



Virgin Active and Balance

Making your training fun and affordable

About the Balance gym benefit

Virgin Active's purpose is to make exercise irresistible by helping thousands of Balance members to get moving and feel great.

Balance members can use Virgin Active health clubs at reduced rates and earn points for workouts.

Who may use this benefit?

Balance members 18 years old or older can use the Virgin Active benefit. If you use the Balance Virgin Active benefit, you cannot join Planet Fitness at the Balance rates.

What you pay

You only pay a once-off Virgin Active joining fee of **R99**. Each member over 18 years old who pays the joining fee will receive a free access card.

Monthly fees paid to the health club

You'll also pay your monthly gym fees, less your Balance gym benefit saving:

Balance member role	Type of health club membership	Saving on monthly fees
For the main member, spouse and adult dependants over 18 years.	Club membership (including Virgin Active Red health clubs).	30% off the standard monthly fee.

Guest fees if using a different health club

Anyone who has this benefit but wants to go to another Virgin Active health club must pay a guest fee determined by the Virgin Active club that they are visiting.

How to join Virgin Active

Step 1: Choose a Virgin Active health club

- Visit www.virginactive.co.za or call them on 0860 20 09 11.
- The monthly fees vary from club to club depending on the facility and products available.

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

- Sign a contract with the health club.
- Show your medical scheme membership card.
- Provide your banking details for your monthly debit order.
- Pay the once-off Virgin Active joining fee of R99. Each member who pays the joining fee will receive a free access device (card).

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

- Record your workouts and earn Vitality fitness points by swiping your club access device (card) each time you visit the health club.

- Please note that in order for your workout to be considered a valid workout for purposes of this benefit, the duration of each workout must exceed 30 minutes at your chosen health club.
- If the health club cannot swipe your card for any reason, you must ask to sign the manual register or show your identity document at the reception to make sure that your points are awarded.

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. To access the online workouts, visit <https://www.virginactive.coach/> and log in with your MyVirginActive details.
- You can earn up to 1 200 Vitality points a month by completing online workouts and tracking 10 000+ steps.
- Points for all fitness activities are capped at 30 000 Vitality fitness points a year for each member.
- For your workout to be considered valid for the purposes of this benefit, you must exercise for longer than 30 minutes during each Virgin Active workout.
 - To check your points, go to the Points Monitor on www.balancesa.co.za. It will show you how many times you worked out at the gym for the current and previous year. It will also show you how many points you have earned from working out at the health club.
 - Each gym member only has access to their own individual dashboard. You do not have access to a spouse or adult dependant's gym workouts.
- Your points can take up to four days to show on the Points Monitor.
- All points you earn at the health club go towards the fitness points category.
- Points are only awarded for one fitness activity a day. If you complete two or more fitness activities in one day, then the higher of the points will be awarded.

Upgrades, downgrades or transfers between health clubs

- If you want access to all Virgin Active health clubs in South Africa, you can upgrade to Premier or Collection membership, but will have to forfeit the Balance discount as the Balance gym benefit is limited to club membership.
- If you upgrade to Vitality, you can activate a Premier or Collection membership at the Vitality discounted rates.

- Go to www.virginactive.co.za for the monthly fees you must pay.
- If you want to upgrade or downgrade your gym membership or change your chosen health club, call Virgin Active on 0860 20 09 11.

How to cancel your Virgin Active membership

- You need to request the cancellation of your contract with Virgin Active directly.
- Contact Virgin Active to inform them of your intention to cancel.
- You need to give Virgin Active one month's notice.
- Virgin Active's standard cancellation rules apply.
- There may be a cancellation fee, which is linked to the outstanding balance of a 12-month gym contract. These details will be in the contract you sign at the health club.

How to join Virgin Active if you upgrade to Vitality and join under the Vitality gym benefit

- During activation, you have to pay a once-off gym activation fee equal to one month's full retail club membership rate for each adult 18 years or older who wants to use the Virgin Active benefit.
- For a Virgin Active Premier membership, the applicable one month's full retail rate applies.
- To find out the retail rates, contact your nearest Virgin Active health club.
- To start, you can get up to 75% off your club membership monthly gym fee and will need to work out at the gym for a minimum 30 minutes, at least 36 times in a rolling 12-month period to keep your maximum saving.
- If you upgrade to Vitality and you join Virgin Active under the Vitality benefit, Vitality will waive the activation fee as long as there is no break in gym membership.
- For more information on the Vitality gym benefit, download the [Virgin Active post-2010 benefit guide](#).

When this benefit ends

- This benefit will no longer apply when your Balance membership ends.
- When the main member starts a Balance Virgin Active contract, there is a five-day cooling-off period. During this time, you can cancel the contract and get a refund for any amounts you have paid.
- The benefit can also end if the member requests a cancellation with Virgin Active.

Acceptance of benefit terms and conditions

By activating the 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 to Balance, their authorised partner network and third parties (Virgin Active) associated with the benefit may share your payment and personal information as well as transaction data to administer the benefit effectively.

Need help or additional information?

Terms and conditions apply. If you have any questions or need more information about this benefit, please visit www.balancesa.co.za or call 0860 99 88 77.

If, for any reason, there is a conflict between rules in this benefit guide and the **Balance Main Rules**, the [Balance Main Rules](#) apply at all times.

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