

Save up to 35% on domestic flights with kulula.com

Vitality Health

Vitality Health members save **between 15% and 35%** on the base fare and VAT of domestic **kulula.com** flights. Your saving is based on your Vitality Health status at the time of making your booking, as well as on the number of domestic and regional flights you've booked each calendar year.

Who this benefit guide applies to

This benefit guide applies to you only if you **are** a Vitality Health member; and you **are not** a Discovery Bank client with Vitality Money.

If you are one of the following members, then please view the correct version of the benefit guide applicable to you on www.discovery.co.za, to make sure you get the most out of your Vitality rewards:

- a [Vitality Money member only](#)
- a [Vitality Health and Vitality Money member](#)

What do you get from the Vitality travel benefit?

Vitality's travel benefit consists of the flight (domestic and/or international); hotel bookings and/or car hire benefit offered by Discovery Vitality as supported by Discovery Vitality's authorised parties, which may change from time to time

Vitality Health members can save between 10% and 35% on local, regional and international flights. Plus an upfront 25% discount on at a wide selection of hotels, resorts and bed and breakfasts with our accommodation partners and 25% off car hire (including VAT, excluding optional extras).

Who can use the Vitality travel benefit with kulula.com?

Discovery Vitality Health members 18 years or older can book domestic discounted kulula.com flights on www.kulula.com.

- If you join Vitality Health more than three months after you joined Discovery Health Medical Scheme, 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 three months' travel waiting period starts from the date your Vitality Health 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: Jane joins Discovery Health Medical Scheme in October 2021, but only joins Vitality Health in February 2022. She has to wait until May 2022 to use any of the Vitality Travel benefits.

What you pay

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

A non-refundable variable Discovery booking fee applies to domestic flights on www.kulula.com that are booked using the Vitality travel benefit. This fee is charged on each ticket you book, and adults and children are charged separately. The booking fee does not apply to infants under two years of age at the time of travel. If the child turns two years old during the travel period, the booking fee will apply for the remaining flights.

Discovery's non-refundable variable booking fee for domestic flights encourages members to book their travel arrangements in advance. The following table illustrates the tiered structure of the domestic flight booking fee:

Tier	Time between booking date and date of travel and/or check-in	Booking fee
1	21 days or more in advance	R55
2	Between 7 and 20 days inclusively	R80 (Unless your Vitality saving is less than R80, in which case we will lower the booking fee to R55).
3	Fewer than 7 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 Health status. If the saving you qualify for is less than R55, the booking fee of R55 will still apply, regardless of when you book.
- The variable Discovery booking fee only applies to domestic flights booked on kulula.com.

How to use your Vitality travel benefit

- To use the Vitality travel benefit, you will need to log in to your Discovery profile using your Discovery username and password on the Discovery app, Discovery website or www.kulula.com to make your flight booking.
- Your Vitality travel saving only applies to economy class seats.
- Your saving is based on your Vitality Health status at the time of making your flight booking and the number of flights you have booked during the calendar year.
- You will continue to get your maximum saving of **up to 35% off on the first six one-way (or three return) domestic and regional flights** you book in each calendar year. After this, you will receive a **flat 10% discount** on an unlimited number of domestic and regional flights booked during the remainder of the calendar year.
- If you have already used your maximum saving of up to 35% off on five flights and you then book a return flight, your first flight of the return flight will qualify for the maximum saving. You will receive a flat 10% saving on the second flight of the return flight.

Discounts you get based on your Vitality Health status and the number of flights you've booked:

Vitality Health status					
Blue	Bronze	Silver	Gold	Diamond	Flat discount
15%	20%	25%	30%	35%	10%
Status-based discounts apply to your first six one-way (or first three return) domestic and regional flights booked during each calendar year.					Flat discount applies to an unlimited number of domestic and regional flights after your first six one-way (or 3 return) flights have been booked during the calendar year at the status-based discount.

- All domestic and regional British Airways (operated by Comair) **and** kulula.com flights count towards this limit.
- You may only use this benefit when flying for leisure, for example, holidays. It is not for business use.
- You will only have access to economy seats and the saving depends on your Vitality Health status.
- You can reserve your seat in advance at a fee, either when you book your flight or afterwards on www.kulula.com.
- **Your Vitality saving will apply to the base fare and VAT on kulula.com domestic routes.**
- 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.
- There will be a non-refundable Discovery booking fee added to all domestic flights booked through Vitality. This fee includes VAT.
- The Vitality Health saving doesn't apply to the additional costs charged when changing your booking or to cancellation fees when cancelling your booking.
- 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.

- You cannot use the Vitality travel benefit with any other savings, discounts or promotions.
- kulula.com may run higher discounts on their platforms at certain times. These specials are at the discretion of the airline. The airline may choose not to extend these specials to the Vitality booking platform, in which case members booking on the platform will pay the normal full fare price less their qualifying Vitality travel saving.
- You will get an e-ticket and can go straight to the check-in counter at the airport or check-in online.
- You will have to show your identity document before you fly. You may book flights for a maximum of nine members as part of one reservation.
- You cannot make provisional bookings. You must pay for your booking immediately using any credit card.
- If you book and notice that your travel saving is incorrect, don't proceed with the booking. Visit our Help page or [send us a query](#) for assistance. Vitality cannot refund you once you have made the booking.
- You have to show your ID, passport or driving licence at the check-in counter and when boarding the plane.
- The name on the identification must be the same as on your booking, or boarding will be denied.
- Confirm that your name and surname are spelt correctly as they appear in your ID or passport before you book and pay for your flight. If you need to update your details, log in to the Discovery app or the Discovery website and update details before booking. Only proceed with a booking once your details are updated.
- The benefit is available on domestic routes according to the kulula.com flight schedule.
- All domestic routes within South Africa (one-way or return) are available to Vitality members.
- The general terms and conditions can change at any time. You can read the latest terms and conditions on www.kulula.com.
- The flight timetable is updated six to seven months in advance.
- If you miss the first leg of your flight (on the day you depart), the return flight will automatically be cancelled. The ticket will reflect as a "no show" and you will not get a refund for your missed flight.
- If you still want to use the return flight, you will have to cancel the first leg of your booking at the kulula.com ticket counter or by calling 0861 KULULA (585852).

Baggage allowance

- Each passenger has a free checked baggage allowance of 1 bag up to 20 kg and a hand baggage allowance of 1 bag up to 7 kg.
- If you exceed this allowance, an excess baggage fee will be charged.
- Infants (children under two years old) have a checked baggage allowance of 1 bag at 20 kg plus a pushchair and car seat.
- If you have a small, fully collapsible and lightweight pushchair or stroller (with maximum dimensions of 117x38x38/ 46x15x15 inches when the pushchair is collapsed), you will be able to take this right to the aircraft door at most airports.

Visit www.kulula.com for the latest baggage policy.

Terms and conditions for infants and children

- Infants (children under the age of two years) get a saving off the seat rate. For all rates, please visit kulula.com for more information.

- Infants can travel on kulula.com from seven days old (if the pregnancy was a minimum of 31 weeks) and they must be less than two years of age on the date of travel to pay the discounted rate.
- Infants must sit on an accompanying adult's lap.
- An adult must accompany each infant, so twins need two accompanying adults.
- Premature babies (from a pregnancy fewer than 31 weeks) will need approval to travel.
- Infants who turn two years old before their return trip will still pay an infant fare for the return ticket.
- Infants (under the age of two years) do not pay a Discovery booking fee.
- If, however, the infant turns two years old on the return flight, the domestic travel booking fee will apply.
- Remember to include your infants in your booking to avoid having to re-book your flights.
- Children aged between two and 12 years must have their own ticket and pay the adult fare. They must be accompanied by an adult aged 16 years or older.
- For every five children (aged two to 12 years) travelling, one adult is required to accompany them.
- Children using the Vitality saving have to be accompanied by a person on the same Vitality Health policy to qualify for the Vitality saving.
- Children will not qualify for the Vitality saving if their bookings are added on at a later stage or if they travel with another adult on a [different Vitality Health policy](#).
- A child under the age of 12 cannot fly alone on kulula.com. For an unaccompanied minor to benefit from the Vitality saving, you can book them on a British Airways (operated by Comair) flight by calling Vitality Travel on 011 921 0490. The child under 12 can only travel with someone older than 16.
- Children over the age of 12 years can travel unaccompanied. However, kulula.com does not offer an unaccompanied minor service.
- Children have the same baggage allowances as adult passengers.

The prices can change

- Prices for seats on the same flight can differ.
- 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 Health 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.

Changing or cancelling your booking

Name changes are not permitted. A new ticket will need to be issued and cancellation penalty charges will be incurred. If you need to update your details, log in to the Discovery app or the Discovery website. Only once your details have been updated can you make a booking.

Log on to www.kulula.com to change your Vitality bookings – this can only be changed once. For further changes, contact kulula.com on 0861 KULULA (585852). There is a service fee charge if you change your booking, and there may be a difference in the fare. You do not get a saving on the cost of changing your flights.

- If you want to change your flight, you may do so before the original departure date, as long as seats are available and subject to a change fee, administration fee and difference in fare and taxes.

- You can request changes on www.kulula.com, and you can do cancellations and changes by calling the kulula.com call Contact Centre on 0861 KULULA (585852).
- There may be a 100% cancellation fee to cancel a flight booking (subject to the fare you purchased).

Ending the benefit

If your Vitality Health policy ends, you can still use the flights you booked before your policy ended. However, you cannot book any more tickets using the Vitality saving after your Vitality Health policy has ended.

Acceptance of benefit terms and conditions

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

Third-party consent

By using the travel benefit, you consent that Discovery Vitality (Pty) Limited, Comair Limited (www.kulula.com) and British Airways operated by Comair may share your payment and personal information as well as transaction data to administer the travel benefit effectively, and in accordance with our [privacy statement](#) and the [Vitality Health Main Rules](#).

As a main member on a Vitality membership, you consent that the following parties may share/process your payment information and personally identifiable information of you, your spouse and dependants on your policy:

- Discovery Vitality (Pty) Limited
- Comair Limited (www.kulula.com)
- Authorised third parties affiliated with the Vitality travel benefits as reflected on the kulula.com platform and the relevant benefit guides speaking to Vitality's travel benefits.

You agree to the sharing of your information as mentioned above by the parties listed above to:

- Manage your travel booking
- Further the legitimate interests of the dependents, by receiving the Vitality travel discounts that may be applicable.

You confirm that you are the legal guardian of the minor children on your Vitality membership. You also confirm that you explicitly authorise Discovery Vitality to provide Comair Limited with the personal information of your minor children on your Vitality membership. This is to enable you to make bookings on their behalf.

As either the spouse, adult dependant or child dependant over 18 on a Vitality membership, you consent that the following may process your personally identifiable information and payment information to manage your travel booking:

- Discovery Vitality (Pty) Limited
- Comair Limited (www.kulula.com)
- Authorised third parties affiliated with the Vitality travel benefits.

You warrant and confirm that:

1. You have the authority of the legal guardian of the minor children on the Vitality membership to consent to Discovery Vitality providing Comair Limited with the personal information of the minor children on the Vitality membership and making bookings on their behalf; and

2. You have the authority of the remaining dependents on the Vitality membership to consent to Discovery Vitality providing Comair Limited with their personal information and making bookings on their behalf.

As a legally authorised party, you shall at all times supervise and manage the bookings made:

- on behalf minor children, or
- to the extent permitted by Comair, by minor children,

You shall abide by the relevant duty of care required in the circumstances.


By proceeding, you indemnify Discovery Vitality against any claims for damages arising from, amongst others, misrepresentation of authorisation, unauthorised use and/ or failure to adhere to the required duty of care, including where booking on behalf of minor children, and/or facilitating bookings by minor children, where permissible by Comair.

Need help or additional information?

If you have any questions or need more information about this benefit, visit the [Discovery Vitality Help page](#) or [Send us a query](#).

If, for any reason, there is a conflict between rules in this benefit guide and the [Vitality Main Rules](#) for Vitality Health members, the [Vitality Main Rules](#) will apply at all times. This benefit guide should be read together with the [Vitality Main Rules](#) for Vitality Health members.

Keep up to date with the latest news from Vitality:

- Download the Discovery app 
- Follow Discovery Vitality on [Facebook](#), [Twitter](#) and [YouTube](#).
- Chat to us on [WhatsApp](#).

Specific limits, terms and conditions apply to each benefit and may be subject to change. We will inform you when we make any product or benefit changes.

December 2021