

Vitality Hotel



Collection

The Vitality Hotel Collection benefit

What this benefit offers Vitality members

Discovery Vitality members can be spoilt for choice with **savings on holiday** accommodation at over 500 hotels, bed & 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.

- If you join Vitality more than three months after joining Discovery Health, Discovery Life or Group Life, there is a waiting period of three months before you can use Vitality travel benefits, including the Vitality Hotel Collection.
- 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 2016, but only activates her Vitality membership on 01 February 2017. She has to wait until 01 May 2017 to use the Vitality travel benefits, including the Vitality Hotel Collection.

What you pay

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

How your saving works

- Your saving is based on your Vitality status at the time of making your booking. This means the saving is based on your Vitality status on the date that you make the booking, not the date you will be staying at the property.
- You can boost your Vitality travel rewards discounts up to a maximum of 50% with [Travel Booster](#). Travel Booster, once activated, can be used for local flights with kulula.com and British Airways, accommodation through the Vitality Hotel Collection, and car hire with Europcar and Tempest Car Hire. In order for members to qualify for this benefit, they will need to meet the following criteria:
 - Have an active Discovery Card account older than 3 months and in good standing
 - Active Vitality (3 month waiting period for Vitality Travel benefit will still apply)
 - Active Health policy older than 3 months
 - Active Travel Booster benefit
 - The Primary Discovery Card holder must either be a Principle Party or dependant on the Health policy

	Blue	Bronze	Silver	Gold	Diamond
Vitality members	15%	20%	25%	30%	35%
Vitality members with a Discovery Card*	30%	35%	40%	45%	50%

**Your Discovery Card must be in good standing.*

Savings for rooms

- The Vitality saving will be based on the Vitality status of the Vitality member making the booking.
- You can make an accommodation booking for other Vitality or non-Vitality members.
- As long as one person over 18 years old has a Vitality membership to make the booking and is one of the travellers, you can book for up to a maximum of nine people.
- Your Vitality discount will apply at a room booking level, regardless of whether there are non-Vitality members included in your booking.
- There will be a Vitality booking fee charged per room booked, regardless of the number of people in the booking. The fee:
 - o Is non-refundable
 - o 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
- The holiday accommodation properties might change at any time. View the available holiday accommodation in the Vitality Hotel Collection [here](#).
- Bookings depend on availability and certain holiday accommodation properties are excluded.
- Please note that certain accommodation property groups may be limited during seasonal periods. For example, during peak seasons, some properties may not be available to book through the Vitality Hotel Collection.
- The accommodation rate will vary per property website 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 on the base rate (including VAT) per room, per night only (without any extra services) and does 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 book out of your room and 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 and the accommodation properties, 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 like (Guvon Kloofzicht Spa, Askari Spa, Chicama Spa and The Fairway Spa) will only apply to the accommodation and not to any other packages.
- Protea Hotel by Marriott bookings must include a Saturday night.
- Garden Court hotel bookings must include a Saturday night and either a Friday or Sunday night.
- Tsogo Sun properties can't be booked at all within 21 days of the check-in date.
- Additional guests arriving at Tsogo Sun properties who have not been included in the original booking and who are not confirmed on the reservation may be subject to 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.
- Tsogo Sun frequent guest members, Three Cities Group Exceptional Rands, City Lodge Hotel Corporate club loyalty programme, and Protea Hotel by Marriot's Prokard programme will not be available through the Vitality Hotel Collection benefit and can only be redeemed through the hotel's website.

- Bookings can be made for any date as long as the rates for that period are available. This period will differ for each accommodation property.

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 Vitality membership and payment 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.
- You must pay to confirm the booking.
- 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.
- You must book at least 21 days before the check-in date to get the Vitality saving.
- You will get a flat 10% saving if you book within 21 days of your check-in date or do not have any room nights left on the accommodation benefit, regardless of your Vitality status.
- The additional 15% Discovery Card saving cannot be used when the flat 10 % saving is applied.
- 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 11 years and younger).	14
Main member with one dependant who is 12 years and older.	21
Main member with two or more dependants who are 12 years and 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.

Example: If you book on 12 December 2015 to travel from 10 February 2016 to 12 February 2016, the three nights will be deducted from the maximum nights you received for 2015.

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.

These requirements may change from time to time.

Ways to pay

- Discovery Card
- Any credit card

Payment is confirmed immediately.

How to check in

When you arrive at the accommodation property, you must show your ID 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 late check-out charges.
- 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 will get a refund when you check-out if you did not spend the value of the deposit.

Cancelling your booking

If you want to cancel or change your booking, visit www.kulula.com or call 0861 58 58 52 for more information.

- Certain administration fees may apply.
- To change your booking, cancel it first and then make a new booking (it 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.
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- 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.
 - Tsogo Sun properties can't be booked at all within 21 days of the check-in date.
 - Any changes to your Tsogo Sun booking must be made 21 days in advance before check-in.






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.

Stay in touch

If you have any questions or need more information about this benefit, please visit www.discovery.co.za and click on 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    (@Discovery_SA) and  (DiscoverySA).

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