Dear guests,

Looking forward to your safari in Uganda? So are we! But to enter Uganda you will need a visa. Luckily, the procedure to apply for a visa is straightforward and can be done online, before you even set foot on the plane!

We've created this document to help you through the process of applying online. We recommend you apply 3-4 weeks before travelling. Approval is usually granted within 3 days, but if additional information is needed more time may be required. The visa itself is issued upon arrival in Uganda, so applying well in advance cannot cause any problems.

Please keep in mind that:

- You should only apply for an online visa through the official Ugandan immigration website: https://visas.immigration.go.ug/.
- You apply for a single entry tourist visa of 50 USD. The visa can be granted for up to 90 days, starting on the day of arrival in the country.
- Every passport holder needs to apply for his or her visa. Minors who are mentioned in their guardians' visa applications still need to apply for their separate visas.
- Applications are best done via a computer and the immigration e-services portal is best viewed in the major browsers, such as Mozilla Firefox, Google Chrome, Safari and Microsoft Edge.
- If you have any doubts or technical problems, you can read the Q&A of their website https://visas.immigration.go.ug/#/help
- And last but not least! You are applying for a visa to Uganda, where things might work differently than what you are used to. Computerized systems for example don't always work properly, and you might have to try several times. We usually advise to just shrug about these and other setbacks, say TIA (This Is Africa!), laugh about it and try again!

Wondering about the East Africa Community Visa?

If you travel to several East African countries in one holiday, you can apply for an East Africa Community Visa (the EAC visa) instead of a visa per country. The EAC visa is a so-called joint tourist visa for people travelling to Rwanda, Uganda and Kenya (but not Tanzania), and it's issued in the first country you enter.

If, for example, you travel from Uganda to Rwanda and Kenya, you apply for the EAC visa in Uganda as this is your point of entry. Once on holiday, the same visa allows you to enter Rwanda and Kenya.

The EAC visa allows single entry into the East African Community and multiple trips between the countries. The cost is USD 100. If you want to apply for the EAC, you can simply choose this option on the official Ugandan immigration website for visa applications*.

Going to Kenya first?

If, in the above example, you travel to Kenya first, you cannot apply for the EAC visa to cover your whole trip. Even though Kenya accepts the EAC visa as a valid visa when coming from Uganda or Rwanda, the Kenyan government gives no possibility to apply for it. Thus, if Kenya is the first destination of your trip, you have to apply for an eTA (electronic Travel Authorization) for Kenya first, then apply for a visa per country or an EAC visa for the other two countries.

Also, if your itinerary includes Tanzania, you always apply for a separate visa for that country.

*You can choose this option in step 1 of 4, after starting your application, by selecting East African Tourist Visa instead of Uganda Ordinary/ Tourist Visa. But please keep in mind that this guide might not include all the information you need for that.

In preparation

For applying for your online visa, you need the following documents:
- A travel document valid for at least 6 months upon return.
- At least one blank page in your passport.
- Return flight ticket.

Keep the following things at hand when you apply:
- Visit details and travel plans.
- Digital copy of the bio-date page of your passport (JPEG or PNG, max 250 kB).
- Recent digital passport-size photo with a clear background (JPEG or PNG, max 250 kB).
- Digital copy of your return flight ticket (JPEG*, max 250 kB).
- Yellow fever vaccination certificate.
- Your Visa, Mastercard, American Express or Union Pay International (set for international transfers).

The process is quite simple, but keep a few things in mind before you start:

- It is not possible to save your application halfway through and then return to complete it later. In fact, you cannot proceed from one step to the next without filling in all the required fields. Additionally, if you take too long to complete the application, the session expires and you have to start again. Therefore, we advise you to have everything needed at hand so you can finish it all in one go.
- After payment, it can take up to 3 days before your visa application gets approved.
- Wrongly applied visas or visas that lack certain information or attachments can be rejected without a refund.
- If your application gets rejected, you receive an email with the reason for rejection. If possible, solve the problems stated in the email and apply again.
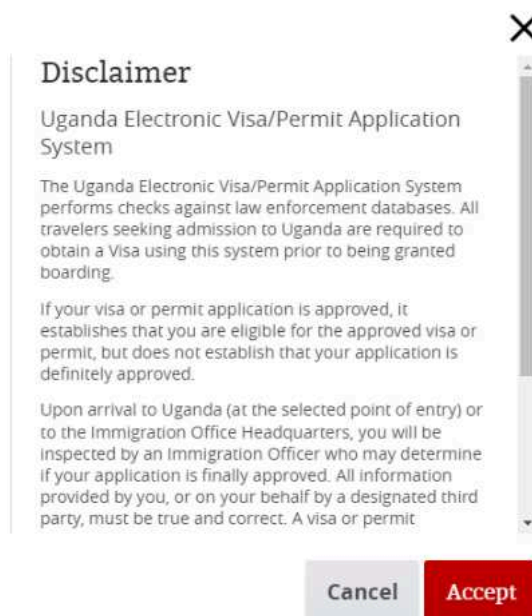
*Although the website states they also accept PDFs, it is recommended to use JPEGs because PDFs might cause some errors.

Getting started

1. Go to https://visas.immigration.go.ug/ and click 'Start a new application'.
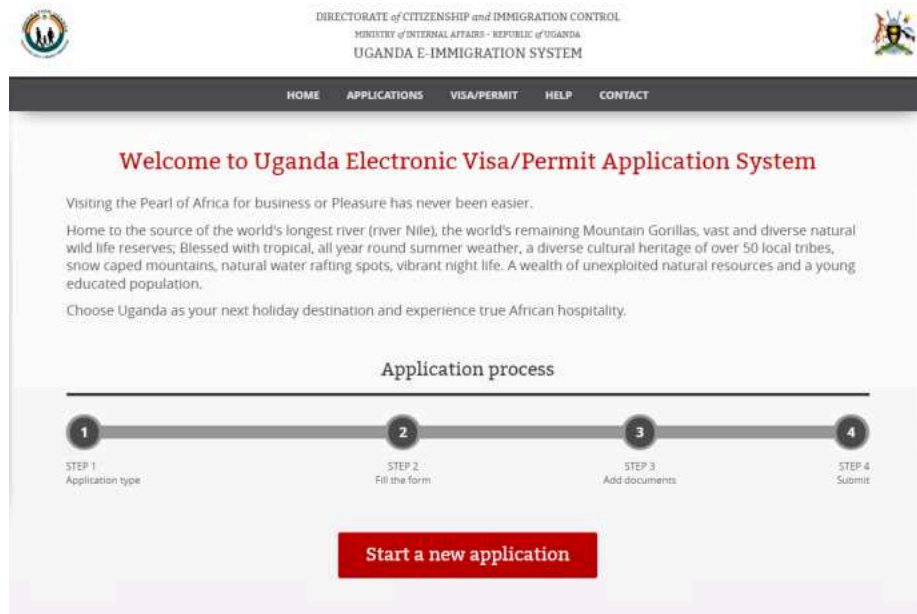
2. Read the disclaimer that appears on-screen carefully and click "Accept".

The application process

Step 1 of 4:

Choose the options you see in the image. Click "Next step".

Step 2 of 4:

In this step, you fill in your personal data, your passport details and the details about your trip.

    a.   Under "Group data", you can create a new group that your companions can join during their application, but please note that this does not make any difference. You can just skip it.

    b.   Under personal data, you fill in the form that appears on the screen with all your personal information. Please note that all fields with * are mandatory and if you do not fill them in properly you will not be allowed to proceed to the next step. First, fill in your name, date of birth, gender, etc:

Next, fill in your country of residence and other residential information:

Then, fill in your passport details:

Passport data

Passport type *

Choose...

As appears in the passport

Passport number *

As appears in the passport

Issuing country *

Choose...

Must be selected in accordance with the passport

Place of issue *

As appears in the passport

Date of issue *

DD-MM-YYYY

Must be selected in accordance with the passport

Date of expiry *

DD-MM-YYYY

Must be selected in accordance with the passport

Previous passports (if any)

Enter the most recent passport number

Do you have children endorsed on your passport accompanying you? *   ○ YES   ○ NO

d. Under "Other data" you add the information about your trip. For the address in Uganda, you can add the name of our partner Kizuri Adventures Ltd. and our telephone number: 00256 779 418 020.

As the point of entry, you can select the airport (Entebbe) or any of the land borders in case you are entering Uganda by car.

Other data

Address in Uganda (person, organization, hotel, travel agency...) *

Name and telephone number of your host (person, company, hotel...)

Travel history *

List of the last five countries (or less) you visited or NONE if no countries were visited

Purpose of visit *

Choose...

Choose from list

Date of arrival *

DD-MM-YYYY

Enter the arrival date

Point of entry or where you want to have your visa personalised *

Choose...

You should go to the selected point to have your visa sticker printed and have your fingerprints captured

Enter the duration of stay requested. It shall be within 7 day/s and 3 month/s

Duration of stay requested *

Specify period in days, months or years

Specify period in days, months or years *

Choose...

Specify unit of the period requested

Have you been denied a Visa before? * ○ YES ○ NO

Have you been deported before? * ○ YES ○ NO

Have you been convicted in any country? * ○ YES ○ NO

Are there any criminal proceedings against you? * ○ YES ○ NO
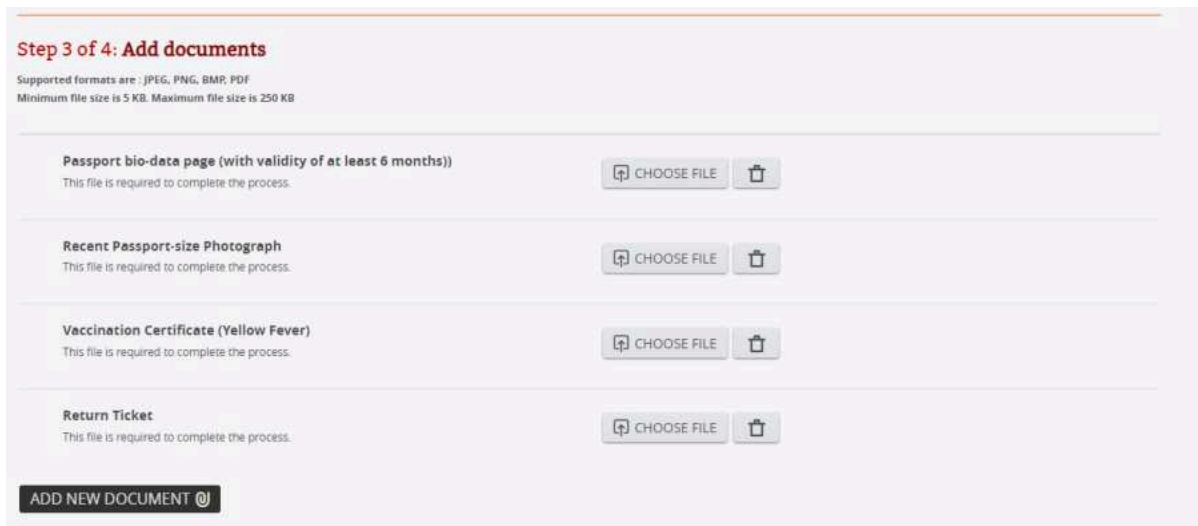
Are you suffering from any mental illness? * ○ YES ○ NO

☐ I confirm that all information provided in this form is accurate and valid

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e. At the bottom of the screen about your personal information (under "Other Data"), confirm that all **information provided in the form is accurate and valid and tick that you are no robot.**

Step 3 of 4:

Upload the requested documents. Please keep in mind that it's best to upload JPEG/ PNG and that the file size should not exceed 250 kB. Then click "Next".
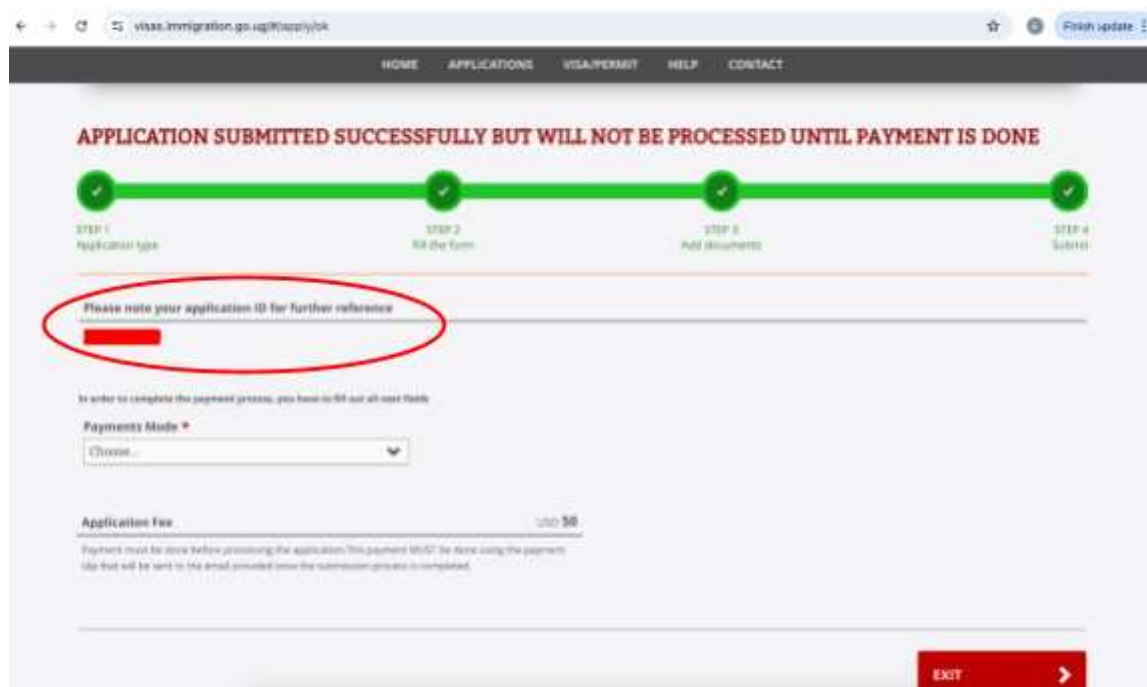
Step 4 of 4:

You get an overview of your application. Double-check that you didn't make any mistakes. Once you are done, click on "Submit". Then the following appears on-screen, with the reminder to note down your application ID as you might need it later on.

At this point, you should also receive a confirmation mail (see screenshot below). Even though this email contains your application ID, it is always better to note it down after applying (just in case you don't receive the email).

DIRECTORATE of CITIZENSHIP and IMMIGRATION CONTROL
MINISTRY of INTERNAL AFFAIRS REPUBLIC of UGANDA
UGANDA E-IMMIGRATION SYSTEM

Application Received

Dear

Your application for Visa was successfully received in our system. Remember that this application should be paid online or using any other preferred payment mode. If the application is not paid it will not be processed and will be automatically cancelled.

Track and pay your application here using the following information:

- Application Id:
- Date of Birth:
- Passport Number:

Important: This application belongs to a group.

Group info:

- Group code:
- Group description:

Thank you

You have until 16-11-2024, to finish the application process.

DISCLAIMER: Payment for Visa is non-refundable and non-transferable.

Making the payment

After submitting, your application is saved. You can decide to pay immediately or at a later time. The cost of the visa is 50 USD plus a 3% processing fee for online payments. Please note that your application won't be reviewed until the payment has been made.

If you decide to pay immediately, click "Pay". A disclaimer then appears on-screen. Read it carefully and click "Accept".

    a.   The card payment gateway opens. Check the details, choose "Pay now" and select the payment method of your preference. Click "Next".

b. Fill in your card details and click "Pay." Your visa application is now complete, and you just need to wait for a response.

Paying later and checking the status of your application

a. If you decide to pay later and/or make any modifications to your application, you go to "Applications" > "Manage Application".

b. As we mentioned earlier, you need your application ID, your passport number (the one you used to fill out your application) and your date of birth. Then click "Check Application Status".
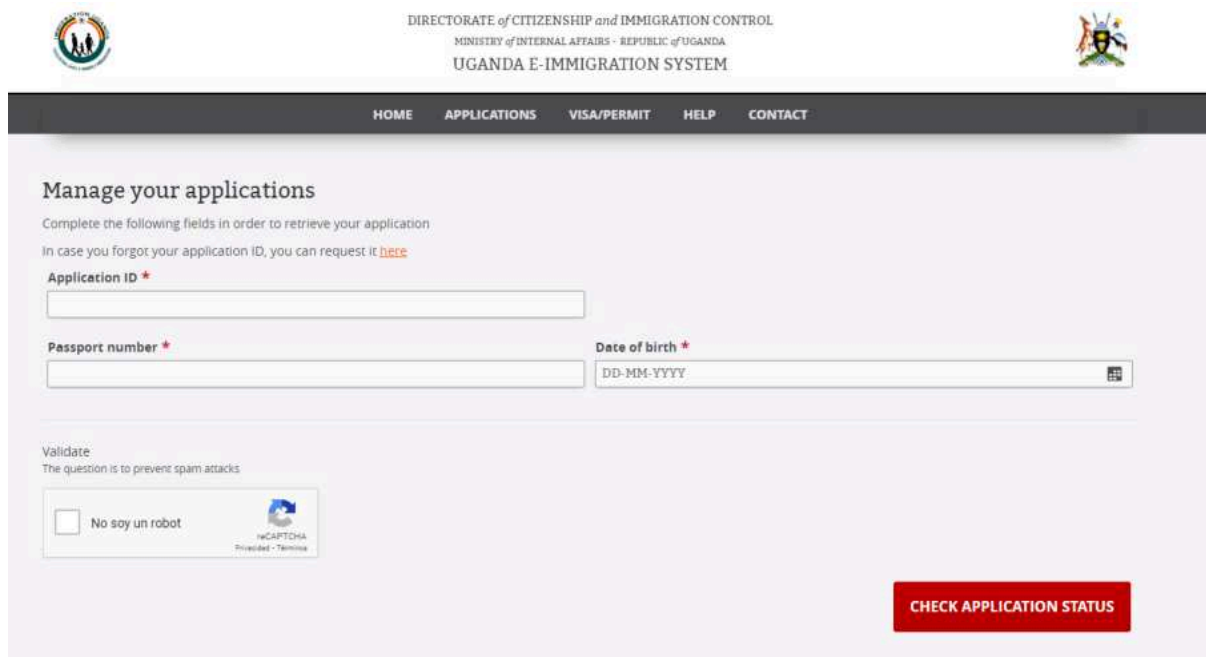
This agreement is subject to the SGR guarantee scheme. You can find the conditions at www.sgr.nl/english/. SGR will send these conditions on request.
Special VAT scheme for travel agents is applicable. Our general conditions apply to our invoice; you can find them in detail on our website.

c. You will then see the status of your application. It might read pending payment, pending approval or (after a few days) denied or approved.

d. If you still need to pay, you can choose your payment method and the option to "Pay" will appear. If you want to modify your application, click "Modify".

Wait for approval

After a successful payment, your application is sent to an immigration officer. Whenever your application status changes, you receive a notification in your email. You can check the status at all times in "Manage your application".

1. **Your application is approved**

   If your application is approved, you receive an email with a so-called Approval Letter*, showing that you are eligible for a visa. You can print this letter or download it to your mobile device. Upon arrival, the visa is stamped in your passport after a final check. Remember that you need to show your visa at the arrival and departure points.

2. **Your status is pending upon departure**

   If you don't get the email with the Approval Letter before departure, you can check your application status under Application/Manage Application. You need your Application ID, passport number and date of birth to enter.

   If there is no change of status, make sure to print the confirmation email showing that you applied for the visa and take it with you on the plane. You can show this to immigration upon arrival. Most likely, you will have to apply again upon arrival and pay an extra 50 USD.

3. **Your application is denied**

   If your application is denied, you will not be able to travel to Uganda. The email informing you that your visa has been denied includes the reasons for the denial. As communicated on the website: "If an applicant is rejected and his or her circumstances have not changed, a new application will also be rejected". If you have seen the reasons and can change the application, you can try to apply again, at an additional 50 USD.

Final step

Have your Approval Letter with you on the plane and enjoy the flight!

*Remember that the Approval Letter shows you are eligible for the visa or permit, but does not guarantee final approval.