

Red Chilli

The hottest place to stay in Uganda



Terms of payment:

For Murchison accommodation and trip reservations (for Murchison or QENP) we require an advance deposit of 50% to secure the booking with the balance cleared on or before arrival. For Kampala accommodation we ask you to make arrangements to pay upon arrival, though in special circumstances we may ask you to pay a deposit or in full in advance.

Payment Options:

1. Cash payment at Red Chilli Kampala or Red Chilli Murchison bars. Uganda shillings and US Dollars (notes printed after 2000) accepted between 7am and midnight every day. This should be made at least three days before the date of the booking. For those arriving in the country the day before a booking date, please see Visa or Bank Transfer payment options.
2. Visa payment in UGX or USD at Red Chilli Kampala **only**, during office hours, in person or over the phone.

Notes on Visa Payments:

- Only Visa credit or debit cards are accepted.
- Visa card payments will have a surcharge of 4% of gross applied to the total bill.
- The office will be open in time for visa payments on the morning of trip departures but at other times, please plan your visa payments to coincide with normal office hours of 9-5pm.
- Please do not leave payment by Visa until the last possible moment – sometimes the network can be unreliable and credit card facilities will be temporarily disabled. In this event, it is incumbent on the client to make alternative arrangements for cash payment and Red Chilli will not be held responsible for additional costs or delays.
- If you are paying with Visa over the phone, you must be paying with a card that you plan to bring with you. You will get the credit card receipt upon arrival and presentation of said card.

3. Bank deposit payment in Uganda Shillings or US Dollars to our Orient Bank accounts

4. Notes on bank deposits:

- It is beneficial for you to pay USD into our USD account and/or UGX into our UGX account. Likewise, you will get a preferential rate if you pay USD for trip payments (they are priced in dollars) and UGX for accommodation payments (this is priced in Uganda Shillings).
- If you can only pay Shillings for a Dollar item, or vice versa, then you must confirm the appropriate forex rate with our office before making the deposit.
- Please make the payment at least 3 working days before the booking date.
- Please retain your cash deposit slip as proof of payment and hand it in at Red Chilli so that we can track the payment in case of any bank error.

5. Payment by international bank transfer to our Orient **USD** or Orient **UGX** accounts.

Notes on bank transfers:

- Please see the note on USD and UGX and forex rates above when selecting which account to make payment into.
- Please only arrange international transfers to our Orient accounts.
- Please make the payment at least four weeks before the booking date.
- Please be prepared to accept responsibility of all bank charges. This includes any bank charges deducted beyond any estimates provided by your own bank. In this event, we will contact you and let you know the shortfall received on the understanding you will clear the balance upon arrival.

For bank details and cancellation / refund policies see overleaf.

Red Chilli

The hottest place to stay in Uganda



Bank details:

Reminder: For bank deposits made in major Ugandan cities and international bank transfers use Orient Bank. There are multiple branches in Kampala (Kampala Road, Kololo, Kawempe, William Street, Nkrumah), as well as in Gulu, Jinja and Mbale.

Orient Uganda Shillings:

Orient Bank
Main Branch, Kampala Road, Kampala
Swift code: ORINUGKA
Sort code: 11-01-47
Acc Name: Red Chilli Hideaway Ltd
Acc No: 16041602010101

Orient US Dollars:

Orient Bank
Main Branch, Kampala Road, Kampala
Swift code: ORINUGKA
Sort code: 11-01-47
Acc Name: Red Chilli Hideaway Ltd
Acc No: 16041602020501

Cancellation and Refunds:

If you have to cancel your booking, please get in touch with us as soon as possible. Deposits made prior to the arrival date will be refunded on the following basis:

Cancellation – Days before booking date:

1. More than 31 days
2. 14 – 30 days
3. 7-14 days
4. 4-7 days
5. 3 days or less

Cancellation fee (% of total bill):

- 0%
- 10%
- 20%
- 35%
- 50%

Please note that if you have made a deposit by bank transfer and require a refund by the same method, you will be responsible for all bank charges for both transfers.

If no payment has been received less than 3 days in advance of your booking date, and you have not contacted Red Chilli to re-confirm your booking details, then your booking may be released and your trip spaces / rooms made available to other guests. We hope you understand that we cannot afford to lose bookings from no-shows.

Finally, please remember that any charges and fees are designed to allow us to maintain our low pricing policies, enabling us to offer the best value budget accommodation and trips in Uganda.

Thank you in advance for your co-operation and understanding.

Red Chilli Hideaway Ltd

Postal Address: PO Box 40288, Nakawa, Kampala - Physical Address: 17 Gangaram Avenue, Mbuya
www.redchillihideaway.com - email: chilli@infocorn.co.ug - tel: +256 (0)414 223903, +256 (0)772 509150

KAMPALA - MURCHISON FALLS