

Vitality Active Rewards | Frequently Asked Questions

1. What does this benefit offer Vitality members?

You can earn Vitality Active Rewards for reaching weekly, personalised fitness goals. You can earn another reward if you and two or more of your friends on your team also reach their fitness goals.

2. How does the benefit work?

- **Step 1: Download the latest version of the Discovery app**
Activate the Vitality Active Rewards benefit through the Discovery app. Set up your profile and add up to four friends to your team.
- **Step 2: Get active**
Vitality will set a weekly, personalised fitness goal for you, based on your current health and fitness levels. Log into the Discovery app and start earning points by getting active with Vitality fitness partners.
- **Step 3: Get rewarded**
Each time you reach your weekly goal, you'll earn a Vitality Active Reward – like drinks or popcorn coupons that you can redeem right away! If you and two or more friends in your team also reach their goals, you'll earn an additional reward.

3. How do I reach my goal each week?

You reach your goal by earning Vitality fitness points in various ways, like visiting Vitality fitness partners or tracking a workout by linking a fitness device or app to your Vitality account. Goals are recalculated weekly based on past performance. You'll be able to track your progress as you work on reaching a goal.

4. My Vitality Active Rewards keeps increasing – why?

Vitality will set you a weekly, personalised fitness goal based on your previous goal achievements. As you continue to achieve your goals, your goal will increase with you. This is to ensure that you continue to become fitter over the weeks. However please note that each person will reach a cap of points and that your goal will not continue to increase indefinitely. Your goal cap is determined by your goal achievement, fitness, and health.

5. Is there a limit to the rewards or points I can earn?

Monthly limits for fitness points only apply to your Vitality status, but not to Active Rewards. This means that all fitness points (subject to the daily points rules) will count towards reaching your weekly Active Rewards goals, whether or not you have reached 30 000 base fitness points, the yearly limit for Vitality fitness points. This is to keep you motivated to earn Vitality Active Rewards all throughout the year. [Keep doing fitness activities to earn Vitality points!](#) If you complete two fitness activities in one day, then the higher points between the two will be awarded.

6. Will my 36 gym visits requirement affect my Vitality Active Rewards?

No, they will not affect Active Rewards.

7. If I activate Vitality Active Rewards, will this give me access to Vitality gym and fitness partners?

No, you need to activate each gym and fitness benefit separately, as certain terms and conditions will apply. If you have activated the gym and fitness benefits, you can use those partner facilities to earn Vitality Active Rewards points. For more information, click [here](#).

8. Which partner stores can I redeem my rewards at?

Your reward can be redeemed at most KAUAI and vida e caffè branches. Mugg & Bean and Ster-Kinekor will be added to the rewards during the course of 2017. However, if a KAUAI store is located inside a Virgin Active Health Club, it is at the discretion of the Club's management to decide whether or not to allow non-Virgin Active members into the Club to redeem their rewards. Vida e caffè stores located at airports and Shell garages are no longer excluded from the benefit. Check the back of your reward by tapping the 'i' button before redeeming it to see any exclusions and a full list of qualifying rewards.

9. How many friends can I invite to join my Active Rewards team?

You can invite a maximum of four friends to join your team. After that, you can only invite someone new if you remove one of your current friends. You can invite friends through email, one at a time. You can have a maximum of 12 friends in a rolling 12 month period.

10. What Vitality Active Rewards do I earn?

For achieving your weekly fitness goal, you'll be rewarded with selected drinks on the vida e caffè menu or selected drinks like smoothies and raw juices at KAUAI. If you and two friends in your Vitality Active Rewards team achieve your goals in the same week, you'll earn a team reward.

11. How do I find the Vitality Active Rewards benefit on the Discovery app?

Get started by making sure you have the latest version of the Discovery app on your mobile device. Download or update your Discovery app to the free 3.8 iOS version on the App Store or, if you have an Android device, the 4.4 version on Google Play.

12. How long is my reward valid for?

Your reward is valid for 14 days from the date of issue. Rewards will be sent to you on the Wednesday after you achieve your goal and will expire two weeks later.

13. Why is there a difference between my Vitality Points Monitor (Activity History on the Vitality website) and the Vitality Active Rewards Activity History?

- The **Vitality Points Monitor** is what you view on your Vitality dashboard on the Discovery website, www.discovery.co.za. It shows all your activity history – that is, all the ways you've earned any kind of Vitality points recently, including fitness points, points for doing assessments or for buying HealthyFood.
- The **Activity History under Vitality Active Rewards** is what you view on your mobile Discovery app from your smartphone. It shows only the Vitality fitness points you've earned that count towards your weekly Active Rewards goal. The difference in points is due to the fitness points limit which does not apply to Vitality Active Rewards but does apply to Vitality status.

14. Why does my friend have a different goal from mine?

Goals are personalised to your activity levels, health status and the cardiovascular review that you may be asked to complete when you activate Vitality Active Rewards.

15. Two of my friends achieved their goal so why did I not get a reward?

To earn your weekly reward, you need to achieve your own personalised goal. Only once you have achieved your goal will you receive your reward, as well as a team reward for two or more friends also achieving their goals.

16. If all four of my friends achieve their goals do I get two rewards?

No, you can only earn one team reward when at least two of your friends have also achieved their goal. If more of your friends achieve their goal, you will not earn an additional team reward.

17. By when do I need to sync my device or app to receive my reward?

You need to sync your fitness device or app to Vitality within your weekly goal cycle, which ends each Friday at midnight, when your goal will reset. If you don't sync your device or app before your goal expires, you won't receive your points and so won't reach your weekly goal to earn that week's reward.

18. I achieved my goal, when will I receive my reward?

You'll receive it on the Wednesday of the week after each goal cycle.

19. How do you calculate my goal each week?

Goals are personalised to your activity levels, health status and the cardiovascular review that you may be asked to complete when you activate Vitality Active Rewards.

20. I received an invite on email from a friend to join their Vitality Active Rewards network but can't find the invite in the app?

Make sure you have activated the Vitality Active Rewards benefit on your Discovery app. You'll need to have the latest version (version 3.8 and later for iOS and version 4.4 for Android) of the Discovery app installed on your smartphone. Then go back to the friend invite email on your mobile device and tap the **'Accept'** button. You will be taken to the friends section of Vitality Active Rewards on your Discovery app. Here you'll see the invite from your friend and you'll be able to accept or decline it.

21. What happens if I join Vitality Active Rewards on a Friday? Do I get an extension on my goal?

You will not get an extension on your goal. If you can achieve your weekly goal before midnight on the Friday that you join, you'll receive your reward for that week the next Wednesday.

22. I did the necessary fitness events to achieve my goal but the points are not reflecting and I haven't received my reward?

- Make sure your Vitality points have synced with Vitality before the goal cycle closes. We allow until midnight on Tuesday night for data to come through before issuing rewards on Wednesday morning.
- If you are using a device or participating in an Vitality Race Events (VRE), sync your device or capture your VRE before the goal cycle closes on Friday night. If you did this and it still doesn't reflect, contact the Vitality call centre on 0860 99 88 77.
- If you choose to get active at a fitness facility with a Vitality iPad device, make sure you log in to the app with your Vitality membership number.
- If you track your fitness activities on a fitness device or app, make sure your fitness device or app is linked to Vitality and that you sync it in time to reach your weekly goal.

23. Why is there a delay in my points being awarded?

- Each weekly goal cycle runs from Friday midnight to the next Friday midnight.
- This means that you need get the points you need for each weekly goal by Friday, at midnight. Your goal will reset at this time.
- These Vitality points may not reflect right away, but as long as you have captured your points – synced your device, checked in on the iPad points device at your fitness facility, earned your points at a parkrun event or captured your Vitality Race Events – before Friday midnight, then your points will count towards that week's goal.
- We allow up until Tuesday midnight for the points you've earned by Friday midnight the previous week to reflect.
- Rewards are only awarded on Wednesday so that there is enough time for the points you earned to pull through.

24. I lost my Health app data when I changed iPhones?

We are aware that members who upgrade or change to another iPhone may lose their Health app data. This is because Apple does not back this data up to the cloud. To ensure that all Health app data reflects on Vitality, please ensure that you sync your Health app with your Discovery app before changing phones. To do this, please open your Discovery app and Health app data will sync automatically. However, please note that while the data will sync to Vitality, Health app history will be lost once you change phones.

If you would like to keep your Health app history [please visit this Apple support page](#).

25. If I work out on a Friday, will my points reflect before the goal cycle closes that night?

Your Vitality points may not reflect right away, but as long as you have captured your points – synced your device or captured your Vitality Race events – before Friday midnight then your points will count towards that week's goal.

26. If I achieve more Vitality fitness points than required to reach my goal will those points count as credit towards next week's goal?

No, you need to earn the required amount of Vitality points each week in order to achieve your goal for that week. Extra points will not be carried over from a previous week's goal.

27. Why did my new weekly goal increase when I didn't achieve my last goal?

Vitality Active Rewards sets each weekly goal using an algorithm that takes your entire Vitality Active Rewards history into account. This means that it's possible for your goal to increase even if you didn't reach your goal in the last cycle, depending on all your previous goal cycles.

28. How do I view which activities or events Vitality has received data for?

You can view your activities in the 'Activity History' section on your Active Rewards home screen in the Discovery app.

29. Can I use Vitality Active Rewards without an iPhone or Android device?

No. Vitality Active Rewards is only available on Apple iOS devices and Android smartphones.

30. It was recommended that I get doctor's clearance in order to participate in Vitality Active Rewards? What must I do?

Visit your local GP and have a check-up. Once doctor has cleared you for exercise, activate Vitality Active Rewards.

31. My reward QR/wiCode code isn't working?

Let the cashier at the reward partner scan your smartphone with the QR code of your selected reward on your app. You can also manually enter the wiCode underneath the QR code at the till point. If that doesn't work, please ask them to call their head office for help.

32. I reversed my QR code and now it doesn't work. Can I get a new one?

Yes. If you redeemed your Vitality Active Reward, then cancelled it and the cashier reversed the transaction, your QR code will no longer work. You can then call the Vitality call centre on 0860 99 88 77 and inform them that your reward was reversed. The agent will verify this and issue you with another reward for the same Active Rewards partner. The new reward will be active for two weeks from date of issue.

33. Can I redeem my Vitality Active Reward with any other partner discount?

No. You can't redeem a Vitality Active Reward in conjunction with any other special offers or partner promotion in-store. For example, if KAUI or vida e caffè run a promotion on beverages on their own apps, social media platforms or in-store, you can't redeem both the in-store promotion and the Vitality Active Reward on the same product. Please check the reverse side of your Vitality Active Reward to see the redeemable products available.

34. Can I chose to donate my reward instead?

Yes – if you select Vitality MoveToGive when you achieve your goal and earn your reward, Vitality will pay for a meal to be donated to a person in need through one of our partner charity organisations. You can select Vitality MoveToGive instead of your free drink. Vitality MoveToGive is only offered as an option intermittently and not every week.

35. Is Vitality Active Rewards available to anyone?

Vitality Active Rewards is only available to Vitality members 18 years and older with an active Vitality membership. Members over 60 who activate Vitality Active Rewards will earn an additional 1 000 Vitality fitness points.

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