



# Virgin Active and Vitality Health

Making your training affordable and fun

## About the Vitality post-2010 gym benefit

This benefit guide applies to members who activate the Vitality gym benefit **from 2010 onwards**.

As a Discovery Vitality member, you can use Virgin Active Health Clubs at reduced rates and earn Vitality fitness points for workouts at the health clubs.

As a Vitality Health member, the saving you get depends on your Virgin Active gym membership, your entity role meaning whether you are the main member, spouse or adult dependant on your Vitality policy, as well as your number of gym workouts.

For more clarity on entity roles, you can refer to the [Main Vitality Rules](#).

## Who may use this benefit?

- Vitality members who are 18 years or older and child dependants between the ages of six weeks and 18 years old can use the Virgin Active benefit.
- If you use the Vitality Virgin Active benefit, you cannot join Planet Fitness at the Vitality rates.

## What you pay

### Activation fee

- You'll pay a once-off gym activation fee is equal to one month's full retail rate of your gym contract for each adult 18 years or older who wants to use the Vitality gym benefit at Virgin Active.
- To find out the retail rates, contact your nearest Virgin Active Health Club.
- Children joining Club-V or Club-V Max do not pay an activation fee.

## The club access device fee

You'll pay a club access device (access card) fee for each person who activates the Vitality gym benefit. Each person will get their own club access device.

## What you save by using the benefit

### Monthly savings if you start the benefit from 1 January 2010

Vitality entity role	Type of health club membership	Saving on monthly fees
For the main member or spouse	Club (one gym)	Up to 75% off the standard monthly fee
	Premier (any gym in South Africa except Collection gyms)	50% off the standard monthly fee
	Collection (any gym – in South Africa and internationally)	50% off the standard monthly fee
For adult dependants over 18 years	Club, Premier or Collection	50% off the standard monthly fee
For child dependants under 18 years	Club or Premier You need to be 16 years or older to access Collection clubs	*30% off the monthly public rate – but only if the main member or spouse has a Vitality gym benefit
	Club-V Kids Active Play area from six weeks up to eight years	50% off the standard monthly fee – but only if the main member or spouse has a Vitality gym benefit
	Club-V Max Kids' fitness programme from six weeks up to 13 years old	50% off the standard monthly fee – but only if the main member or spouse has a Vitality gym benefit

\* This rate **does not apply** to existing Virgin Active members who joined Virgin Active before 18 August 2014.

## To keep the maximum gym saving at Virgin Active

- As the main member or spouse with a Virgin Active Club gym membership, you need to complete at least 36 gym workouts in a rolling 12-month period to keep your maximum gym saving of 75% of the standard monthly gym fee.
- At the end of your initial 12-month contract period of your Virgin Active gym benefit, we count your workouts to check that you have been to the gym enough times in that 12-month period.
- From then on, at the end of every month, we look back 12 months to count your total number of gym workouts during that period.
- Only one gym workout a day will count towards your total 36 gym workouts requirement.
- If you work out at the health club fewer than 36 times in a rolling 12-month period, your monthly gym membership saving will reduce from up to 75% to 50% off on the standard monthly fee, but you will still have access to the gym.
- You will pay the increased gym fee until you have reached the required 36 gym workouts in a rolling 12-month period again.
- If you then meet the compulsory 36 gym workouts, you will not get the 75% saving immediately. You will only get the 75% saving again in the following month.
- For your workout to be valid for the purposes of this benefit, you must exercise for longer than 30 minutes during each visit to your chosen health club or during each [online workout](#).

## How to join Virgin Active

### Step 1: Choose a health club and a gym membership type

- Visit [www.virginactive.co.za](http://www.virginactive.co.za) or call them on 0860 200 911.
- The monthly fees vary from club to club, depending on the facility and products available.
- If you want access to all Virgin Active health clubs in South Africa, you can choose a Premier or Collection membership.

**Please note:** You can only change your gym membership or your home club 60 days from the date of activation of your Vitality gym benefit with Virgin Active.

### Step 2: Go to your chosen Virgin Active health club to sign up

- Give the sales consultant your Discovery membership number and proof of identification (ID, passport or driving licence).
- Sign a contract with the health club.
- Pay a once-off gym activation fee equal to one month's full retail membership rate for each adult 18 years or older who wants to activate the Virgin Active benefit.
- To find out the retail rates, contact your nearest Virgin Active health club.
- Pay the club access device fee for each member activating the gym benefit.
- Sign a debit order instruction (mandate) at Virgin Active and provide your banking details for your monthly gym debit order.

## Earn Vitality fitness points

- Adults can each earn 100 Vitality fitness points for one gym workout a day.
  - Adults can also earn 50 Vitality fitness points a day by doing a 30-minute online workout, which will count towards your 36 gym workouts requirement in a rolling 12-month period. To access the online workouts, download the Virgin Active app or visit [virginactive.coach](https://www.virginactive.coach) and log in with your MyVirginActive credentials and get started.
  - You can earn up to 1 200 Vitality points a month by completing online workouts and tracking 10 000 or more steps.
  - Points for all fitness activities are capped at 30 000 Vitality fitness points a year for each member.
  - Please note that additional adult dependants are subject to separate limits and caps. Please consult the [Vitality Summary of Points Guide](#) for more information.
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- To check your workouts, go to the Vitality Gym Tracker at [www.discovery.co.za](https://www.discovery.co.za). It will show you how many times you have worked out at the gym in the previous rolling 12 months.
  - Each gym member will only have access to their own individual dashboard. The main member will not have access to a spouse or adult dependant's gym workouts.
  - Your Vitality fitness points can take up to four days to reflect on your Vitality Points Tracker accessed through your profile on [www.discovery.co.za](https://www.discovery.co.za).
  - It is up to you to check that you have worked out at the Virgin Active health club the necessary number of times in a rolling 12-month period.
  - All Vitality points you earn at the health club go towards the Vitality fitness points category.
  - We award Vitality points for one fitness activity a day.
  - If you complete two or more fitness activities in one day, then we award the higher of the points.
  - Discovery Vitality members who join the gym before and including the 15th of the month will automatically start the benefit in the same month. If you join the gym after the 15th of the month then your benefit start date will default to the 1st of the following month.

## Swipe your card each time you go to the health club to earn Vitality points

- Record your workouts and earn Vitality points by swiping your club access card each time you work out at the health club.
- If the health club cannot swipe your card for any reason, you must ask to sign the manual register or show your ID at the reception to make sure that you receive your points.

For your workout to be valid for the purposes of this benefit, you must exercise for longer than 30 minutes during each visit to your chosen health club.

## Rewards for children who work out at the gym

Children who take part in Vitality Active Rewards for Teens can earn rewards for completing gym workouts.

For children aged 14 to 17 years to earn rewards for their gym sessions, the main member needs to activate a self-paid benefit. The self-paid benefit in the context of this benefit guide refers to the main member linking their nominated child's Virgin Active profile to their Vitality profile for purposes of recognising their gym activity for the Vitality Active Rewards for Teens programme.

You will need to provide your child's ID number, home club and contract start date. By activating and using this benefit you consent and acknowledge that Discovery Vitality (Pty) Limited and Virgin Active may share your child's personal information to administer the Vitality Active Rewards for Teens benefit effectively.

For more information on rewards for children who work out at the gym, please consult the [Vitality Teens benefit guide](#).

## Virgin Active members who join Vitality

- If you are already a Virgin Active member and then join Vitality, you can convert to a Virgin Active Vitality membership by paying a once-off gym activation fee equal to one month's full retail club membership rate.
- From then on, you will pay the lower monthly gym fees based on your Vitality gym discount.
- To start earning Vitality points on your existing Virgin Active membership, contact Discovery Vitality and give us your identity number, health club name and contract start date.
- Once we have this information, you can start earning Vitality points immediately.
- We can backdate your points for up to three months.

## Upgrades, downgrades or transfers between health clubs

- If you want membership to all Virgin Active health clubs in South Africa, you can upgrade to a Premier or Collection membership.
- Please see above for the savings on monthly membership fees you will get.
- If you want to upgrade, downgrade or change your chosen health club, you must call Virgin Active on 0860 200 911.
- Virgin Active may charge an administration fee for these changes.
- **Please note:** You can only change your gym membership or your home club 60 days from the date of activation of your membership at Virgin Active.

## How to cancel your Vitality Virgin Active membership

- You need to request the cancellation of your contract with Virgin Active directly.
- Virgin Active's standard cancellations rules will apply.
- If you are still within your initial 12-month contract period, there is usually a cancellation fee linked to the outstanding balance of the 12-month contract. These details will be in the contract you sign at the health club.
- Your discount will stop at the end of your notice period.
- You'll need to give Virgin Active one month's notice.
- During the notice period, you may not start a Planet Fitness benefit through Vitality.
- Please note: We cannot freeze or suspend your gym membership for any reason whatsoever.

## When this benefit ends

If you are no longer a Vitality member, this Vitality benefit will no longer apply, and you must pay the standard monthly fee at Virgin Active.

## Acceptance of benefit terms and conditions

By activating the Vitality gym 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 further consent that Discovery Vitality (Pty) Limited and Virgin Active may share your payment and personal information as well as transaction data to administer the benefit effectively.

## Need help or additional information

If you have any questions or need more information about the boosted Vitality gym benefit, visit the Discovery [Vitality Gym Help page](#) or use our Ask Discovery chat bot on [Whatsapp](#), the Discovery App, or [website](#).

## Still haven't found what you're looking for?

Use Vitality 24/7 to chat to a live agent at any time of the day through Ask Discovery. Once in the chat function, type *chat to an agent* to get real-time assistance.

Alternatively, call 0860 99 88 77 from Monday to Friday between 07:00 and 18:00.

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 [Facebook](#), [Twitter](#) and [YouTube](#).
- [Ask Discovery on WhatsApp.](#)

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

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