

United Airlines Lounge terms and conditions

1. This Promotion is promoted by Discovery Bank Ltd. (Reg No. 2015/408745/06), an authorised financial services provider; Discovery Vitality (Pty) Ltd. (Reg No. 1999/007736/07) and United Airlines, a public company incorporated under the laws of the State of Delaware, USA, registered in the Registry of Department of State under Delaware State ID 0890080 (the “**Promoters**”).
2. The United MileagePlus Promotion (“**Promotion**”) runs from **1 January 2025 to 18 November 2025**, both dates inclusive, for booking travel and for flights flown between 12 February 2025 and 31 December 2025 (the “**Promotion Period**”).
3. Any reference to the term “benefit(s)” in these terms and conditions is in respect of lounge access extended in terms of the Promotion.
4. To qualify for the Promotion, the member must be the primary accountholder on any of the following products:
 - Discovery Bank Black Suite
 - Discovery Bank Purple Suite
 - Discovery Bank Purple Wealth.
5. The Promotion will also be extended to one adult travel companion (18 years or older) on the booking, provided the adult travel companion is a member on the primary accountholder’s Discovery Vitality policy or Discovery Bank account, or both.
6. The Promotion is limited to flights flown during the Promotion Period.
7. The benefit applies to all available flight classes.
8. Any adult member on the policy can make the booking. However, to qualify for the benefit, the qualifying primary accountholder must be part of the booking.
9. Qualifying members need to book their United Airlines flights at least six weeks in advance on the Vitality Travel platform during the Promotion Period, in line with current Vitality Travel benefit rules.

Booking process

10. Qualifying members who book a United Airlines flight (excluding codeshare flights) through Vitality Travel during the Promotion Period will qualify for complimentary United Club lounge access.
11. Qualifying members need to capture their United Airlines MileagePlus membership number on the Vitality Travel web booking page or their Vitality Travel profile on the Bank app to qualify for the Promotion.

12. Qualifying members without an existing United Airlines MileagePlus membership profile need to register to join the programme on the [United Airlines website](#).
13. Qualifying members who booked their United Airlines flights without capturing their United Airlines MileagePlus number need to capture their MileagePlus number on their Vitality Travel profile at least 10 days before the departure date.

Complimentary access to the united club lounges

14. Qualifying members will have access to United Club lounges:
 - New York (Newark Liberty International Airport, EWR)
 - Washington (Dulles International Airport, IAD)
 - Denver (Denver International Airport, DEN)
 - Orlando (Orlando International Airport, MCO)
 - Chicago (Chicago O'Hare International Airport, ORD)
 - Las Vegas (Harry Reid International Airport, LAS)
 - Los Angeles (Los Angeles International Airport, LAX)
 - Houston (George Bush Intercontinental Airport, IAH)
 - San Francisco (San Francisco International Airport, SFO).
15. United Polaris lounges are specifically excluded from the Promotion.
16. Complimentary access to the United Club lounges is subject to availability, according to capacity and safety rules. United Airlines reserves the right to refuse or limit entry if lounge capacity is reached.
17. Qualifying members and their adult travel companion (if applicable) will each get one one-time lounge pass per booking to gain complimentary access to the United Club lounges. Where the trip includes a layover that exceeds four (4) hours, an additional one-time pass will be provided for each qualifying traveller.
18. The one-time pass(es) will be shared with the qualifying member at least one day before the departure date. It will be stored on the qualifying member's MileagePlus profile and sent to their listed email address.
19. The one-time pass(es) must be presented at reception to gain access to the lounge.
20. Qualifying members will have the option to pay for additional guests and children to access the United Club lounge at the standard United Club lounge rates.
21. All visitors must be on the same flight booking as the qualifying member and must have an onward flight with United Airlines (excluding Star Alliance and contracted partner flights) departing within 1) hours.
22. Members will be able to access the United Club lounges for up to four hours.

23. Benefits are non-transferable and must be used by the qualifying member and their selected adult travel companion who is on the booking.
24. Infants aged below two years will be granted complimentary lounge access if they are accompanied by a qualifying member who has access to United Club lounges. No one-time pass is required.
25. A child accessing the lounge must always be accompanied by an adult. A child is defined as anyone older than two years of age but younger than 18 years of age.

Restrictions

26. The following products do not qualify for the benefit:
 - A Discovery Bank Transaction Account with pay-as-you-transact fees
 - A Discovery Bank Transaction Account with bundled fees
 - A Discovery Bank Credit Card Account
 - A Discovery Bank Gold Suite Account
 - A Discovery Bank Platinum Suite Account
 - A Discovery Account.
27. The promotion is not valid with any other offers or promotions unless expressly stated.

Legal responsibility

28. These terms and conditions must be read with the online terms and conditions displayed on the [Discovery](#) and [United Airlines](#) websites.
29. The Promoters reserve the right to amend, modify, cancel, or withdraw any aspect of this Promotion in their sole discretion at any time without prior notice or liability. If this happens, you will lose and abandon any rights you may have against the promoters, our affiliates and associated companies to the extent permitted by law.
30. The Promoters are not responsible for any claim, loss, damage, damages, injury, or death (“losses”) that may be incurred or suffered by you or any other person as a result of your participation in this Promotion.
31. You agree to indemnify and hold the Discovery Group, the Promoters and their suppliers, agents, and contractors harmless in respect of any losses incurred or suffered by them as a result of your participation in the Promotion.

Additional terms and conditions

32. Members need to get their own tax advice about any benefit they may get in terms of these rules. The Promoters are not responsible for any tax consequences.
33. The Promoters reserve the right to cancel or change the Promotion rules subject to notice. If this happens, participants will lose and abandon any rights they may have

against the Promoters, our affiliates, and associated companies to the extent permitted by law.

34. If required by legislation or for other legal reasons, the Promoters reserve the right to cancel this Promotion at once and without notice. If this happens, all participants agree to lose any rights that they may have in terms of this Promotion. Participants accept that they will have no recourse against the Promoters or the Promoter's agents to the extent permitted by law.
35. If, for any reason, there is a conflict between rules in these terms and conditions and the information published on any promotional material, these terms and conditions will apply at all times.
36. Additional partner terms and conditions apply.
37. The Promoters are not legally responsible for any misrepresentation caused due to an unintentional copy error, typing error or omission that may occur in any promotional material.
38. Members participating in this Promotion understand and agree that to participate in the Promotion, the Promoters are required to collect and use the participants' personal information. This promotion falls under the terms of the [Discovery privacy statement](#) and is done in line with the provisions of the Protection of Personal Information Act 4 of 2013.

1 Jan 2025