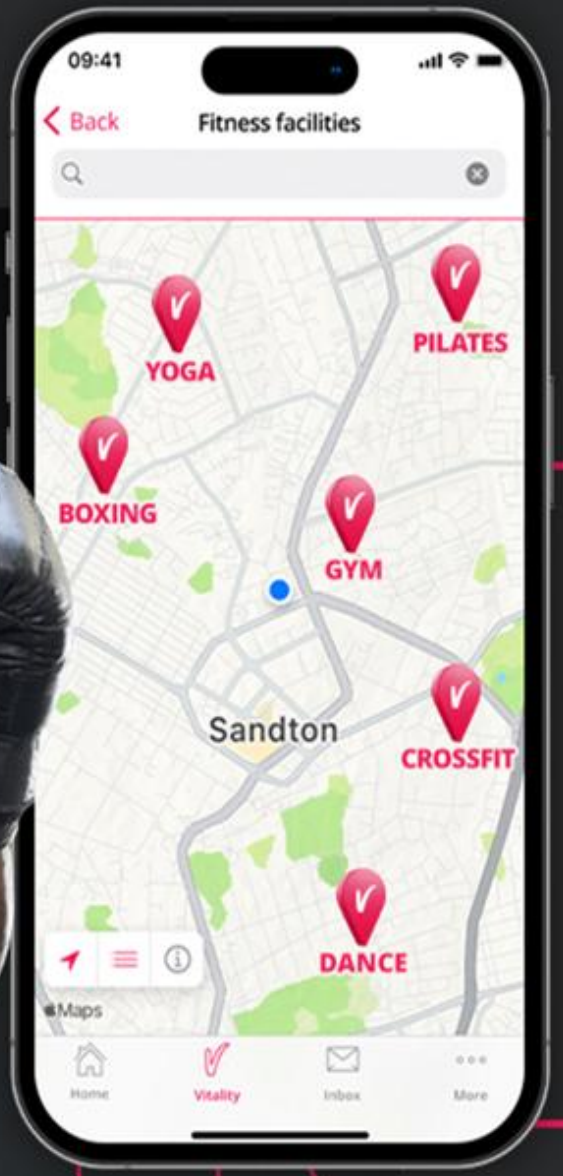
Vitality Fitness



VITALITY FITNESS

LEARNING OUTCOMES

At the end of this course, you should be able to:

01 Understand the purpose of the Vitality Fitness.

02 Understand the role of Action Sports South Africa within the Vitality Fitness

03 Identify which members are eligible to earn Vitality points through ASSA.

04 Recognise the qualifying sports that allow members to earn Vitality points.

05 Understand the end-to-end ASSA member experience.

Vitality Fitness at a glance

THE NETWORK THAT CONNECTS MEMBERS WITH PARTNERS LIKE ACTION SPORTS SOUTH AFRICA

Vitality Fitness is Discovery's exercise platform that connects eligible members to a wide range of fitness and activity partners, including Action Sports South Africa.

Through the platform, members can:

- Access participating fitness facilities and activities.
- Earn 100 Vitality points for a verified workout of 30 minutes or more.

Action Sports South Africa is one of the trusted partners in this network.

Action Sports South Africa helps members stay active year-round by providing accessible indoor sports experiences in a fun and social environment. Through verified participation, eligible members can earn 100 Vitality points per session while progressing on their wellness journey.

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Eligibility Requirements

Members can earn Vitality points through Action Sports South Africa if they:

Age Requirement	Membership Requirement	Participation Requirement
Are 18 years or older.	Have an eligible Vitality policy.	Participate in a qualifying Action Sports event.

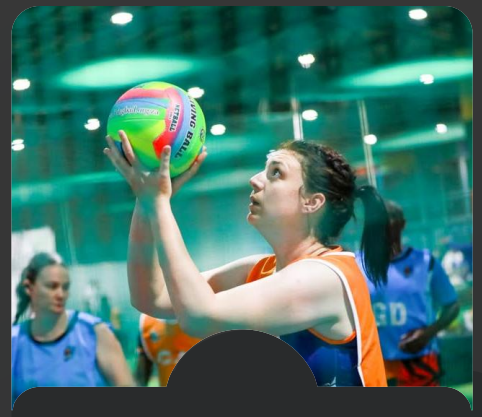
Remember:

All eligibility requirements must be met before Vitality points can be awarded.

Qualifying Sports

ACTION CRICKET

Fast-paced indoor cricket played with 8 players per team, offering excitement and teamwork in a controlled environment.

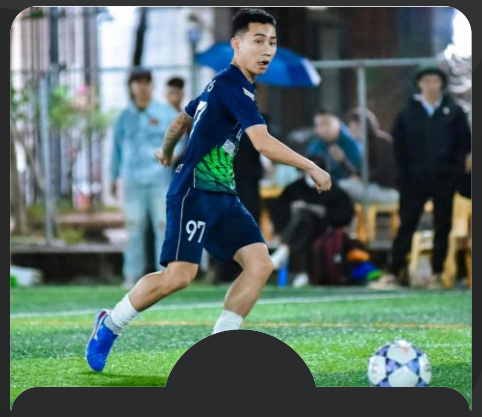


ACTION NETBALL

Indoor netball with 7 players per team, designed for fast movement and inclusive play regardless of weather.

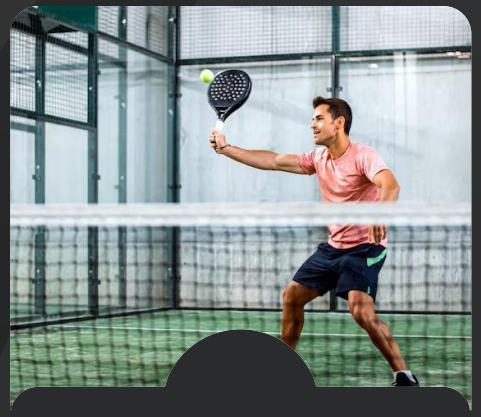
ACTION HOCKEY

Six-a-side indoor hockey, providing a quick, engaging game suitable for all skill levels.



ACTION SOCCER

Indoor soccer played with smaller teams, focusing on agility, teamwork, and fun in a weather-proof setting.



ACTION PADDLE

An indoor racket sport combining tennis and squash elements, perfect for those seeking a new and social activity.

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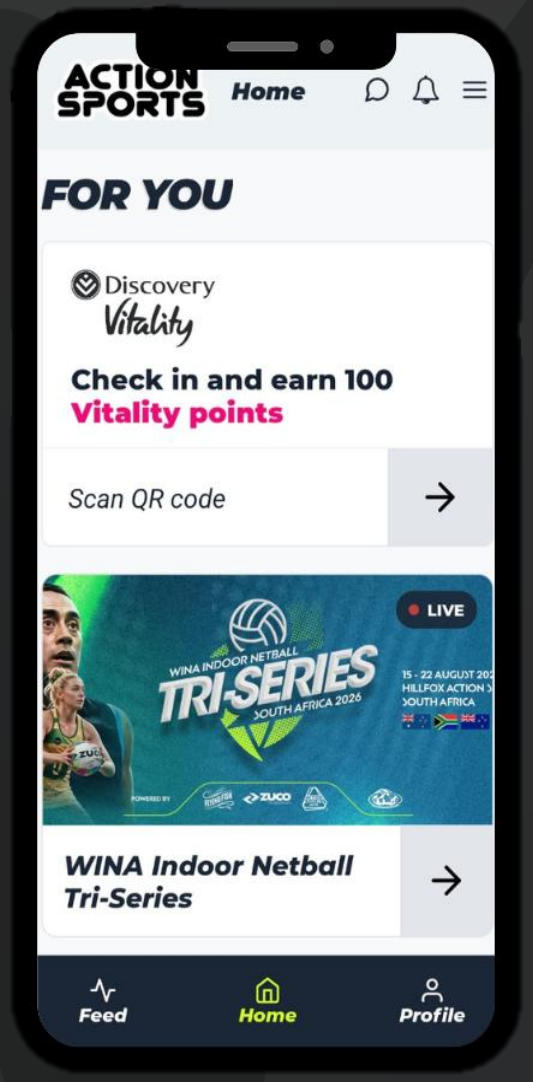
01

THE MEMBER JOURNEY IN THE ASSA APP

Step 1: Member Initiates the Check-In Process

Members start the process by opening the Action Sports app and selecting the "Check in and earn 100 Vitality points" tile on the home screen. This initiates the check-in journey that enables eligible members to earn Vitality points for verified participation.



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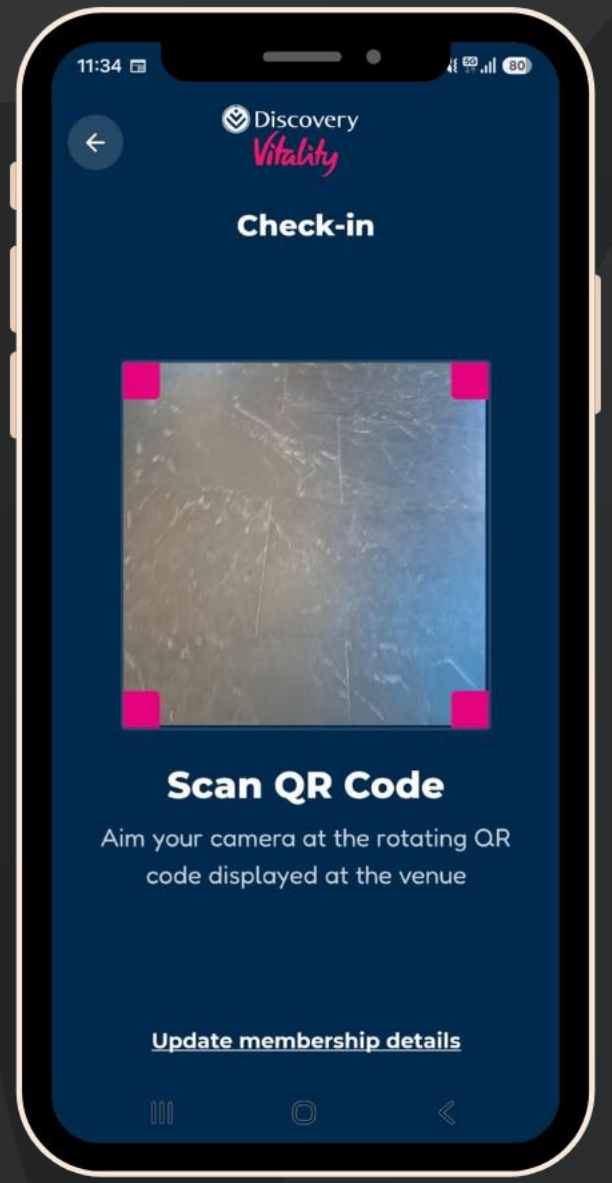
Step 2: Attendance Verification

To continue the check-in process, members scan the dynamic QR code displayed on the tablet screen at the Action Sports arena.

This verifies their attendance and enables the system to track eligible participation for Vitality points.



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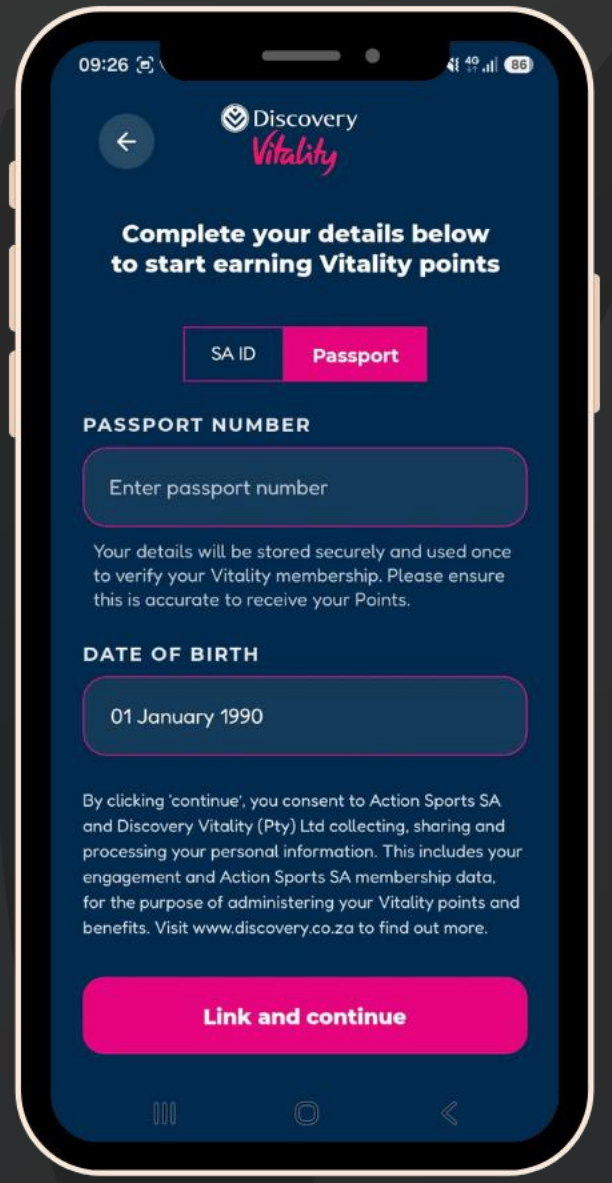
Step 3: Member Verification

Members enter their required identification details and select "Link and Continue" to verify their Vitality membership and complete the check-in process.



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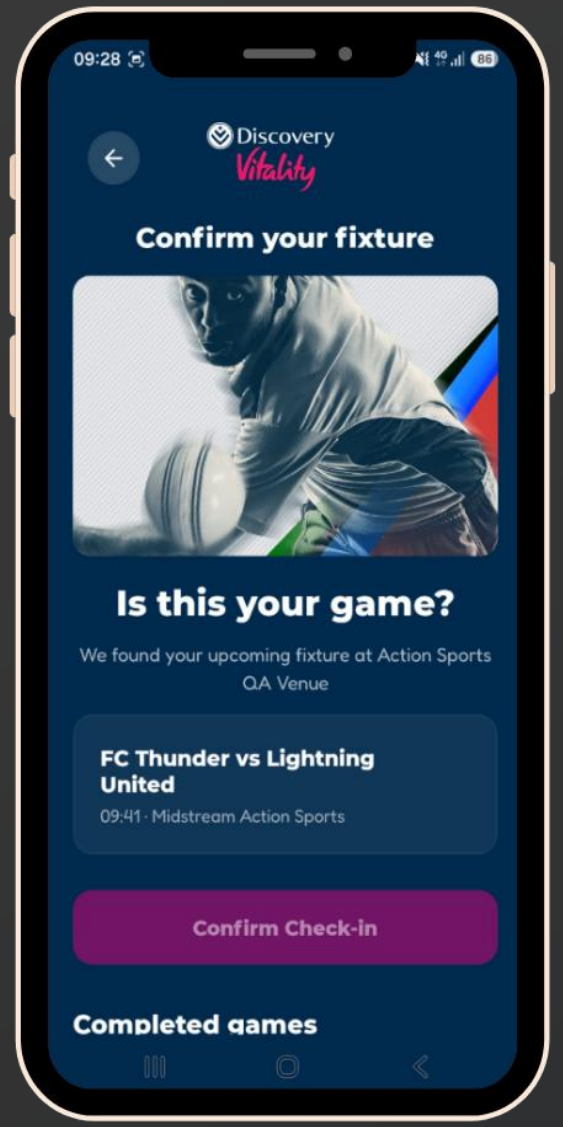
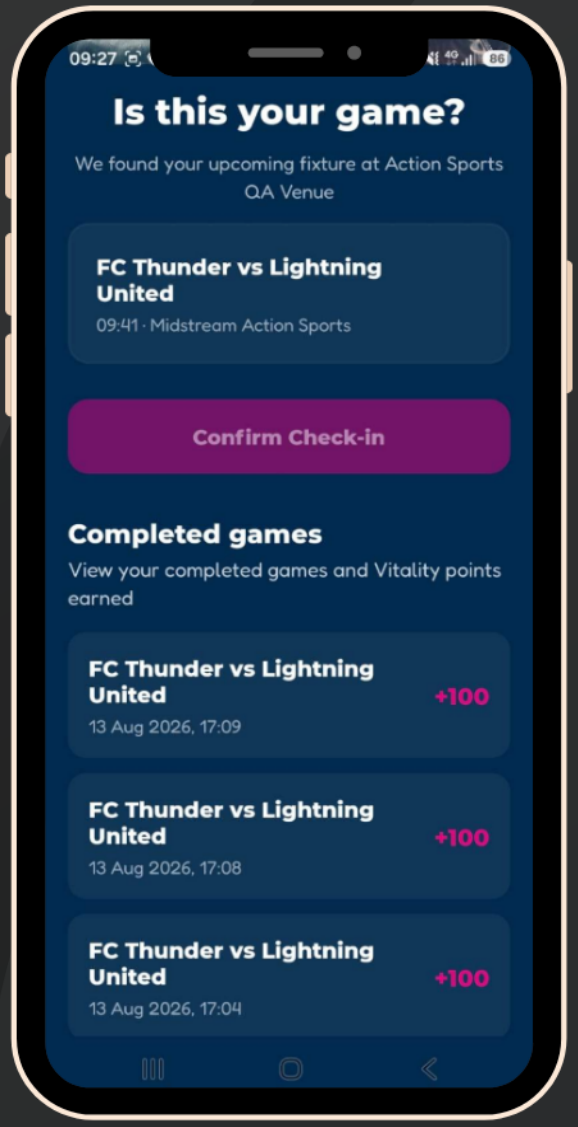
Step 4: Participation Confirmed



Members review their fixture details and select "Confirm Check-in" to validate their participation in the scheduled game. Once the check-in is successfully confirmed, members can view their completed games and verify that 100 Vitality points have been awarded for their participation.



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Your Role in Supporting Members

HOW YOU CONTRIBUTE TO A SEAMLESS EXPERIENCE.

Action Sports South Africa Partner Responsibilities :

Provide Visibility

Ensure the Vitality tablet with QR code is visible and accessible for member check-ins.

Promote Completion

Encourage members to complete all check-in steps before participating.

Educate Members

Help members understand the eligibility and participation requirements for earning Vitality points.

Offer Guidance

Assist members with navigating the ASSA app check-in process when guidance is needed.

Maintain Data Accuracy

Ensure fixture and attendance information is captured accurately to support successful point allocation.

Redirect Appropriately

Direct members to the appropriate support channel for account-specific or Vitality-related queries that ASSA cannot resolve.

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Your Role in Supporting Members

Member Access & Participation

Support member registration on the ASSA app. Verify team participation and assist members with venue access and participation requirements

Bookings & App Support

Assist with team registration, fixture bookings, schedule visibility, profile setup, and ASSA app-related issues.

Fees & Payments

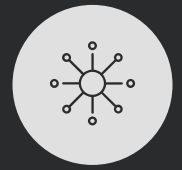
Support queries related to league fees, match fees, venue charges, and participation-related payment disputes.

Sports & Match Information

Provide information on sport formats, rules, fixtures, schedules, arena locations, and team management processes.

Attendance & Check-In Support

Ensure the Vitality QR code is available and visible. Guide members through the ASSA app check-in process and attendance verification..



Facility & Service Issues

concerns, and feedback relating to facilities, bookings, fixtures, participation experience, and venue operations.

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THANK YOU

Discovery Vitality

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