

## About the Emirates benefit

Vitality members save up to a maximum of 35% on the base fare and YQ tax with Emirates. Your saving is based on your Vitality status at the time of making your booking.

Discovery Vitality members 18 years or older can book discounted Emirates flights to over 160 international destinations passing through Dubai.

- If you join Vitality more than three months after joining 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 Vitality's travel partners.
- If you add a dependant onto your membership, the travel waiting period will be the same as that of the main member. The dependant 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 her Vitality travel benefits.**

### What you pay

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

## A choice of over 160 international destinations

You can fly to over 160 cities in 82 countries, via Dubai. The destinations might change at any time, please click [here](#) to view a current list of destinations that Emirates flies into. The following flights are excluded from the Vitality travel benefit and are not eligible for the Vitality saving:

- Code share flights
- Emirates routes to Jeddah (JED) and Medina (MED)

## How to book

- You can only use this benefit for a return flight only, departing from South Africa. No Vitality saving applies on one-way tickets.
- Vitality members have access to economy seats, not business class seats.
- Vitality members can book return multi-stop international flights directly on [kulula.com](http://kulula.com). You can also contact the Vitality Travel call centre on 011 921 0490.
- The limit for this benefit is up to two international return flights for each member on the Vitality policy, each calendar year.
- This includes British Airways International and Qantas flights that count towards these limits.
- After making your booking, you can reserve your seats through the **Manage Booking** page. A pre-seat booking fee may apply.
- All you have to do is log in to **Manage Booking** on the home page scroll down to **Flights** and look for **Seats**. Under Seats, you can click on **View** or **Change seats for this flight** and follow the instructions onscreen.
- Your saving depends on your Vitality status at the time of making your booking, **not when you travel**.

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

- When booking a flight through the kulula.com website, make sure you are logged in as a Discovery member.
- The Vitality travel saving applies only to the base fare and YQ tax of any publicly available full fare rate unless otherwise stipulated.
- You will only receive the Vitality saving when you book your flights through the kulula.com website.
- A non-refundable Discovery booking fee of R420 will be added to all international flights booked using the Vitality travel benefit. This fee includes VAT and is not included with the saving on the base fare of your ticket.
- 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 a service fee.
- When you book your economy class tickets, you may book a maximum of two international return flights for each Vitality member in a calendar year.
- You may book flights for a maximum of nine members as part of one reservation.
- All passengers need to be Vitality members on the same policy.
- 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's name.
- Please make sure that you indicate your name exactly as it appears in your passport on your Discovery profile as it appears in your passport when booking your travel arrangements as this is what pulls through to the airline ticket on kulula.com.
- Name changes are not permitted and the name used to book must match the name and surname in the passport. A new ticket will need to be issued, cancellation penalties will be incurred
- Due to seat availability, flight prices change all the time. Vitality is not responsible for any losses that may be experienced because of these price changes.
- Any price displayed on the kulula.com website remains estimated. Until such time as the seat is booked and a confirmation received, the price is not guaranteed.
- The booking is only completed once you receive a booking reference number and confirmation.
- To qualify for your maximum Vitality saving, international flight bookings must be made at least six weeks prior to your departure date.
- International flight bookings made within six weeks of the departure date, will qualify for a flat 10% saving and will not be deducted from your annual usage.
- Once your two international return flights have been used, all international flight bookings will qualify for a flat 10% saving on the base fare and YQ tax (fuel surcharge).
- You can pay for your booking using any credit card, including your Discovery Card, Discovery Miles or a combination of both.
- Tickets bought using the Vitality travel benefit cannot be moved over to any other airline. Refunds are dependent on the fare rules and class booked.
- No international tickets will be issued without a valid passport number.

- At the check-in counter, you have to show your passport, valid visa (if applicable) and all travel documents needed for your trip.
- If you do not have the correct travel documents, you may be denied access to boarding. It is your responsibility to check what documentation is needed, as any penalties will have to be paid by you.
- Check your passport validity dates as well as all destinations, even the stop over ones. Many countries require your passport to be valid during and beyond the length of your stay, so check what applies to you.
- 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.
- Ensure that you purchase travel insurance to cover the cost of cancellation fees and loss of documents due to unforeseen circumstances.
- When making your travel booking, please make sure that you include your full name including middle names and surname on your Discovery profile as it appears in your passport, as this is what pulls through to the airline ticket on kulula.com.
- Vitality members must make bookings on [www.kulula.com](http://www.kulula.com) or on [www.discovery.co.za](http://www.discovery.co.za) and non-Vitality members who are booking for the same flight may be linked and must be made by calling Emirates on 0861 364 728.

### **Get rewarded for achieving your Vitality Active Rewards goals**

Activate [Vitality Active Rewards](#) by downloading the latest Discovery app. Vitality Active Rewards delivers rewards to your smartphone every week when you achieve a personalised, short-term physical activity or drive goal.

### **If you have to book a domestic flight to connect to an international flight**

You can also book your domestic connecting flight through kulula.com to Johannesburg, Durban or Cape Town separately from your international flight.

- If your domestic flight is delayed, you might have to pay extra if you miss your international flight as a result.
- If you miss the first leg of the flight, the entire ticket will be cancelled and it is non-refundable.
- The domestic flight on kulula.com will contribute to the domestic flight limit and the international flight will contribute to your international flight limit.

## Flight rules

- You can use this benefit for a return flight only departing from Johannesburg, Durban or Cape Town and not from any other destination.
- Economy class savings are applicable to Vitality members.
- The saving applies to the base fare and YQ tax of any publicly available full fare rate.
- The limit for this benefit is up to two international economy flights for each member on the Vitality membership, per calendar year.
- This includes British Airways International and Qantas flights that count towards these limits.
- A booking must be made for a return trip.
- If you book a one-way international flight, the Discovery booking fee of R420 will apply.
- You may book flights for a maximum of nine members as part of one reservation.
- All passengers need to be Vitality members on the same Vitality policy.
- Name change are not permitted, a new ticket will need to be issued and will incur cancellation fees. To update your details, please log in to your Discovery profile and 'Send a Query' to Discovery Vitality.

## Baggage allowance

- Visit [www.emirates.com](http://www.emirates.com) for the full baggage policy as rules are subject to change. Should your overall baggage weight or amount exceed the normal free allowance, excess baggage rates will apply.
- Please contact your [local Emirates office](#) for information on excess baggage rates.
- For information on travelling with sporting equipment, particularly sporting weaponry, please contact your local Emirates office, as other rules may apply.

## Booking for infants

- Infants (new born to 23 months old) will pay a discounted fee of the adult fare (base fare and YQ tax).
- Infants must be under the age of two years for the entire journey (not occupying a seat) to pay a discounted fee of the applicable adult fare.
- The Discovery booking fee does not apply to tickets for infants who are younger than two years. As soon as a child turns two, the R420 fee will apply.
- Infants under two years of age at the time of departure and who occupy a seat will pay the applicable child fare for the flight.
- A child (aged between 2 and 11 years inclusive) will get a discount off the adult fare (base fare and YQ tax only).
- Read more For more information about infant and child bookings, [click here](#).

- You may not book online for unaccompanied minors under the age of 18. All infant and child bookings must be made by calling the Vitality Travel call centre on 011 921 0490 at an additional cost.
- Booking approvals for unaccompanied minors depends on airline rules and availability.

### The prices can change

- Prices for seats on the same flight can differ. The saving will not apply when booked online through [www.emirates.com](http://www.emirates.com)
- The saving applies to any publicly available full fare rate. The rates change all the time and depend on availability.
- Prices can change at any time without prior notice.
- Vitality is not responsible for any losses you may experience because of price changes.
- Any price displayed on the kulula.com website remains estimated. Until such time as the seat is booked and a confirmation received, the price is not guaranteed.
- If you don't book and pay at that point, this fare is not guaranteed and can change at any time due to availability.

### Booking changes and cancellations

- You might be able to change or cancel your booking, depending on the terms of the ticket. Contact Vitality Travel on 011 921 0490 to check fare rules for any changes.
- A service fee will be charged. Cancellation penalties and upgrade fees may apply
- The Vitality saving doesn't apply on the extra costs when you cancel or make changes to a booking.
- All Emirates [terms and conditions apply](#).

### Ending this benefit






If your Vitality policy is cancelled, you will still have access to the flights booked while you were a member. However, you cannot book any more discounted flights after your Vitality policy has ended.

### Third party consent for using the travel 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)), Emirates, 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.

## 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)

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