



Exercise anywhere with The Vitality Expanded Fitness Network

Benefit guide for fitness facilities

Thank you for your interest in the **Exercise Anywhere with Vitality Expanded Fitness Network (EFN)** for fitness facilities. You are giving Vitality members the opportunity to exercise from anywhere and earn Vitality points and great Vitality rewards.

Through the EFN, smaller boutique gyms and studios are now able to become Vitality partners and give our members the ability to earn Vitality points in preferred, more convenient ways.

The EFN consists of gym management platforms that have a range of fitness facilities under their network, namely Itensity and the iPad application.

What's new in 2024: Vitality Fitness

Vitality Fitness is Vitality's **new fully digital exercise platform** in the Discovery app that gives fitness facilities access to over 3 million Discovery clients across the country.

From 2024, the Vitality Fitness ecosystem will give Vitality members quick and easy access to your fitness facility. Members can easily find your fitness facility, book and pay you for a class, engage with your facility and earn Vitality fitness points. All in a single app.

You can choose to stay on the Exercise Anywhere with Vitality Expanded Fitness Network (EFN) if you do not want to be added to the Vitality Fitness ecosystem. However, your facility will not appear as an option on the Vitality Fitness page in the Discovery app. This means that our members will not be able to view, book and pay for classes or other fitness packages and programmes from you in the convenience of the Discovery app.

[Find out more about Vitality Fitness and how to join.](#)

Please note: The Exercise Anywhere with Vitality Expanded Fitness Network (EFN) will transition to the Vitality Fitness network as Vitality works with the relevant software management providers to enable this. Therefore, any new facilities requesting to join EFN, who are eligible for Vitality Fitness, will eventually be required* to join Vitality Fitness.

**Excluding closed memberships iPad facilities and sports clubs*

Requirements to become part of the Exercise Anywhere with Vitality Expanded Fitness Network

1. Fitness facility requirement

- 1.1. Your fitness facility must be registered with Itensity, Octiv Vitality Points only (padel facilities only) or the iPad application to qualify to join the Exercise Anywhere with Vitality Expanded Fitness Network (EFN).
- 1.2. Your fitness facility must be aesthetically pleasing, clean, hygienic and neat. Equipment must be of good quality and in excellent working order.
- 1.3. Your facility is responsible for your own internet connectivity as well as maintenance and upgrades required for devices used to access the benefit. Discovery Vitality, iPad application or Itensity will not be responsible for any costs or expenses associated with your facility resulting from signing up to the EFN. These expenses remain your facility's responsibility. Examples of such expenses include gym management software fees, rental and electricity.
- 1.4. Your fitness facility must have safe parking on premises and cannot be in a private residence or an attached garage.
- 1.5. Your fitness facility's training methods and equipment must be in line with the relevant recognised clinical guidelines, encouraging cardiorespiratory, strength and flexibility training in a safe environment.
- 1.6. If you are a fitness professional, please note that the facility that you practice from will need to apply to join the EFN.

- 1.7. The Vitality criteria and process you must follow to become a fitness partner can change from time to time at Discovery Vitality's sole discretion. We will give you at least one month's notice of changes to the criteria and process.

2. Health and safety requirements

- 2.1. Your facility must perform a risk assessment. This risk assessment is in the form of a physical activity readiness questionnaire (PAR-Q) for clients using the facility who want to earn Vitality fitness points. This excludes sports clubs.
- 2.2. A physical activity readiness questionnaire (PAR-Q) is a set of questions confirming that the person using your facility is in good physical health and is allowed to exercise. Should your facility not have a PAR-Q, we have created a standardised PAR-Q which you can personalise based on your facility's risk requirements.
- 2.3. At least one lead trainer at your facility should have First Aid Level 1 or a CPR certificate that was done within three (3) years of the application to join the EFN.
- 2.4. There must be enough fire extinguishers present on-site in keeping with the government health and safety protocols relevant to the size of the facility. Your facility must have an evacuation procedure in place in case of an emergency.
- 2.5. Your facility must comply with Occupational Health & Safety requirements, this includes having visible notices for evacuation procedures, signage for fire extinguishers and first aid representatives.
- 2.6. Your facility must have on-site bathrooms that are in an acceptable working condition, for example, no broken toilets.
Your facility must have proper ventilation in keeping with government's health and safety protocols. It must comply with all legal requirements and the necessary licences, certificates, authorisations and consents required under the laws of South Africa.

3. Types of facilities allowed on and excluded from the EFN

3.1. Facilities considered for the EFN:

- 3.1.1. Traditional gyms
- 3.1.2. Yoga and Pilates studios
- 3.1.3. Sports clubs
- 3.1.4. Functional training facilities
- 3.1.5. Sports facilities and boot camps
- 3.1.6. Cycling facilities
- 3.1.7. Dance studios
- 3.1.8. Medical facilities with a fitness centre or biokinetics centre
- 3.1.9. Fitness boxing or shadow boxing

This is not a conclusive list. Discovery Vitality retains sole discretion to determine who will be considered for inclusion on the network in line with the above-mentioned requirements.

3.2. Facilities excluded from the EFN:

3.2.1. Electric muscle stimulation (EMS) studios

This is not a conclusive list. Discovery Vitality retains sole discretion to determine the type of facilities which will not qualify to be a part of the network. Discovery Vitality will assess whether your fitness facility qualifies and if your facility aligns to the Discovery Vitality brand and values.

4. Member use

- Once your fitness facility is on the EFN, the member will need to sign up with you directly.
- Vitality members who are 18 years or older earn 50 Vitality fitness points a day for a virtual class, and 100 Vitality fitness points for one in-facility workout per day, up to a maximum of 30,000 Vitality fitness points (capped per year). Once the member has reached this cap, they will continue to earn points towards Vitality Active Rewards (VAR).
- Teens aged 14 to 17 years who have activated VAR can earn Vitality Active Rewards points towards their VAR goals.
- For workouts to be considered valid for the purposes of the EFN, the Vitality member must exercise for at least 30 minutes during each visit at their chosen fitness facility or their online platform.
- Vitality points will reflect on the member's Vitality Points Monitor within 2 to 3 working days.
- The Vitality iPad application and Itensity display, or access points must be clearly visible to all clients.

For iPad application, member's do not have to register to log their workouts on the Vitality iPad application. If your fitness facility has an iPad with the Vitality iPad application, Vitality members can log their personal details on the iPad application for their workouts to earn their Vitality points.

Your facility must control access to the Vitality iPad application. As far as possible, it must make sure that only Vitality members who have worked out in the fitness facility will use the Vitality iPad application to log their workouts for Vitality points.

Member's will only earn Vitality points for workouts at the facility as virtual workout points do not apply to the iPad application.

For Itensity, access and exit points will differ per facility. Registration will take place within the facility and members must consent to share their workout data with Vitality. To consent members must navigate within the facility's app or website to **Settings** and give third-party consent to share data with Vitality.

For members to log their workouts, they will need to:

- Scan the QR code on the facility's tablet, using a phone camera upon entry and exit of the facility
- Use a biometrics card or tag system to enter the facility and scan the QR code on the facility's tablet using a phone camera to exit
- Use a biometrics, card or tag system when entering and exiting of the facility.

If a member neglects to record their access and exit times, the workout will not qualify to earn Vitality points.

5. Marketing and promotional material

As an EFN facility, we value your contribution and the difference you make to our members' lives every day.

We aim to give Vitality members high-quality material to read at every contact point. Our website, brochures, social media pages, newsletters and more are all geared to provide our members with added value.

You also impact our members' lives, and we want to work with you to make sure that our shared messages are consistent. You can help us ensure that our Vitality members get accurate information and a high-quality experience wherever they are by:

- Keeping our messages (us and yours) the same
- Having us approve the messages you share with these members.

Below we have outlined some basic guidelines on how to communicate with Vitality members about our partnership

As an approved Exercise Anywhere with Vitality Expanded Fitness Network (EFN) facility, you can display or use our brand name. You can use the names **Discovery** or **Discovery Vitality** in your promotional items.

Some examples of promotional items include:

- Affiliation statements on business cards
- Signage on premises
- Printed brochures
- Direct email campaigns or flyers
- Posters
- Websites
- Social media posts on:
 - Facebook
 - X (previously known as Twitter)
 - Instagram
- Branding on vehicles.

Your information pack has marketing material for Discovery Wellness Network partners

As one of our Discovery Wellness Network partners, we give you marketing material and guidelines so you can be sure that all product, service, and marketing information is accurate.

This material is the same for all Discovery Wellness Network partners. It ensures that messages are consistent and creates added awareness of your partnership with Discovery Vitality.

General guidelines and guidelines to use our logo

The Discovery Vitality logo is a registered mark and protected under South African law.

Please keep to these basic guidelines:

- You may use the names **Discovery** or **Discovery Vitality** but not the logos in your promotional items.
- Please send all material in which you use our name or product information to vitalityanywhere@discovery.co.za so we can check and approve it before you distribute it.
- Please contact us if you want to use any of the same marketing material that Discovery Vitality has produced.
- Please do not print or use the Discovery Vitality name in our corporate logo's font.
- Please do not use any of the Discovery slogans or other marketing messages without our approval.
- Only use the names **Discovery** or **Discovery Vitality** in the body or text of promotional items. Do not use our names in the heading or copy headline and do not make it appear larger than your name or logo.

Reviewing your promotional material before you publish or distribute it

The Discovery Vitality Partner Operations team reviews the use of marketing material and other material during visits to EFN facilities. You can send the marketing material to vitalityanywhere@discovery.co.za for approval. If you are no longer part of the EFN, please remove all Discovery Vitality material.

Not complying with these guidelines

Please follow all guidelines and avoid publishing information about Discovery Vitality before we give you written approval. In cases where the guidelines are not followed, Discovery reserves the right to immediately end the agreement and, where necessary, take legal action.

Your facility will receive a Vitality-branded toolkit to help attract more Vitality members to your facility. The toolkit includes:

- Signage to show that you're an accredited Vitality facility:
 - We'll give iPad application facilities a Discovery Vitality-branded iPad stand to display and lock the iPad device
 - We'll give Itensity facilities a Discovery Vitality-branded plaque to display at the entrance of the facility.
- Social media posts about your partnership with Exercise Anywhere with Vitality Expanded Fitness Network.

Discovery Vitality does not permit the use of the Discovery Vitality logo on any other material.

6. Joining the Exercise Anywhere with Vitality Expanded Fitness Network (EFN)

- 6.1. If your facility is joining the Exercise Anywhere with Vitality Expanded Fitness Network, you should contact us on vitalityanywhere@discovery.co.za and we will refer you to one of our partners.
- 6.2. Your facility has an option to join the iPad application, Itensity or Octiv Vitality Points Only (padel facilities only).
- 6.3. Depending on which partner you choose, your chosen partner will inform you of the next steps to follow.
- 6.4. Discovery Vitality encourages honest and accurate logging of training sessions. We will do random audits to check the validity of the events that members log. Fraudulent reporting of workouts could result in us revoking your network access.
- 6.5. Discovery Vitality cannot be held responsible for injuries to any Vitality members using your facility.

Itensity

- 6.6. If you choose Itensity, they will send you your facility's details and inception date on the Exercise Anywhere with Vitality Expanded Fitness Network.
- 6.7. EFN will assess your facility. Once done, we will notify your facility and the relevant network if it has been approved, declined or pending approval due to outstanding documents.
- 6.8. If approved, we will add your facility to the EFN list.
- 6.9. You can only use the username and password you get for the login of the gym management service at a single fitness facility. You are not allowed to share the login details or use the gym management facility for multiple locations. We will geo-block the location.
- 6.10. You must register your facility on the gym management system in the name of the approved fitness facility and not in the name of the facility owner, a staff member or a director.

iPad application

6.11. iPad application network registration requirements are as follows:

- 6.11.1. Once we've approved your facility as a new iPad facility, you will need to pay an annual registration fee of R5,000 (five thousand rand) including VAT. New facilities joining the network after 30 June pay a pro-rated fee of R2,500 including VAT. Vitality provides the iPad stands at no charge.
- 6.11.2. As an approved existing facility, you will need to pay an annual registration fee of R5,000 including VAT.
- 6.11.3. Use of the Vitality iPad application depends on your yearly approval as a Discovery Vitality fitness facility. This Vitality iPad application is only for fitness facilities that are approved and registered with Discovery Vitality.
- 6.11.4. You can only use the username and password you get for the Vitality iPad application at a single fitness facility on a single iPad. You are not allowed to share the login details or use the Vitality iPad application at multiple locations.

- 6.11.5. Your facility must register the Vitality iPad application on the iPad in the name of the approved fitness facility and not in the name of the facility owner, a staff member, or a director.
- 6.11.6. Discovery Vitality is not responsible for any damage to or loss of the iPad, or for any damage or loss that may result from using the Vitality iPad application.
- 6.11.7. You and employees at the fitness facility must make sure that the Vitality iPad application has internet connectivity. If the iPad does not have connectivity for any reason, you and your employees undertake to resolve this within 24 hours. You must complete a Manual Points form and send it to Discovery Vitality if the connectivity error persists for more than 24 hours. You must also make sure all the events logged during this time are uploaded to Discovery Vitality. Discovery Vitality will not be responsible for events that are not logged because of a failure in network coverage or signal.
- 6.11.8. The Vitality iPad application will use the GPS signal on the iPad to locate your fitness facility during the set-up process. We will geolock the iPad. For the Vitality iPad application to work, the iPad must be at this location every time Vitality members want to log their workouts. The Vitality iPad application may only be used at a single location.
- 6.11.9. You must allow the iPad access to the location services when setting up the Vitality iPad application and every time the Vitality iPad application is in use.
- 6.11.10. You must protect all the personal and confidential data stored on the Vitality iPad application and take on appropriate data security measures.
- 6.11.11. The iPad needs to be docked in the stand during operating hours and the iPad stand cannot be placed close to rubbish bins or cigarette vending machines.
- 6.11.12. If you cancel your access to the Vitality iPad application early, we will not refund the annual fee. You will not have access to the Vitality iPad application, and you must return the Discovery Vitality iPad application stand. The iPad stand remains the property of Discovery Vitality throughout the term and ownership of the stand does not transfer to the facility at any point.
- 6.11.13. Vitality will cancel or revoke your access to the Vitality iPad application in the event of fraudulent activity or non-payment.
- 6.11.14. We reserve the right to suspend access if you do not pay the yearly fee. We will suspend your access to the network until payment is made in full.

Stay in touch

If you have any questions or need more information about the Exercise Anywhere with Vitality Expanded Fitness Network, you can email us at vitalityanywhere@discovery.co.za or call 011 529 8898.

Should a member want more information about the Exercise Anywhere with Vitality benefit, they can visit www.discovery.co.za or call us on 0860 99 88 77. You can also download the Discovery app.

Keep up to date with the latest news from Vitality: Download the Discovery app, follow Discovery Vitality on Twitter (@Vitality_SA) and (Discovery_SA).

March 2024