



Vitality Active Rewards

Get active. Get rewarded.

What is Vitality Active Rewards?

Vitality Active Rewards offers you frequent rewards – like a free coffee or smoothie – each week that you achieve a personalised, short-term physical activity goal. These goals are clinically-informed and will guide you along specific and progressive exercise pathways. You can earn another reward if two or more of your friends also reach their fitness goals.

Who may use the Vitality Active Rewards benefit?

Vitality Active Rewards is only available to Vitality members 18 years and older with an active Vitality membership. By using the benefit, you agree that Discovery Vitality, Vitality fitness partners and Active Rewards partners may share your personal and payment information to administer the benefit effectively.

You need an Apple iOS device or Android smartphone to access this benefit through your Discovery app.

What you pay

If you are a Vitality member, there is no extra cost for this benefit on top of your monthly Vitality fees. Vitality Active Rewards is available through the Discovery app, which is free apart from any data costs which apply when you download or update to the latest version of the app.

How it works

Step 1: Download the latest version of the Discovery app

Get started by making sure you have the latest version of the Discovery app on your mobile device.

- Download or update your Discovery app to the free 3.8.0 iOS version or later on the App Store or, if you have an Android device, to the 5.5 version or later on Google Play.
- Activate the Vitality Active Rewards benefit through the Discovery app.
- Start earning Vitality points for getting active. Add up to four friends to your team and earn rewards for achieving your goals.

Step 2: Get active

Vitality will set a weekly, personalised fitness goal for you, based on your current health status and activity levels. Each weekly goal is set using an algorithm that takes your Vitality Active Rewards history into account. This means your goal can increase or decrease even if you didn't reach your goal in the last cycle, depending on your previous goal cycles and health status.

- To achieve your weekly goal, you need to earn a certain amount of Vitality points through any of Vitality's fitness partners or by using a wearable fitness device linked to their Vitality profile.
- Goals are recalculated weekly based on past performance. You'll be able to track your progress as you work on reaching a goal.
- Goal cycles run from midnight on a Friday until midnight the next Friday. Only events completed in that period count towards the weekly goal.
- You need to complete fitness activities between the Friday your goal cycle starts and midnight the next Friday. We allow until midnight on the Tuesday following your goal week for your exercise data to reflect. Your Vitality points may not reflect right away, but as long as you have captured your points – synced your device, checked in on the iPad points device at your fitness facility or captured your Outdoor Sporting Event – within your goal week and we receive the data before the following Tuesday midnight, your activities will count towards your goal.
- We issue rewards on the Wednesday morning following your goal week.

Step 3: Get rewarded

Each time you reach your weekly goal, you'll earn a Vitality Active Reward in the form of a mobile reward that you take to a Vitality Active Rewards partner. The partner can scan the QR code or manually enter the wiCode on the reward for you to redeem it. Rewards are issued every Wednesday for goals achieved in the previous week and expire 14 days from the date of issue.

- Choose a partner at which to redeem your Vitality Active Reward:
KAUAI – selected drinks, including teas and coffees, small smoothies and small raw Juices
Vida e caffè – Any drink on the menu
Please note: this **excludes** Vida e caffè stores located at airports and Shell garages. You can only redeem rewards at certain KAUAI stores after 9 October. Check the back of your reward before redeeming it to see any exclusions and a full list of qualifying rewards.

- To redeem your reward, go to a qualifying partner store and let the cashier at the reward partner scan your smartphone with the QR code of your selected reward on your app. The cashier can also manually enter the wiCode underneath the QR code at the till point.
- If you redeemed your Vitality Active Reward, then cancelled it and the cashier reversed the transaction, your QR code will no longer work. You can then call the Vitality call centre on 0860 99 88 77 and inform them that your reward was reversed. The agent will verify this and issue you with another reward for the same Vitality Active Rewards partner. The new reward will be valid for two weeks from date of issue.
- You can't redeem a Vitality Active Reward in conjunction with any other promotion that a Vitality Active Rewards partner is running in-store. For example, if KAUAI or Vida e caffè run a promotion on beverages on their own apps, social media platforms or in-store. You can't have a special as well as redeem a Vitality Active Reward code on the same product. Ask the cashier or manager at the partner store to check exactly which items you can redeem your Vitality Active Rewards for, at any given time.

How do team rewards work?

- You can invite a maximum of four friends to join your team. After that, you can only invite someone new if you remove one of your current friends.
- You can invite friends through email, one at a time.
- You can have a maximum of 12 friends in a rolling 12 month period, including friends you may have removed from your team.
- If two friends or more in your team also reach their goals, you'll earn another reward.
- To earn a team reward, you first need to achieve your own personalised goal. Only once you have achieved your goal will you receive your reward, as well as a team reward when your friends also achieve their goals. If you don't achieve your reward, you cannot earn a team reward.
- Note that even if you earn a team reward, that won't necessarily mean that everyone in your team will too. To earn a team reward, each of your friends needs to achieve their own personal goal and have two or more friends in their teams (which may not be identical to your team) also achieve their goals.
- You can only earn one team reward a week.
- These rewards can be redeemed at KAUAI or Vida e caffè for the same range of products as your personal reward.

How to accept an invite from a friend to join their Vitality Active Rewards team

Make sure you have activated the Vitality Active Rewards benefit on your Discovery app. You'll need to have the latest version (version 3.8.0 for iOS and 5.5 for Android, or later) of the Discovery app installed on your smartphone. Then go back to the friend invite email on your mobile device and tap the 'Accept' button. You will be taken to the friends section of Vitality Active Rewards on your Discovery app. Here you'll see the invite from your friend and you'll be able to accept or decline it.

Limits that apply

Yearly limits for fitness points only apply to your Vitality status, but not to Vitality Active Rewards. This means that all fitness points (subject to the daily points rules) will count towards reaching your weekly Vitality Active Rewards goals, whether or not you have reached the yearly limit for Vitality fitness points. This is to keep you motivated to earn Vitality Active Rewards all throughout the year.

Ending this benefit

If you are no longer a Vitality member, this Vitality benefit will no longer apply.

Find out more

To find out more about this benefit, check the Vitality Active Rewards FAQs.

Stay in touch

Terms and conditions apply. 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).