

Vitality Hotel Collection FAQs

Who can I book accommodation for?

You can make an accommodation booking for other Vitality members or non-Vitality members. As long as one person over 18 years old has a Vitality membership to make the booking and is one of the travelers, you can book for a maximum of nine people.

What is the maximum room nights I can book?

The maximum stay per calendar year is based on your Vitality membership and the following caps will be applied:

Vitality membership	Maximum room nights
Main member (including members with dependents 11 years and younger)	14
Main member with one dependant who is 12 years and older	21
Main member with two or more dependants who are 12 years and older	28

How many room nights will be deducted when I make a booking?

Your usage is calculated on the number of rooms booked multiplied by the duration of your stay. The number of room nights deducted are based on the booking date and not the check-in date.

Do I still have to book a minimum of two nights or include specific days in my booking?

Yes, only for the below properties, but accommodation property requirements may differ:

- Protea Hotel by Marriott bookings, if the booking includes a Saturday night.
- Garden Court Hotel bookings must include a Friday, Saturday and Sunday night.
- Sun International bookings during the peak holiday periods might include a longer minimum period of three days.
- Tsogo Sun properties can't be booked at all within 21 days of the check-in date.

If I cancel the room, will I lose the Vitality booking fee I paid?

Yes, the Vitality booking fee is non-refundable and applies to all new bookings.

Why do I need to book 21 days in advance?

The Vitality Hotel Collection is a leisure benefit and if you book well in advance, you can secure availability and affordable rates. It also leaves time for necessary communication, payment and possible changes. If you cannot book far in advance, you can do a last-minute booking and still get a 10% discount.

To get the maximum Vitality discount, however, you'll have to book at least 21 days in advance. Please note that Tsogo Sun bookings cannot be made at all within 21 days of check-in date.

How far in advance can I cancel a booking?

Each property has a different cancellation policy and cancellation fees may apply. Please refer to your booking confirmation or find out before you make the booking.

- If no penalty fee applies to your cancellation, your usage will be reversed within 48 hours after cancelling.
- If a penalty fee applies to your cancellation, your usage will not be reversed. There is an administration fee for each changed or cancelled booking.

Credit card refunds will take up to seven days because of bank processing.

If I am a frequent guest at a specific hotel, will I qualify for a further discount?

The Vitality Hotel Collection discounts cannot be used in conjunction with any other discounts, including frequent guest discounts.

Where can I check availability or make a hotel booking?

To make your booking and see which accommodation properties and rooms are available, log in to www.discovery.co.za or use your Vitality membership number to log in to www.kulula.com

How do I make changes to my booking?

To change your booking, you will have to cancel it first by calling 0861 58 58 52. Then make a new booking (it will depend on availability). Please remember to do this at least 21 days before the booking date. Certain cancellation fees may apply. If you qualify for a full refund, you'll receive your refund in 48 hours.

Can I cancel the hotel booking?

Yes, you can change your booking. To change it, you'll have to cancel it first and then make a new booking (depending on availability). When you cancel a booking to make changes, all the Vitality Hotel *Collection* rules will apply to the new booking. The cancellation policy and the penalty fees depend on the different notice periods determined by each property. You can view this information during the booking process or on your booking voucher.

How do I check the discount I qualify for?

If you are logged in to www.discovery.co.za or www.kulula.com, you will be able to see your specific discount.

You can save up to 35% on accommodation, based on your Vitality status:

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

Where can I find the newest terms and conditions for this benefit?

You can find all the terms and conditions of the Vitality Hotel *Collection* [here](#).

Do I have to book on kulula.com?

Yes, you do. Log in using your Discovery username and password to make your booking.

How will I make a booking if the kulula.com website is down?

If you are experiencing any issues with the online booking process, call 0861 585 852.

Why can't I pay for my accommodation booking using my Discovery Miles?

The Vitality Hotel *Collection* uses our new integrated booking platform on www.kulula.com. At this stage, you will not be able to pay for your Vitality Hotel *Collection* booking using your Discovery Miles. As we continue to develop this platform, we will include the Discovery Miles booking functionality.

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