



The Vitality Hotel Collection benefit

What this benefit offers Vitality members

Discovery Vitality members are spoilt for choice with savings on holiday accommodation at over 500 hotels, bed and breakfasts and resorts. View the [list of properties](#) available through the Vitality Hotel Collection.

Who can use the Vitality Hotel Collection benefit?

All Vitality members qualify for this benefit. You must be 18 years or older to make the accommodation booking.

- There is a waiting period of three months before you can use your **Vitality travel benefits**, including the Vitality Hotel Collection, if you join Vitality more than three months after joining a participating medical scheme administered by:
 - Discovery Health (Pty) Ltd
 - Discovery Life (Pty) Ltd
 - Group Life brought to you by Discovery Life.
- If you add a dependant onto your membership, the travel waiting period will be the same as for the main member. The dependant will not have a separate travel waiting period.

Example: Norma joins Discovery in October 2020, but only activates her Vitality membership on 1 February 2021. She has to wait until 1 May 2021 to use the Vitality travel benefits, including the Vitality Hotel Collection.

What you pay

You do not pay any extra fees for this benefit. You only pay your monthly Vitality membership fee, the price of the accommodation and the Discovery booking fee.

How your saving works

- Your saving is based on your Vitality status at the time of making your booking, not the date when you will be staying at the property.

Savings for rooms

- The Vitality saving will be based on the Vitality status of the member making the booking.
- You can include travellers who are not Vitality members in your booking.
- As long as one person who is 18 years old or older has a Vitality membership to make the booking and is one of the travellers, you can book for up to nine people. Nine is the maximum number of people for which you can make a booking.
- Your Vitality saving will apply at a room booking level, this includes members not on the Vitality membership who are booked in the same room.
- There will be a Discovery booking fee of R99 charged per room per booking, regardless of the number of people in the booking. The fee:
 - Is non-refundable
 - Applies to new bookings only
 - Is added to the total after the status-based Vitality saving has been applied to the base rate
 - Includes VAT.
- To qualify for the Vitality travel benefit, all holiday accommodation bookings must be for a minimum two-night stay.
- The selection of holiday accommodation properties might change at any time. View the available holiday accommodation in this [list of Vitality Hotel Collection accommodation properties](#).
- Bookings depend on availability at the time of making your reservation. To confirm your booking, payment must be made simultaneously.
- The accommodation rate will vary per property and can include items such as breakfast.
- However, any additions like parking and spa treatments will not be part of the Vitality rate. You can view the terms and conditions while you are making your booking on www.kulula.com.
- Savings are based on the room rate (including VAT), per night (without any extra services) and do not include special rates offered by the property.
- Please check rate inclusions and exclusions during the booking process.
- You must settle extra costs with the accommodation property before you check out. Also check if they have parking available before you make your booking.
- Room rates are calculated at the properties' discretion and may change according to the season, without prior notice.
- The availability of specific room types is at the discretion of the individual accommodation property and subject to availability. Some holiday accommodation properties do not cater for families and don't offer family rooms.
- The savings and benefit for properties that have spas will only apply to the accommodation

and not to any spa treatments and other additional costs.

- Garden Court and SunSquare hotel bookings must include a Saturday night and either a Friday- or Sunday-night stay to qualify for the Vitality saving.
- Additional guests who have not been included in the original booking and who are not confirmed on the reservation will likely have to pay additional accommodation and meal charges at the discretion of the property. Any additional charges (including meals) will be billed as an extra cost for the booked guest.
- Sun International bookings during the peak season might include a longer minimum period of three days. Standard bookings require a minimum stay of two nights.
- The following will not be available through the Vitality Hotel Collection benefit and can only be redeemed through the hotel's website:
 - Tsogo Sun frequent guest members
 - Real Awards Programme
 - City Lodge Hotel Corporate Club loyalty programme
 - Protea Hotel by Marriott's Prokard programme.
- Bookings can be made for any date as long as the dates for that period are available.

Booking your holiday accommodation

- To get the Vitality saving, log in as a Vitality member and book at www.kulula.com or www.discovery.co.za. Remember that if you are not logged in, you will not get your saving.
- Have your Discovery login and password details ready when you make your booking.
- If you book directly with any of the accommodation property groups, you will not get the Vitality saving.
- If your payment fails, you will not get confirmation of your booking.
- The kulula.com call centre agents will make reasonable effort to contact you before cancelling the booking.
- A Discovery booking fee of R99 applies to each room booked using the Vitality travel benefit.
- You must book at least 21 days before the check-in date to get the Vitality saving.
- Regardless of your Vitality status, you will get a flat 10% saving if you:
 - Book within 21 days of your check-in date
 - Do not have any room nights left on the accommodation benefit.
- Bookings are for leisure and not business use.
- The maximum stay per calendar year is based on your Vitality membership and the following limits will be applied:

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

- The number of room nights deducted are based on the booking date and not the check-in date.
- This means that bookings made in a next calendar year will count towards the year the booking is made

in. These requirements may change from time to time.

Example: If you book on 12 December 2020 to travel from 10 February 2021 to 12 February 2021, the three nights will be deducted from the maximum nights you received for 2020. If you don't have nights left to book, you will not qualify for the Vitality status-based saving and a 10% saving will be applied.

Ways to pay

You can pay for your booking using any credit card, including your Discovery Bank credit card, Discovery Miles, or a combination of both. Payment is confirmed immediately.

How to check in

When you arrive at the accommodation property, you must show your ID or passport and hotel voucher.

- Check-in and check-out times vary per accommodation property, so please check the rules of the property you have booked at.
- However, late check-outs can be requested and are subject to availability. You will be responsible for any charges for late check-outs.
- When you check in, you may have to give either a credit card number or a cash deposit for any extras that you may use during your stay. This may include, but is not limited to, telephone calls, laundry and room service.
- The cash deposit is normally in proportion to the length of your stay.
- You may get a refund when you check out if you did not spend the value of the deposit. Please check the terms and conditions of the property you have booked at.

Cancelling your booking

If you want to cancel or change your booking, call 0861 58 58 52 (select option 2) for more information.

- Certain administration fees may apply.
- To change your booking, cancel it first and then make a new booking, remember that this will depend on availability. If you book more than one room at the same time and you want to change one of the rooms, you must cancel the entire booking and make a new booking.
- If you cancel a booking to make changes, all the Vitality Hotel Collection rules will apply to the new booking.
- If you cancel your booking and do not have to pay a penalty fee, your usage will be reversed within 48 hours.
- 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.
- Card refunds can take up to seven days due to bank processing. If you have to pay a penalty fee, your usage will not be reversed.

Ending this benefit

If your Discovery Vitality membership has been cancelled, you will still have access to the accommodation you booked while you were a Vitality member.

You cannot book any further accommodation through the Vitality Hotel Collection benefit after your Discovery Vitality membership has ended.

Acceptance of benefit terms and conditions

By using the Vitality travel benefit, you agree to the limits, terms and conditions set out in this benefit guide.

Third-party consent when activating any Vitality benefit

By activating this benefit you consent that Discovery Vitality (Pty) Limited, Discovery Bank Limited, their authorised partner network and third parties associated with the benefit including Comair Limited kulula.com 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 and select **Vitality** or call 0860 99 88 77.

If, for any reason, there is a conflict between rules in this benefit guide and the [Vitality Main Rules](#) – the Vitality Main Rules will apply at all times.

Keep up to date with the latest news from Vitality: Download the Discovery app, follow Discovery Vitality on Twitter (@Discovery_SA) and Facebook (@discoverysouthafrica).

15 March 2021