



# VITALITY FITNESS

## Vitality Fitness terms and conditions

### What is Vitality Fitness

[Vitality Fitness](#) is a first-of-its-kind integrated exercise platform. Now you can exercise anywhere and explore a world of fitness facilities and workouts in just a few taps in the Discovery app. Get up to 75% off your gym membership, book your next workout at a fitness facility of your choice, exercise outdoors or enjoy a game of padel and earn Vitality points too. Plus, get 24 free visits per year across the Vitality Fitness Network.

### Terminology

- **You, your** and **the member** refers to an individual that meets the eligibility criteria recorded below.
- **We, us** and **our** refers to Discovery Vitality (Pty) Limited and Discovery Bank Limited.

### How it works

1. Download the latest version of the [Discovery app](#) on your iOS, Android or Huawei compatible mobile device.
2. Log in to the Discovery app using the same credentials as you do for the Discovery website.
3. Navigate to Vitality Fitness on the Discovery landing page.
4. Get started on your fitness journey.

### Book a fitness class

- Browse classes near you in the Vitality Fitness Network and enjoy personalised recommendations. You can book and pay for a class in a few taps in the Discovery app, with Vitality Pay or your Discovery Miles. Earn Vitality points to achieve your exercise goals and get rewarded.
- Plus, Vitality Health and Vitality Active members get up to two free classes every month at any fitness facility in the Vitality Fitness Network – that's 24 free classes per year!

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## Eligibility

- To **make a booking** in the Vitality Fitness Network, you need to:
  - Be a Discovery Bank client, aged 18 years or older
  - Have a qualifying Discovery Bank account with Vitality Pay and Vitality Money activated
  - Have a compatible iOS (Apple), Android or Huawei device to access this benefit in the Discovery app.
  - Download or update to the latest version of the Discovery app
  - Please ensure you have your device with you to show proof of booking so you can access the facility.

## Free classes

- Vitality Health and Vitality Active members get up to two free classes every month at any fitness facility in the Vitality Fitness Network. You need to be a Vitality Health or Vitality Active member to qualify for two free classes.
- You need to be a Discovery Bank member to use free classes in the Vitality Fitness platform.
- If you do not use the free classes for the month, you will give them up and they will not carry over to the following month.
- If you have a current recurring membership with an Octiv facility, you will not be able to use your two free Vitality classes at that facility.

## How to access a facility with your confirmed booking

- Once you have booked for a class in the Vitality Fitness Network, you can find your booking under **upcoming bookings** on the Vitality Fitness platform.
- Please arrive at the facility 15 minutes before your class start time.
- You must present your booking confirmation at the facility where you have booked. Your booking will only be valid for that specific facility and will give you access to enter.
- Right of admission to any Vitality Fitness facility remains reserved.

## Earn Vitality points

- Complete a workout of 30 minutes or more to earn 100 Vitality points.
- Simply scan the QR code at the facility reception and follow the prompts to check in.

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- Remember to check out by scanning the QR code again after 30 minutes or more to receive your points. Please note: Vitality points may take up to 48 hours to reflect.
- You can also earn up to 300 Vitality points for tracking heart rate workouts through your linked, wearable device.

Learn more about how to [earn and track Vitality points - Discovery](#).

### **Cancelling a class**

- You may cancel classes booked through the Vitality Fitness platform at any time.
- A class booking has a minimum cancellation period. If you cancel within this period, you will receive a single class credit at the facility at which the class was booked. The single class credit will depend on the expiry of other such packages at that specific facility. If you fail to adhere to the minimum cancellation period, you will not receive a single class credit. This applies to classes booked using free classes as well.
- Vitality Fitness will not process any monetary or Discovery Miles refunds for any type for classes booked or packages bought.
- If you have booked a class or bought a package through the Vitality Fitness platform after which the facility is no longer part of the Vitality Fitness network, you will no longer be able to use their package or access their booking on the platform. However, you can request a refund or use a package directly with the specific facility.

### **Discovery Bank terms and conditions**

- To qualify to transact in Vitality Fitness, you must be the primary Discovery Bank accountholder with Vitality Pay active.
- Secondary Discovery Bank accountholders do not qualify for the benefit.
- List of qualifying bank accounts:
  - Discovery Account
  - Gold PAYT account
  - Gold transaction bundle account
  - Gold credit card
  - Gold prefunded credit card
  - Gold suite account
  - Platinum PAYT account
  - Platinum transaction bundle account
  - Platinum credit card
  - Platinum suite account

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- Black PAYT account
  - Black transaction bundle account
  - Black credit card
  - Black suite account
  - Purple Bank suite account
  - Purple Wealth account
- You must have Discovery Pay active, and you need to set up Vitality Pay which you will use for payment.
  - [Vitality Money](#) must be active.
  - You must ensure that they have enough money in your linked Discovery Bank account or Discovery Miles account to access the benefit, unless you have free gym visits available.
  - If you close your linked bank account or Discovery Pay mandate, you will no longer qualify to transact through the Vitality Fitness platform and network.
  - Product-based discounts (up to 15% off) and Miles  -Day discounts (up to 30% off) are excluded when members pay with Discovery Miles.
  - You are not allowed to make partial payments with Discovery Miles and cash. You must make full payment with either Discovery Miles or cash.
  - Discovery will not pay back bank servicing fees or charges for failed collections.
  - Your linked Discovery Bank account must be in good standing. *Good standing* means that none of your Discovery Bank accounts and credit facilities are overdrawn, in arrears, in default, or subject to any legal process with Discovery Bank – including being under debt counselling, administration or sequestration and keeping your KYC (verification information) or AML (anti-money-laundering) information up to date.
  - Discovery Bank Account [terms and conditions](#) apply.
  - You can read through the Discovery Bank Account terms and conditions for all Discovery Pay and Vitality Pay rules that apply.

### Join the gym at up to 75% off or visit the gym on a pay-per-visit basis from R75

- Activate your [Virgin Active](#) or [Planet Fitness](#) membership in the Discovery app.
- Access any Virgin Active\* or Planet Fitness gym on a pay-per-visit basis. [Pay as you Gym](#) from as little as R75 per visit with Vitality Pay.  
\* (excludes Virgin Active Collection Clubs)
- Visit [Vitality Fitness](#) to learn more.

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## Exercise outdoors

Join Team Vitality, our running and cycling club, get 20% off with the Discovery Vitality Padel benefit, enjoy a parkrun and more.

- **Discovery Vitality Padel benefit**

Vitality members get an upfront 20% booking discount at padel partners within our Discovery Vitality Padel network in the Playtomic app. Plus, book a court up to 4 weeks in advance. Set up your [Discovery Vitality Padel benefit](#) in the Discovery app today.

- **Team Vitality**

- Join Team Vitality, SA's most rewarding running and cycling club, and get 50% cash or Discovery Miles back on some of South Africa's biggest race events. [Visit Team Vitality](#) to find out more.

- **parkrun**

Earn up to **300 Vitality points** every time you complete a parkrun. Visit [Parkrun](#) to learn more.

Visit [Vitality Fitness](#) to learn more about other outdoor fitness partners.

## Information sharing and consent

- By booking a class as part of the Vitality Fitness platform, you consent to the sharing of your payment type and personal information, as well as transaction data to administer the benefit effectively, by:
  - Us
  - Our authorised partner network
  - Third parties associated with the platform (Vitality Fitness Network facilities).

We share your information in accordance with the [Vitality Privacy Statement and Discovery Bank Privacy Statement](#).

- When making your first class booking, the system will prompt you to provide your email address. Octiv will use this email address for all communications regarding your booking, including any updates pertaining to your class reservation. By proceeding with your booking, you consent to receiving such communications from Octiv. If you have an existing Octiv account, use the same email address.
- By booking a class, you consent that you may be contacted for the purpose of obtaining feedback and rating your experience with the class. Participation in feedback and rating requests is voluntary and you have the option to opt out of such communications at any time. Opting out of feedback and rating requests will not affect your access to the class or your membership status. By providing

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feedback and ratings, you agree to share your experiences for the improvement of our services and understand that your information may be anonymised for analytical purposes.

- You accept that we have a duty to keep you updated about any offers, new products or other product enhancements that may have a bearing on your:
  - Vitality membership (if applicable)
  - Vitality Fitness platform
  - Use of any gym facility associated with the Vitality Fitness platform.

Discovery Vitality may communicate with you about these. You may opt out of such communication by following the unsubscribe prompts on the communication received.

## Frequently asked questions

Please tap the following link for the most up to date list of frequently asked questions:

<https://www.discovery.co.za/vitality/help>

## What you pay

Classes and packages are dependent on a fee determined by each facility – visit the Vitality Fitness platform and search for a facility to learn more about their packages and rates.

Vitality Fitness is available through the Discovery app, which is free apart from any data costs which apply when you download or use the app or update to the latest version.

This platform is available to members with a smartphone with sufficient mobile data or an available Wi-Fi network. Vitality will not be liable for any costs associated with using this benefit.

## Acceptance of terms of use

By using the Vitality Fitness benefit you agree to be bound by:

- The rules contained in this document in its entirety, including any additional benefits referred to
- The following terms and conditions without limitation; the [Vitality Money Main rules](#), Discovery Bank Account [terms and conditions](#).

It is your duty to familiarise yourself with the facility's terms and conditions before booking a class with them. Your booking or package is also dependent on the applicable facility's terms and conditions, which may change occasionally.

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## Privacy

Your privacy is important to us. To use the Vitality Fitness platform, we will ask you to agree to certain privacy settings. You can update your Discovery app privacy settings at any time.

## Ending this benefit

1. If you are no longer a Discovery Bank client with Vitality Money, you will no longer be able to transact on Vitality Fitness platform.

## Indemnity

By booking a class, you acknowledge and undertake that:

- There have been no medical conditions preventing you from participating in the designated class or activity
- You have received the necessary medical approval
  - We as Discovery Vitality will not be liable for any claim arising from your attending a class due to attestations\* you made about being medically fit to take part in fitness activities. This applies in addition to the indemnification obligations that you accept and acknowledge for each facility.

\*(*Attestations* means a declaration made or evidence or proof given of something.)

Discovery Vitality (Pty) Limited will also not be responsible for any loss, injury or damage resulting from:

- Its negligent acts or omissions
- Negligent acts or omissions by its staff, servicers, agents, contractors, partners or other persons it may be responsible for by law.

By agreeing to these rules, you indemnify Discovery Vitality, Discovery Bank Limited and the Discovery Group accordingly. You also indemnify Discovery Vitality, Discovery Bank Limited and the Discovery Group from any loss, injury or damage incurred by any third parties because of your engagement with the Vitality Fitness benefit.

## Find out more

Limits, terms and conditions apply. If you have any questions or need more information about the Vitality Fitness platform, please visit [www.discovery.co.za](http://www.discovery.co.za). If there is a conflict between the rules in this benefit guide and the Main Rules for Vitality Health or the Main Rules for Ancillary Discovery Vitality Programmes, whichever applies to you, the applicable Main Rules will always apply.

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## Keep up to date with the latest news from Vitality

- [Download the Discovery app.](#)
- Follow Discovery Vitality on [Facebook](#), [X](#) and [Instagram](#).
- [Chat to us on WhatsApp.](#)

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