

A. Terms and Conditions for The Delborough Discount Benefit To Sterling Bank Customers

1. Eligibility

This offer is available to all active Sterling Bank Ltd ("Sterling Bank") account holders, whose accounts are in good standing. Account holders whose accounts are dormant, restricted, or in default of any obligation to the Bank are not eligible.

2. Discount Structure

2.1. Eligible customers will receive discounts off The Delborough Lagos Ltd ("The Delborough") standard public room rates available on the date of booking. The applicable discount percentage or amount shall be determined solely by The Delborough at its discretion and may vary from time to time.

2.2. The applicable discounted rate shall be confirmed by The Delborough at the time of subscription before payment is made. Customers are advised to request written confirmation of the discounted rate.

4. Payment Protocol

4.1. To qualify for the discounted rate, full payment for the hotel accommodation must be made using any of Sterling Bank's channels, including USSD (*822#), Onebank mobile app, SterlingPro, or a Sterling Bank debit or credit card.

4.2. Payment will be processed directly to The Delborough or its authorized payment agent. Sterling Bank acts only as the payment processor and is not responsible for The Delborough's confirmation, cancellation, or refund of any booking.

4.3. Where the payment is successful, but The Delborough does not confirm the booking, the customer's sole recourse is against The Delborough.

5. Sterling Bank's Role

5.1. Sterling Bank's role is limited to referring customers to The Delborough for the discounted rate and Processing payments made through Sterling Bank's channels.

5.2. Sterling Bank shall not be liable for:

- any injury, loss, damage, or inconvenience arising from the customer's stay at The Delborough's center;
- any additional charges imposed by The Delborough (including but not limited to cancellation fees, early departure fees, no-show charges, or incidental expenses)
- the failure of either The Delborough to honor the discounted rate, provide confirmed bookings, or maintain service standards.

6. Data Privacy

- 6.1. By making a booking, the customer consents to Sterling Bank sharing the customer's name, contact information, and booking details with The Delborough or the hotel's authorised agent as may be necessary to facilitate the reservation.
- 6.2. The Delborough is an independent data controller responsible for their own processing of customer data. Sterling Bank is not responsible for The Delborough's privacy practices or processing activities. Sterling Bank encourages customers to review The Delborough's privacy policies before providing any personal information to The Delborough or participating in the offer.
- 6.3. Sterling Bank will process customer data in accordance with its Privacy Policy, available at <https://sterling.ng/privacy/>

7. Offer Duration

This offer is valid from theday of2026 and continues until withdrawn by Sterling Bank.