

Find your balance



Balance
Powered by Discovery
Vitality


planetfitness
so much more, for so much less

Planet Fitness and Balance

Making your training fun and affordable

About the Balance gym benefit

Planet Fitness aims to make exercise irresistible by helping thousands of Balance members to get moving and feel great every day.

Balance members can use Planet Fitness health clubs at reduced rates and earn points for workouts.

Who may use this benefit

Balance members 18 years or older can use the gym benefit at Planet Fitness.

If you use the Balance Planet Fitness benefit, you cannot join Virgin Active at the Balance rates.

What you pay

- There is no activation or joining fee, just an access tag fee of **R150** for each member. If you change your home club, Planet Fitness will charge you an administration fee.
- You'll also pay your monthly gym fees, less the savings you received as marked below.

- Anyone who has this benefit must pay a guest fee determined by Planet Fitness, when using any club other than their home club.

Monthly gym savings

Balance member role	Type of health club membership	Savings on the monthly fee
For main member, spouse and adult dependants over 18 years	Local membership (including JustGym)	30% off the club rate

How to join Planet Fitness

Step 1: Choose a health club and a membership type

- Visit <http://www.planetfitness.co.za> or call the Planet Fitness call centre on 0861 49 64 63 to find out about the health clubs.

Step 2: Go to your chosen Planet Fitness health club to sign up

- Show the consultant your medical scheme membership card and identity document.
- The consultant will complete your joining process electronically.
- Sign your application form.
- There is no activation or joining fee, just an access tag fee of **R150** for each member.

Earn fitness points

- Adults can each earn 100 points for one gym workout a day.
- Adults can also earn 50 points a day by doing a 30-minute online workout. To access the online workouts, visit planetfitness.co.za/online-workouts.
- You can earn up to 1,200 points a month by completing online workouts and tracking more than 10,000 steps.
- Points for all fitness activities are capped at 30,000 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 Planet Fitness workout.

- To check your points, go to the Points Monitor at <http://www.balancesa.co.za/>. It will also show you how many points you have earned from working out at the health club.
- Each gym member will have access to their own individual dashboard. You will not have access to a spouse or adult dependant's gym workouts.
- Your fitness 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 will only be awarded for one fitness activity a day. If you complete two or more fitness activities in one day, then we will award you the higher of the points.

Scan your access tag each time you go to the health club to get points

- Record your workouts and earn points by scanning your access tag each time you visit the health club.
- Please note that for your workout to be considered a valid workout for purposes of this benefit, the duration of each workout per visit must exceed 30 minutes at your chosen health club.
- If the health club cannot scan your access tag for any reason, you must ask to sign the register manually or show your identity document at the reception to make sure that your points are allocated for that workout.

Upgrades, downgrades or transfers between health clubs

- If you want a membership to all Planet Fitness health clubs in South Africa, you can upgrade to a National membership. However, you will have to forfeit the Balance discount as the benefit is limited to a Local membership.
- If you upgrade to Vitality, you can activate a [National membership at the Vitality discounted rates](#).
- If you want to upgrade or downgrade your gym membership or change your chosen health club, you must call Planet Fitness on 0861 49 64 63.
- Planet Fitness may charge an administration fee for these changes.

How to cancel your Planet Fitness membership

- Contact Planet Fitness to inform them of your intention to cancel.
- You will need to provide Planet Fitness one calendar month's written notice, by emailing customerservice@planetfitness.co.za.

- If you are still within your initial 12-month period of your gym contract, then Planet Fitness will apply, and you may need to pay a cancellation fee.
- These rules apply with the rules of your Planet Fitness contract, which you would have received when you completed the application form.
- Your discount will stop at the end of your notice period.
- During the notice period, you may not start a Virgin Active benefit through Balance.
- When the main member starts a Balance Planet Fitness 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.

How to join Planet Fitness if you upgrade to Vitality

- You must pay a once-off gym activation fee equal to one month's full retail rate of the gym contract for each adult aged 18 years or older on your membership who activates the Vitality gym benefit with Planet Fitness.
- To find out the retail rates, contact your nearest Planet Fitness health club.
- To start, you can get up to 75% off your Local club monthly gym fee and will need to work out at the gym 36 times in a rolling 12-month period to keep your maximum saving.
- If you upgrade to Vitality and you join Planet Fitness under the Vitality benefit, Vitality will waive the activation fee as long as there is no break in gym membership.
- For details on the Vitality gym benefit, download the [Planet Fitness 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 Planet Fitness 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 will also end if the member cancels their membership with Planet Fitness.

Acceptance of benefit terms and conditions

By activating the Balance 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 that Balance and Planet Fitness may share your payment and personal information as well as transaction data to administer the benefit effectively.

Need help or additional information?

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 – [Balance Main Rules](#) apply at all times.

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