

Red Chilli Payment Terms and Conditions

Deposits:

For Red Chilli accommodation or any Red Chilli reservation, we require an advance deposit of 50% to secure the booking, with the balance to be cleared on or before arrival/trip departure. If no payment has been received within 3 days from the date of making your reservation (**not** the date of arrival), and you have not provided proof of payment to Red Chilli, then your booking may be released and your trip spaces/rooms made available to other guests without further communication. If you make a reservation within 3 days of your planned booking date, we require a 50% deposit within 24 hours. We hope you understand that we cannot afford to lose bookings from no-shows.

Payment Options:

- 1. Visa/MasterCard** payments can be made in United States Dollars. To make your payment using the online payment portal, please click here: <https://xpresspay.ug/payments/redchillihideaway/index.html>. This is our preferred payment option for those without access to an Orient Bank, or for those paying internationally. There are no surcharges or extra costs associated with this method of payment.
 - a. Visa or Mastercard credit or debit cards are accepted. Card payments do not incur any kind of surcharge, so for travellers paying from overseas this is the preferred payment option as there is no fee charged to you to make the payment.
 - b. The office will be open in time for card payments on the morning of trip departures but at other times, please plan your card payments to coincide with normal office hours of 9am-5pm.
 - c. Please do not leave payment by card 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 cash payments and Red Chilli will not be held responsible for additional costs or delays.
- 2. Cash payment at Red Chilli Kampala or Red Chilli Murchison reception.** Uganda Shillings and US Dollars (notes printed after 2009) are accepted between 7am and midnight every day. This payment should be made within 3 days of the date of making the reservation or within 24 hours if your planned booking date is less than 3 days away. For those arriving in the country the day before a booking date, please use instead our Visa or Bank Transfer payment options. Please note that we are only able to accept notes that have no tears/rips or marks/stamps on them.
- 3. Bank deposit payment in Uganda Shillings or U.S. Dollars to our Orient Bank accounts**
Notes on bank deposits:
 - a. It is beneficial for you to pay U.S. Dollars into our USD account and/or UGX into our UGX account. Likewise, you will get a preferential rate if you pay in U.S Dollars for trip payments & accommodation (as they are priced in dollars).
 - b. 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.
 - c. Please make the payment within 3 days of making the reservation, or within 24 hours if your planned arrival date is less than 3 days away.
 - d. Please retain your cash/cheque deposit slip as proof of payment and email it to our reservations office, or alternatively hand it in at Red Chilli Kampala so that we can track the payment and confirm your booking.
- 4. Payment by international bank transfer to our Orient USD & UGX accounts.**

Notes on bank transfers:

- a. Please see the note on USD and UGX and Forex rates above when selecting which account to make payment into.
- b. For bank transfers within Uganda, please make the transfer within 3 days of making the reservation or within 24 hours if the planned booking date is less than 3 days away. For international bank transfers, please make the transfer within 3 days of making the reservation, providing that your planned booking date is no less than 6 days away. We regret that we are unable to receive international bank transfer payments within 6 days of your reserved trip/accommodation dates, as transfers may take up to 6 days to appear in our account.
- c. Please retain your transfer form instructions as proof of payment and email it to our reservations office so that we can track and confirm your booking.
- d. Please be prepared to accept responsibility for 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/prior to departure. Please be aware that these can often be



incredibly hefty and any routing banks will also take charges which you, the client, will not always be informed of by your bank. Extra charges may only be discovered when we message you to tell you what was received.

- e. **For bank details and cancellation / refund policies see below.**

Cancellation and Refunds for Tours and Safaris:

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

Cancellation – Days before booking date:	Cancellation fee (% of total bill):
• More than 31 days	0%
• 14 – 30 days	10%
• 7-14 days	20%
• 4-7 days	35%
• 3 days or less	50%

Cancellation and Refunds for Accommodation:

If you have to cancel your accommodation 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:	Cancellation fee (% of total bill):
• More than 30 days before booking date	0%
• 14 – 30 days before booking date	50%
• Less than 14 days before booking date	100%

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.

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 accommodation and trips in Uganda.

Bank details:

For cash deposits within Uganda, there are multiple Orient Bank branches in Kampala (Kampala Road, Kololo, Kawempe, William Street, Nkrumah), as well as in Gulu, Jinja and Mbale. You may also make cash deposits into our Orient Bank accounts via all Centenary Bank branches.

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

Thank you in advance for your cooperation and understanding.



Red Chilli
Kampala

