hours before the flight.
- To check in online, go to [www.ba.com](http://www.ba.com) 24 hours before departure.

## Baggage allowance

- View the latest [baggage policy](#) on [www.ba.com](http://www.ba.com).

## Changing or cancelling your booking

- Please make sure that you include your name, middle names, and surname as it appears on your identity document or passport on your Discovery profile as this is what pulls through to the airline ticket. Name changes are not permitted. A new ticket will need to be issued and cancellation penalty charges will be incurred.
- If you want to change your flight, you may do so before the original departure date, as long as there are seats available and subject to a change fee, admin fee and difference in fare and taxes.
- Cancellations and changes can be done by contacting the British Airways (operated by Comair) contact centre on 011 921 0222 (option 1).
- There may be a 100% cancellation fee to cancel a flight booking (subject to the fare you purchased).
- Call the British Airways (operated by Comair) contact centre on 011 921 0222 (option 1) with your reference code to cancel your booking prior to flight departure.

## Ending this benefit

If your Vitality Health membership ends, you can still use the British Airways (operated by Comair) flights you booked before your membership ended. However, you cannot book any more tickets at these savings after your Vitality Health membership has ended.

## Acceptance of benefit terms and conditions

By using the travel benefit, you agree to the limits, terms and conditions set out in this benefit guide.

## Third-party consent

By using the travel benefit you consent that Discovery Vitality (Pty) Limited, Comair Limited ([www.kulula.com](http://www.kulula.com)) and British Airways operated by Comair may share your payment and personal information as well as transaction data to administer the travel benefit effectively. In particular, as a main member on a Vitality membership, you consent that the following parties may share your payment information and personally identifiable information of you, your spouse and dependants on your membership (where applicable):

- Discovery Vitality (Pty) Limited
- Comair Limited ([www.kulula.com](http://www.kulula.com))
- British Airways operated by Comair
- Authorised third parties affiliated with the Vitality travel benefits

You agree to the sharing of your information as mentioned above by the parties listed above to:

- Manage your travel booking
- Where applicable, further the legitimate interests of the dependents, by receiving the Vitality travel discounts that apply through this platform.

You confirm that you are the legal guardian of the minor children on your Vitality membership. You also confirm that you explicitly authorise Discovery Vitality to provide Comair Limited with the personal information of your minor children on your Vitality membership. This is to enable you to make bookings on their behalf.

As either the spouse, adult dependant or child dependant over 18 on a Vitality membership, you consent that the following may process your personally identifiable information and payment information to manage your travel booking:

- Discovery Vitality (Pty) Limited
- Comair Limited ([www.kulula.com](http://www.kulula.com))
- British Airways operated by Comair
- Authorised third parties affiliated with the Vitality travel benefits.

You warrant and confirm that:

1. you have the authority of the legal guardian of the minor children on the Vitality membership to consent to Discovery Vitality providing Comair Limited with the personal information of the minor children on the Vitality membership and making bookings on their behalf; and
2. you have the authority of the remaining dependents on the Vitality membership to consent to Discovery Vitality providing Comair Limited with their personal information and making bookings on their behalf.

As a legally authorised party, you shall at all times supervise and manage the bookings made on behalf minor children, or to the extent permitted by Comair, by minor children, and shall abide by the relevant duty of care required in the circumstances.


By using the Vitality travel benefit, you indemnify Discovery Vitality against any claims for damages arising from, amongst others, misrepresentation of authorisation, unauthorised use and/ or failure to adhere to the required duty of care, including where booking on behalf of minor children, and/or facilitating bookings by minor children, where permissible by Comair.

## Need help or additional information?

If you have any questions or need more information about this benefit, please visit [Discovery Vitality Help page](#) or [send us a query](#).

If, for any reason, there is a conflict between rules in this benefit guide and the [Vitality Main Rules](#) for Vitality Health members, the Vitality Main Rules 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 [Facebook](#), [Twitter](#) and [YouTube](#).
- Ask Discovery on [WhatsApp](#).

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