

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 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 up to 24 free workouts per year across the Vitality Fitness Network.

Terminology

- **You, your** and **the member** refers to an individual that meets the qualifying 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 have for the Discovery website.
3. Navigate to Vitality and tap on the [Vitality Fitness](#) tile under **Your benefits and partners**.
4. Get started on your fitness journey.

Book a workout

- Browse facilities near you in the Vitality Fitness Network and enjoy personalised recommendations. You can book and pay for a class or access pass 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 two free workouts every month at any fitness facility in the Vitality Fitness Network – that's up to 24 free workouts a year!
- **Please note** that you cannot make bookings or pay for those bookings on behalf of someone else. Bookings can only be made and those classes attended by yourself.

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Who qualifies

- To book a workout 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 the platform in the Discovery app
 - Download or update to the latest version of the Discovery app
- Make sure you have your device with you to show your booking confirmation so you can access the facility.

Free workouts

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

How to access a facility with your confirmed booking

- Once you have booked for a class or access pass in the Vitality Fitness Network, you can find your booking under **Upcoming bookings** on the Vitality Fitness platform.
- If you've booked an access pass, you can arrive at any time during the facility's open hours on the date of your booking. For class bookings, please arrive at the facility 15 minutes before your class start time.
- You must present your booking confirmation when you enter the facility where you have booked. Your entry 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

- You must complete a workout of 30 minutes or more to earn 100 Vitality points.
- You may need to scan the QR code at the facility reception and follow the prompts to check in. Please ask about this when you arrive, as some facilities offer automatic check-in.
- Remember to check out by scanning the QR code again after 30 minutes or more to get your Vitality points. If you do not check out, you will not get your Vitality 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 with Discovery](#).

Cancelling a booking

- You may cancel classes and access passes booked through the Vitality Fitness platform at any time.
- An unused access pass booking must be cancelled before the end of the access pass booking date. If you cancel in time, you will get a single access pass credit for the facility where you made the booking. The single access pass credit will depend on the expiry of other packages at that specific facility. If you do not follow the minimum cancellation period, you will not get a single access pass credit. This also applies to access passes booked using your free bookings.
- A class booking has a minimum cancellation period. If you cancel in time, you will receive a single class credit at the facility where you booked the class. The single class credit will depend on the expiry of other packages at that specific facility. If you do not follow the minimum cancellation period, you will not get a single class credit. This also applies to classes booked using free workouts.
- Vitality Fitness will not process any monetary or Discovery Miles refunds for any type of booking or packages bought.
- If you have made a booking or bought a package through the Vitality Fitness platform at a facility that afterwards is no longer part of the Vitality Fitness Network, you will not 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

- You must be the primary Discovery Bank account holder with Vitality Pay active to qualify to transact on the Vitality Fitness platform. Secondary Discovery Bank account holders 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
 - Black PAYT account
 - Black transaction bundle account
 - Black credit card
 - Black suite account
 - Purple Bank suite account
 - Purple Wealth account
- [Vitality Money](#) must be active.
- You must have enough money in your linked Discovery Bank account or Discovery Miles account to access the benefit, unless you have free bookings available.

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- If you close your linked bank account or Discovery Pay mandate, you will no longer qualify to transact through the Vitality Fitness platform.
- Product-based discounts (up to 15% off) and Miles  -Day discounts (up to 30% off) are excluded when members pay with their  Discovery Miles.
- You are not allowed to make partial payments with  Discovery Miles and cash. You must make full payment with either your  Discovery Miles or cash.
- Discovery will not refund 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.

Acceptance of terms of use

- By using the Vitality Fitness platform, you agree to be bound by:
 - The rules contained in this document in its entirety, including any additional benefits referred to
 - The terms and conditions without limitation of [Vitality Money](#) and [Discovery Bank Account](#).
- You must read and understand the facility's terms and conditions before booking a class, access pass or package with them. Your booking or package also depends on the specific facility's terms and conditions, which may change from time to time.

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*
- [Contact us](#) 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 <https://www.discovery.co.za/vitality/gym-and-fitness> to learn more about other outdoor fitness partners.

Information sharing and consent

- By booking a class or access pass as part of the Vitality Fitness platform, you agree we and our authorised partner network can share your payment type, name and email address, as well as transaction data to administer the benefit effectively, by:
 - Us
 - Our authorised partner network
 - Third parties associated with the platform (fitness facilities within the Vitality Fitness Network, Virgin Active and Planet Fitness).

We share your information in accordance with Discovery's [Privacy Statement](#).

- When making your first booking at an Octiv or Itensity fitness facility, you will be asked to give your email address. Octiv and Itensity will use your email address for all booking-related communications, including updates about your class or access pass booking. By continuing with your booking, you agree to receive these communications from Octiv and Itensity. If you have an existing Octiv or Itensity account, use the same email address.

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- By booking a class or access pass, you agree that you may be contacted for feedback and to rate your experience. It is voluntary to take part in feedback and rating requests and you can opt out at any time. Opting out of feedback and rating requests will not affect your access to the facilities or your membership status. By giving feedback and ratings, you agree to share your experiences so that we can improve our services and you 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 relate to your:
 - Vitality membership (if applicable)
 - Vitality Fitness platform
 - Use of any fitness facility associated with the Vitality Fitness platform.

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

Frequently asked questions

Please read the most up-to-date list of frequently asked questions [here](#).

What you pay

- Fees for classes, access passes and packages are determined by each facility – visit the Vitality Fitness platform and search for a facility to learn more about their offers 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 platform.

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

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

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Indemnity

- By using the Vitality Fitness platform, you acknowledge and undertake that:
 - You do not have a medical condition preventing you from taking part in the chosen class, workout or activity
 - You have the necessary medical approval to exercise (where applicable) and, if not, you will not take part in these activities.
 - We, as Discovery Vitality, as well as the facility you have visited, 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. 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.

Keep up to date with the latest news from Vitality

If you have questions, you can:

- Call us on 0860 99 88 77
- Chat to us on WhatsApp
- Chat to a Vitality agent 24/7 through Ask Discovery. On the Discovery app or website, look out for the pink chat icon and tap to start chatting. You can also register for [Ask Discovery](#) on WhatsApp. If you have already registered, scan this QR code to start chatting:

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