

Dear Guest

Welcome to Red Chilli, Murchison Falls - 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, one of our staff or management and we will be very happy to help you. If you have enjoyed your stay, do please leave us some feedback on Trip Advisor. You could also take a moment to like or 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 in Murchison Falls National Park. If you are not on a pre-set, organised tour, you might be interested in some of the following:

- **A game drive with an UWA ranger**. This can be enjoyed from your own vehicle, or you may prefer to hire one of our private open-air vehicles, which include a driver and Uganda Wildlife

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

Authority ranger. A 4-hour game drive costs US$130 for our Giraffe vehicle (up to 6 passengers) or US$150 for our Bwana Tembo vehicle (up to 10 passengers).

- **A scheduled or private Nile boat trip**. Either to the base of Murchison Falls, or down to the Nile delta. There are several boat providers within the park. Sunset cruises and private fishing trips can also be organised, with Nile Perch being the favourite catch – the record on a rod and line within the park is 114kg (over 250 pounds)!

- **Chimpanzee tracking**. This takes place twice a day in the forest at Kaniyo Pabidi, in the Budongo Forest Reserve – close to the main Kichumbanyobo gate (access from Masindi). The hike typically spans 2 to 4 hours, with an hour spent observing the chimps, once located.

- **A Nature Walk with an UWA ranger**. There is nothing quite as exhilarating as spotting wildlife on foot! Walking safaris can be arranged with Uganda Wildlife Authority in various locations in the park but must be booked in advance.

- **Ziplining**. Sambiya River Lodge, located close to the turning to the top of the Falls, boasts the longest zipline in Uganda – measuring 245m. You might consider combining this with their canopy walk and/or swimming.

- **Swimming**. Some lodges offer use of their swimming pools for outsiders – for example, Pakuba Lodge and Paraa Lodge on the north bank, and Sambiya River Lodge and Bamboo Village Safari Lodge on the south bank.

If you would like any further information about these, or any other activities in the park, please enquire with the bar staff or ask for one of our managers for advice.

Animals in the camp

Please remember that any animals that you might encounter in the camp are **wild animals** and should be treated as such.

Please do not leave any food, or items that might smell like food, in the safari tents, as the warthogs and baboons will rip right through your tent to get to them! A box is provided in the bar to keep any such items and this will be locked up in the bar overnight. You will only be able to fetch these items during the bar opening times of 6.15am to 11pm. Please do not litter and use the bins provided around the camp, ensuring they are properly covered and secured after use.

Hippos often wander through the camp at night, grazing. If you are lucky enough to see one, please give them a wide berth and the right-of-way. If necessary, you may turn around or wait somewhere patiently until it is safe to pass. More rarely we may see elephant in the camp. For your own safety, please give them a very wide berth and notify a member of our staff.



We strongly advise you to carry a torch at night, but if you are worried about returning to your accommodation at night, please let our bar staff know and one of them will be happy to escort you.

Bar

The bar and restaurant are situated under the main thatched area and are open from 6.15am until midnight every night. This is a counter service so kindly order and collect your drinks from the bar. Meals are also ordered at the bar counter (see "Restaurant" below for more information) but when ready, will be served at your table. The bar is always well stocked with local beers, sodas and water, as well as a selection of imported spirits. We are however in a remote location, so it is not always possible to guarantee constant availability of every product.

We provide complimentary filtered drinking water in the bar, so do please fill up your water bottle.

Bathrooms

There are 2 blocks of shared bathrooms for use by residents with shared bathroom facilities. All bathrooms are regularly serviced throughout the day, but we kindly ask that you keep the facilities tidy for other guests using them. Please note that the water in these bathrooms is not heated, and solar hot water is only provided in the bandas with private bathrooms (ensuite).

Please give us a shout if you find any of the bathroom facilities below standard or lacking in supplies like soap, toilet paper etc and we will put things straight.

The water in camp is provided by a Uganda Wildlife Authority borehole, which is powered by a solar pump. At times of low sunshine, the levels of water in our tanks can run low, so kindly preserve water as much as possible. Please also note that due to the geology of Murchison Falls National Park, the natural water has a very high iron content. At times it can look a little unsightly, with a brownish tinge and can smell a little metallic, however it is tested regularly and has been pronounced safe. Nevertheless, we would recommend that you do not drink this water and instead fill up water bottles with the filtered water provided in the bar. Alternatively, you may buy mineral water at the bar.

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 with us 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. Kindly note that all accommodation must be paid for in full before you are shown to your room (including any upgraded accommodation).



Reception is open from 6.15am to midnight. If you are likely to check out outside of these hours, please inform the bar staff, and arrange with them where to leave your key.

Crafts for sale

UWA has a small craft shop at the Information Centre, close to the bridge and there are also small craft shops at the main Kichumbanyobo gate (coming from Masindi) and the Tangi gate (coming from Pakwach).

Doctor

If you are taken ill or injured whilst staying at Red Chilli, please come and find a member of staff who will alert the management team. We have a basic first aid kit on site. There are no hospitals nearby, but there are a few clinics that may be of use in an emergency. For very serious incidents, an ambulance or helicopter evacuation can be organised.

Electricity

The bar, restaurant and all the bandas, except the superior bandas (Kingfisher, Weaver, Sunbird and Bee-eater) are powered by the camp generator, with an inverter back-up system. The generator runs from 8am until 2pm and then again from 6pm to 11pm. During these times you will be able to charge items in the self-contained or family bandas or at the charging station in the bar (for those camping or staying in the safari tents or basic bandas). Outside of these times the power sockets will not work, but our batteries will ensure the camp is well lit (paraffin lamps are also provided outside the safari tents nightly).

The Superior Bandas mentioned above are equipped with one solar system for the fan, lights and USB charging and a separate 200l solar system each for hot water. The twin ensuite bandas are also equipped with a 200l solar hot water system each. These systems do not have electric back up, so if a lot of power or hot water is consumed during the course of the day/evening, they will not start charging again until the sun comes up the next day. We would therefore advise that the USB charging points in the superior bandas are used only for simple things, such as mobile phones, and that larger items, such as high-capacity power banks, are charged in the bar, off the generator.

Fire

In case of a fire, please notify a member of our team as soon as possible. The fire assembly point is in front of the main ablution block in the car park. Please do not put yourself in any extra danger by stopping to collect your belongings from your banda.

Generator

Please see Electricity (above).



Games

There are a few different board and card games available at the bar. Please enquire to view or borrow these.

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 routine access to occupied rooms. If 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 linen and bedding for you, if required.

Laundry

A hand-wash laundry service is available from the bar (please do not hand laundry directly to the housekeepers) and is charged at Ugx 10,000 per small plastic bag. Washing is always completed during the course of the day in which it is handed in; however please note that drying times depend on current weather conditions. We regret that we cannot wash underwear.

Library

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

Local Shops/Amenities

Pakwach is situated 42 km north of Red Chilli, beyond the Tangi Gate, on the North Bank. Bulisa town is 29 km away and can be reached via the Bugungo gate on the South Bank. These towns are appropriate for small, essential supplies but for more variety and choice, Masindi is 84 km away. We have a small selection of essentials available for sale at the bar at Red Chilli – toothbrushes, toothpaste, insect repellent, feminine hygiene products etc. Please enquire for more details.

Lost Property

Please ask at the bar 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.

Payments

Payments can be made from reception in Uganda Shillings or US Dollars cash. Please note that in line with Ugandan banks, we can only receive 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 (6.30am to midnight). We regret that we cannot currently accept Amex or Diners Card.



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Pets

Pets or domesticated animals are not allowed in Murchison Falls National Park. If you are found with a pet, we are obliged to report it to Uganda Wildlife Authority. All wild animals in the park need to be protected from disease.

Reception

Reception is situated at the bar and is open from 6:15 am and closes at midnight daily. Please see Check-In/Check-Out above for further details on checking in and out.

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

Recycling

All our waste is recycled. Biodegradables are separated from non-biodegradable items and plastics are transported out of the park and passed on to recyclers in Masindi or Kampala, depending on the material. Kindly help us to help the park by placing plastic items (such as plastic water bottles) in the sack provided at reception, next to the bar. To further reduce on plastics, please consider re-filling a water bottle with the filtered water provided, rather than buying mineral water in plastic bottles.

We do not keep plastic bags at Red Chilli and only paper bags and coffee cups are used for packed meals.

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 our website for the most popular ready-made trips.

Restaurants

The restaurant/bar is open from 6.15am until midnight, with packed breakfasts ready for collection at 06.15am (please order at the bar by 8.15pm the night before). Warm breakfast is served from 7.30am to 10.30am, lunch from 11.30am until 3pm and dinner between 6pm and 9pm.

Breakfast and lunch are a la carte (please check our daily lunch specials board too), whereas for dinner we offer a choice of 3 different freshly cooked dishes daily: one red meat, one white meat/fish and one vegetarian option.

Please order all meals at the counter with our staff. Once ready, they will be served at your table.



Room Service

We regret that we cannot offer room service, as it is not advisable to carry food and drinks in the vicinity of the camp, which are attractive to animals such as warthogs and baboons.

Self-Catering

We have a BBQ in the central campsite, which you are very welcome to use and you may also use your own BBQ, although please take care not to light it anywhere near trees or other vegetation, where sparks may cause a bush fire. Otherwise please do not light any open fires and instead enjoy our nightly campfire, in front of the main bar. We regret that our kitchen and/or equipment is not available for self-catering.

Smoking

Smoking is not permitted inside any of the public areas. 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 (approx. US$ 60), or a jail sentence of up to 5 months. If you smoke, please ask for an ashtray or dispose of your cigarette butts responsibly in the bins provided, as they are very harmful to the environment.

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 further information.

Telephone

We do not have a payphone on site, but if you need any help with bookings etc by phone, please enquire at the bar or speak with one of our management team. The mobile phone signal is patchy within the camp, with Airtel users generally having more success than those with other providers. For MTN, the best signal can usually be found in the middle of the central camping area.

Towels

Towels are provided free of charge in our self-contained rooms. They are available for hire for Ugx 10,000 from reception for all other accommodation options. A Ugx 10,000 refundable deposit will also be required for towel hire.

Transport

We have two open-air vehicles that are available for hire with a driver and UWA ranger. Hire of our "Giraffe" costs US$ 130 for up to 6 passengers on a game drive (including fuel, driver and UWA guide)



and “Bwana Tembo” costs US$ 150 for up to 10 passengers. If you need transportation to any other part of the park or to Masindi/Pakwach, please ask to speak to one of our management team, who can provide a quote for you.

Valuables

Please do not leave your valuables unattended, especially in tents, which cannot be locked. We have some lockers, situated on the wall, just outside the bar/reception and we have padlocks for sale in the bar, if you would like to secure any valuables.

Wi-fi

We regret that we do not have wi-fi in the camp. Please take this opportunity to enjoy a digital detox and connect with new friends and the beautiful nature all around you!



Red Chilli...
the hottest place to chill in Uganda !

Red Chilli Hideaway Kampala



A tranquil, lakeside location in Butabika, Kampala, offering camping, dorms, basic rooms, en-suite rooms & an apartment:

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16 metre pool, A la carte Restaurant, Bar, Pizza oven, free Wi-fi and much more…

… Plus scheduled and tailor-made safaris!

20% discount for those who have stayed at Red Chilli Rest Camp, Murchison Falls!

Red Chilli Murchison

Red Chilli Tours

Red Chilli Kampala

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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
13-23 Bukasa Hill View Road, Butabika, Kampala
Tel : +256 782 547620

Steve Willis Memorial Fund

Work has continued since this, however, and in 2024 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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