

Dear Guest

Welcome to Red Chilli Kampala - we really hope you enjoy your stay with us!

We have compiled below some useful information about our facilities and services, but if there is anything else we can help you with, please pop into our management office located next to reception, open 7am-6pm, where we will be very happy to help you. If you have enjoyed your stay, do please leave us some feedback on Trip Advisor or Google. You could also take a moment to like and follow us on Facebook, Instagram or TikTok.

Thanks a million for choosing Red Chilli and we hope to be welcoming you back again soon!

Activities

There are numerous activities on offer around Kampala and Uganda. Please check with reception to find out more about half or full-day trips from Kampala, such as Kampala City Tours, boat trips on Lake Victoria and white-water rafting, which we can recommend. We can also advise on booking multi-day trips all around Uganda with Red Chilli tours. Alternatively, take a look at the tours listed on our website.

Red Chilli Hideaway Ltd
Postal Address: PO Box 40288, Nakawa, Kampala. Physical Address: 13-23 Bukasa Hill View Road, Butabika, Kampala
www.redchillihideaway.com, Email: reservations@redchillihideaway.com, Tel: +256 (0)312 202903, +256 (0) 772 509150

Bar

We have two bars. The main bar is situated on the 1st floor, above reception, and is open from 7am until midnight every night. The pool bar is situated next to the pool and opens daily from 1.00pm and closes at 10pm.

The pool bar serves a selection of beers, wine & sodas, and spirits are also available from the main bar. Please note: due to health & safety concerns, only plastic glasses are permitted in and around the immediate pool area.

Check-in/Check-out

Check-in time is 2pm and check-out is 10am. If your room is available earlier, we may be able to check you in before 2pm, but if not, you are welcome to store your bags in our secure luggage room and enjoy our facilities whilst you wait.

To check in, each member of your group will need to produce their passport/valid photo ID at reception and fill in our registration form, as required by Ugandan law for security purposes.

Reception is open from 6.30am until midnight. We do, however, have a member of reception staff on duty outside these hours, so if you are likely to check in or check out outside opening hours, please inform the management office and we will make sure someone is ready with your key when you arrive.

Doctor

If you are taken ill or injured whilst staying at Red Chilli, please come and find us in the management office on the ground floor, where we have a basic first aid kit and can help you book a doctor's appointment if necessary. Bethany Hospital is located within 2 km of Red Chilli. We also recommend The Surgery, located in Naguru, Kampala. Appointments can be made on 0312 256001/2/3. In an emergency, their ambulance can be called for on 0752 756003.

Fire

Red Chilli is fitted with smoke detectors in all rooms and a central fire alarm system. Please take a moment to look at our fire drill procedure which is displayed on the back of all room doors. The assembly point in the case of fire is the swimming pool.

Games and Pool

While staying with us, you can pass the time playing pool, darts or table tennis – all of which are available upstairs in the main bar. There are also a few different board games and packs of cards



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available – please enquire to view or borrow these. The use of them is free of charge, however we require a Ugx 20,000 or US$ 10 refundable deposit, payable at the bar.

Housekeeping

For security purposes, spare keys to all our rooms are only held in the safe room, inside the management office and housekeepers do not have access to occupied rooms. Rooms are therefore only routinely cleaned prior to check-in and after check-out. If, however, you would like your room serviced during your stay, simply inform reception and hand in your room key. We will be happy to clean the room and change the bed linen and towels for you, if required.

Internet/Office Facilities

Wi-Fi is available throughout the premises, although the signal is strongest in the main reception/bar area. Wi-Fi codes can be obtained from reception and are valid for 24 hours.

If you wish to print a document, you may do this during office hours by emailing your document to reservations@redchillihideaway.com. We do kindly suggest a discretionary donation to the Steve Willis Memorial Fund (see below) for the use of this service.

Laundry

A hand-wash laundry service is available from reception (please do not hand laundry directly to the housekeepers) and is charged at Ugx 10,000 per small bag, available from reception. Washing is always completed during the course of the day in which it is handed in; however please note that drying times will depend on current weather conditions. We regret that we cannot wash underwear. For those who wish to do their own laundry, there are laundry facilities available in the main campground (below the pool) and laundry soap is available for purchase from reception. The main washing line is on the side of the hotel. Please refrain from hanging laundry from ropes outside the rooms and use the washing lines provided.

Library

We have a small library in reception, from which books can be purchased for a small donation to the Steve Willis Memorial Fund (see information below). Please ask at reception to view or to buy books.

Local Shops/Amenities

Red Chilli is located in Butabika, a relatively safe suburb on the outskirts of Kampala and overlooking Lake Victoria.



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The trading centre of Kirombe is located within easy walking distance, just below Butabika Hospital. Here you can find a variety of small traders, local eateries, a fruit/veg market and a good supermarket: Labora Supermarket (under 2 km from Red Chilli, on the lefthand side). Just a few hundred metres from Red Chilli in the other direction you can find a restaurant & coffee shop called La Banor, a supermarket and a bakery.

St Stephen's Catholic Church is located in Biina, just over 1 km away.

The larger trading centre of Luzira is located 2-3 km away and here you can find a greater variety of shops and supermarkets, a couple of ATMs and some bars/nightclubs.

Though the area is generally very safe, we would not recommend walking after dark.

Please ask at reception for more information on local amenities.

Lost Property

Please contact the management office for any property lost or found. Any unidentified items found at Red Chilli will be kept for 3 months, after which they will be donated to the local community.

Murchison Falls National Park

Murchison Falls National Park contains an abundance of wildlife from warthogs to lions, but there is much more to do than just go on a game drive. There are boat trips to the bottom of the falls and hikes at the top of the falls and in the forest, where you can trek chimpanzees. We offer several different trips from Kampala to our lodge in Murchison Falls. Please ask reception for more information or take a look at our website.

Payments

Payments can be made from reception in Uganda Shillings or US Dollars. Please note that in line with Ugandan banks, we can only receive unmarked US Dollar notes in good condition, dated after 2013. Current rates for the US Dollar are available at reception.

We also accept Mastercard, Visa card or Mobile Money payments at reception (between 6.30am and midnight). We regret that we cannot currently accept Amex or Diners Card.

Pets

Pets are not permitted in the rooms at Red Chilli. Please discuss with the management office if you are camping with animals as copies of valid vaccination schedules must be approved beforehand.



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Post/Courier

Postcards are available for sale at reception, where items may also be left for postage. Courier delivery may also be received at Red Chilli – using the main physical address: 13-23 Bukasa Hill View Rd, Butabika, Kampala (NB this is not a postal address). Please let us know if you are expecting a delivery.

Quiz Night

Red Chilli hosts ad hoc pub quiz nights from time to time. Please check at the main office for confirmation of the next date. Open to both residents and visitors, entry costs Ugx 10,000 per table of up to 6 people and the winners share the cash and a bottle of locally brewed spirits of their choice.

Reception

Reception is open from 6.30am and closes at midnight every day. Please see **Check-in/Check-out** (Page 1) for further details on checking in and out.

If you have items locked in the storeroom, or in the lockers in reception, access to these will only be available whilst reception is open. If you wish to depart before reception opens in the morning, please make sure all bills are paid, and all items are removed from storage the night before departure.

The reception has a small stock of personal toiletries and essentials for sale, eg. toothbrushes, shampoo, mosquito repellent, washing powder etc. We also have a small variety of gift items for sale – postcards, wall hangings, Red Chilli T-shirts etc. Please enquire for more details/prices.

Red Chilli Tours

Red Chilli offers a variety of regularly scheduled tours to Murchison Falls and Queen Elizabeth National Parks and can also arrange other exclusive tours on request. Please ask at reception for the full trip details and prices, or take a look at the tours section on our website.

Restaurants

The main restaurant, situated adjacent to the upstairs bar, is open from 6.45am and last orders are taken at 9.15pm every day. We provide a varied à la carte menu, with all day breakfast available. The poolside pizza oven serves delicious homemade woodfired pizzas on Fridays, between 5pm and 9pm. For larger groups, we can also organise pizzas or a group BBQ outside of these times, with advance bookings. Please ask at reception if you would like to organise this.

Packed meals can also be arranged for those leaving early in the morning. Please be sure to order these from the main kitchen counter by 8pm the night before departure.



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For larger groups (10 and more), meals can be discussed and arranged at the management office.

Room Service

Unfortunately, Red Chilli is unable to offer room service.

Security

Red Chilli is protected by 24-hour security from our own independent guards, as well as a respected international private security firm, which provides armed response if necessary. All vehicles entering Red Chilli are checked and day visitors are required to sign in and provide photo ID. Please bear with us as our staff carry out these checks – we hope you will agree that in this age of global insecurity it is worth taking the time to ensure that Red Chilli is super safe for us all.

In addition, almost all public areas of Red Chilli are covered by CCTV, which is closely monitored in our management office. If you have any concerns, please do not hesitate to come in and discuss them with us.

The area of Butabika, surrounding Red Chilli, is generally very safe with very little crime reported. However, we do recommend taking a trusted taxi or boda boda when moving out after dark. We have a list of recommended drivers and prices at reception.

Self-Catering

For those wishing to self-cater, we have a basic kitchen located in the campground, equipped with a gas cooker, fridge and sinks. Use of the kitchen is free of charge; however we regret that we are unable to provide cutlery, crockery or kitchen utensils.

Shared bathrooms

There are 3 blocks of shared bathrooms for use by residents with shared bathroom facilities. Please check with reception which is closest to your room. All bathrooms are regularly serviced throughout the day, but we kindly ask that you keep the facilities tidy for other guests using them.

Showers are supplied with solar hot water and electric back-up for days when the sun is lacking or the volume of usage is extremely high. We have installed several pumps in order to ensure good water pressure but do please let us know in the management office if you find your shower lacking in hot water or pressure so that we can investigate. Likewise give us a shout if you find any of the bathroom facilities below standard or lacking in supplies such as soap, toilet paper and hand towels.



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Smoking

Smoking is not permitted inside any part of the buildings or corridors. Please be aware that there are tough laws on smoking in public in Uganda – smoking is banned within 50 metres of all enclosed or public areas, with offenders facing a possible fine of Ugx 200,000/US$ 60, or a jail sentence of up to 5 months.

Sport

Get fit with Coach Daryl! Every Wednesday and Friday mornings at 7.30am in the campsite, join us for a unique mix of functional training, pilates, yoga, strengthening, toning and ability. All ages and abilities welcome, just bring your own mat or borrow from our office. Cost only Ugx 15,000 per session for Red Chilli guests.

Steve Willis Memorial Fund

The Steve Willis Memorial Fund is a special cause that's very close to the heart of Red Chilli. A proportion of all our sales go towards the fund and we organise regular fund-raising activities. Please see the separate pages below for more information.

Swimming Pool

Our 16-metre swimming pool is open from 7am until 7pm. The depth is 95 cm at the shallow end and 2 m at the deep end. Please note that there is no lifeguard on duty and swimming is at your own risk. Please ensure that children are supervised at all times. Towels are not provided in the pool area but may be hired from reception.

Telephone

We do not have a pay phone available for use. We can, however, help with telephone bookings etc - please enquire at the main office/reception.

Television

There is a television available in the main bar, which shows sports and news.

Towels

Towels are provided free of charge for those staying in our self-contained rooms. These will be provided on check-in and must be handed back to reception on checking out. Towels are available for hire from reception for the pool, or for all other accommodation with shared bathroom facilities. Towel hire costs Ugx 10,000 and is payable along with a Ugx 10,000 deposit, which will be refunded once the towel is returned.



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Transport

Reception can advise you on getting around by public or private means. Matatus (minibus taxis) operate from below Butabika Hospital, just 500 m away, to the centre of town – the current charge is Ugx 2,000 per person.

We have several trusted private hire taxis and boda-bodas based near our premises. These are privately owned but reception can advise on fair prices. Airport transfers can also be arranged from reception during reception hours (6.30am to midnight). Drop-offs at Entebbe airport cost Ugx 130,000 for a saloon car or Ugx 220,000 for a minibus. Pickups from the airport cost Ugx 140,000 for a saloon car or Ugx 240,000 for a minibus. The distance to Entebbe airport is around 55 km and the journey time can range from 1 to 2.5 hours, depending on time of day and volume of traffic.

If you have booked white-water rafting in Jina, transport from Red Chilli may be provided free of charge, depending on the numbers rafting that day. Please inform reception when booking your trip if you wish to take advantage of this service.

Red Chilli can offer car hire at a cost of US$ 90 per day, including driver and driver expenses but not fuel. Please enquire in the management office for further details.

Valuables

We provide self-service lockers in reception. Padlocks for these can be bought in reception. We also provide a secure luggage room where bags may be stored and retrieved but please note that access to these will only be during reception hours – from 6.30am to midnight. Please do not leave valuables unattended in your room.

Visitors

If you would like to receive a visitor during bar opening hours, you may do so by signing them in at reception, and they will not be charged the entry fee, unless they wish to use the swimming pool. Please note that you are responsible for your guests for the duration of their visit.

Volleyball

We have a beach volleyball court, located next to the swimming pool. Please ask at the reception or pool bar to borrow a ball (Ugx 20,000 refundable deposit required). Due to the proximity of the court to the rooms, no volleyball after dark and before 7am please!



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Steve Willis Memorial Fund



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So who was Steve Willis?



Steve was born in the UK on 29th August 1967. He came to Uganda in 1995 with the British High Commission but left the diplomatic service out of love for Uganda rather than return to London a few years later. Steve and his wife, Debbie, set up the fledgling Red Chilli Hideaway in Kampala in 1999 and the Murchison Camp followed in 2002. On 8th November 2005, whilst responding to a distress call from a group of explorers in the north of Murchison Falls National Park, Steve and his party were ambushed by LRA rebels and he was tragically shot and killed.

It was so typical of Steve that he should risk his own safety in order to help someone he believed to be in distress. His humanitarian gesture cost him his life and deprived his family of a husband to Debbie and a father to Joseph and Zoe (who was not yet born at the time of his death). With a LOT of help, Debbie continues to run The Red Chilli today and raising money for others whose lives were affected by the LRA is an important way of keeping Steve's name alive, as well as helping some desperately needy people in northern Uganda.

Where do the funds go?

The vast majority of people in the area surrounding Murchison Falls are still drinking out of traditional water sources – very often little more than a stagnant pool or spring, and so disease is rife. The Steve Willis Memorial Fund seeks to help those in areas that were afflicted by the LRA, by providing clean drinking water and providing education in hygiene and sanitation. Working hand-in-hand with The Water Trust, a US based charity with offices in Masindi and Bweyale, the Steve Willis Memorial Fund has funded to date over 40 boreholes in impoverished communities, benefitting tens of thousands of people. In addition, the individual communities have been mobilized to take care of each water source and water user committees have been formed and trained. In 2019, in recognition of these efforts, The Steve Willis Memorial Fund was awarded The Water Trust Humanitarian award.



Steve Willis Memorial Fund
stevewillismemorial@gmail.com
P.O.Box 201629, Nakawa, Kampala
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Steve Willis Memorial Fund

Work has continued since this, however, and in 2023 The Steve Willis Memorial Fund donated over US$ 23,000 towards the Water Trust's first solar power motorized piped water scheme, which now serves 5,237 children and adults with safe drinking water comprised in 6 villages and 2 primary schools.





Currently we have funds ready and earmarked for another project at Runyanya Primary School in Kiryandongo. This school has a total enrolment of 978 pupils and yet no regular supply of water, relying instead on a shallow well in the community, which the children must take turns to fetch water from. This impacts both their education and their health greatly.

All proceeds to the fund go directly to the installation of more boreholes in the area.

What can you do?

Simply stay at Red Chilli or buy a book from our library and you will be contributing towards the Steve Willis Memorial Fund. Look out for special events too! If you would like to make an independent donation, please get in touch with us and we will very happily provide bank details…many, many thanks!!!

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