

## British Airways domestic and regional travel

Vitality members save up to a maximum of 35% on the base fare, VAT and YQ tax on British Airways (Operated by Comair) flights. Your saving is based on your Vitality status at the time of making your booking.

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

- If you join Vitality more than three months after you have joined 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 your Vitality travel benefits. The threemonths travel waiting period starts from the date your Vitality 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 2019, but only activates her Vitality policy in February 2020. She has to wait until May 2020 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 applicable non-refundable Discovery booking fee.

By using this benefit, you agree that Discovery Vitality, [kulula.com](http://kulula.com) and British Airways (Operated by Comair) may share your payment and personal information to manage the benefit effectively.

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 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.

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 different levels (tiers) of the domestic and regional flight Discovery booking fee.

Tier	Time between booking date and date of travel or check-in	Booking fee
1	21 days or more	R55
2	Between seven days and 20 days	R80 (unless your Vitality saving is less than R80, in which case we will lower the booking fee to R55)
3	Less than seven days	R99 (unless your Vitality 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 status. If the saving you qualify for is less than R55, the booking fee of R55 will still apply, no matter when you book.
- The variable booking fee only applies to domestic and regional flights booked on British Airways (Operated by Comair) and [kulula.com](http://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 book:

- To use this benefit, you must log in to [www.kulula.com](http://www.kulula.com) with your Discovery username and password to get your maximum Vitality saving which is calculated upfront.
- You can call the Vitality Travel call centre on 011 921 0490 to assist you with a booking that cannot be booked online, they will charge you a service fee.
- Make sure you have your ID number and credit card details ready.
- 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 on kulula.com. Name changes are not permitted. A new ticket will need to be issued, cancellation penalty charges will be incurred.
- If you book on [www.ba.com](http://www.ba.com), you will not get your Vitality saving.
- Your Vitality saving applies to the base fare, VAT and YQ (carrier imposed fuel fee) for all British Airways (Operated by Comair) domestic and regional routes.
- The saving also doesn't apply to the extra costs charged when you cancel or change your booking.

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

- You can use your Vitality travel saving with any other discounts and promotions. Tactical fares are applicable.
- 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 to avoid being removed from 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 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.
- The limit for this benefit is up to 12 return economy domestic and regional class flights (or 24 one-way economy flights) for each member on the Vitality membership. This includes kulula.com flights.
- You may only use this benefit when flying for leisure, for example, holidays. It is not for business use.

- You cannot make provisional bookings. You must pay for your booking immediately using any credit card, including your Discovery credit card, Discovery Miles, or a combination of both. Travelbank and EFT payments can also be made. Vitality Money savings will not be applied if you choose to pay with your Travelbank account or an EFT payment.
- If you realise, at the time of making your booking, that the saving is not correct, you must call Discovery Vitality immediately on 0860 99 88 77 to correct it before completing your booking. Discovery Vitality cannot refund you after the ticket has been issued.
- The Vitality saving doesn't apply to the additional costs charged when changing your booking or to cancellation fees when cancelling your booking.
- You may book flights for a maximum of nine members as part of one reservation.
- A non-refundable Discovery booking fee will be added to each ticket for all domestic and regional flights booked through Vitality.
- This fee includes VAT and is not included with the discounted base fare.
- You cannot use these tickets on another airline.
- Tickets cannot be re-routed. 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.
- If you miss the first leg of the flight (on the day you depart), the return flight will automatically be cancelled 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 can book the flight at the British Airways counter or by calling Kulula on 0861 (KULULA) 585 852. Standard fees and surcharges will apply.
- British Airways (Operated by Comair) [terms and conditions apply](#). You can find these on [www.kulula.com](http://www.kulula.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.
- An infant (child under two years) will pay a discounted fee of the fare and must be seated on the adult's lap – this is for all cabin classes.
- Infants do not pay a Discovery booking fee. If, however, the infant turns two years old before the return flight, the booking fee will apply.
- A child (from the age of two to 11 years) will pay 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, click [here](#) or visit <https://www.kulula.com/flights/infants>.
- To make bookings for unaccompanied minors under the age of 12, call the Vitality Travel Contact Centre 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 on [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 on kulula.com. Name changes are not permitted. A new ticket will need to be issued, 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.
- Changes can be requested on [www.kulula.com](http://www.kulula.com) and cancellations and changes can be done by contacting the kulula call centre on 0861(KULULA) 58 58 52.
- There may be a 100% cancellation fee to cancel a flight booking (subject to the fare brand you purchased).
- Call the British Airways Contact Centre on 011 921 0222 (option 1) with your reference code to cancel your booking prior to flight departure.

## Third party consent when using any Vitality benefit

By using the travel benefit, you agree to the limits, terms and conditions and that Discovery Vitality (Pty) Limited, Comair Limited ([kulula.com](http://kulula.com)), British Airways (operated by Comair), 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.






## Ending this benefit

If your Vitality 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 membership has ended.

## Stay in touch

If you have any questions or need more information about this benefit, please visit [www.discovery.co.za](http://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 will apply at all times. This benefit guide should be read in conjunction with the Vitality main rules.

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

1 January 2020