

CRS RWANDA WELCOME INFORMATION

March 2018

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WELCOME TO RWANDA MURAKAZA NEZA!!!

CRS/Rwanda is happy to welcome you to Rwanda, warmly known as ‘the land of a thousand hills’. It is situated in East – central Africa. It lies 121 Km South (75 miles) of the equator in the Tropic of Capricorn, 1416 kilometers (880Miles) west of the Indian Ocean and 1250Km (777Miles) east of the Atlantic Ocean – literally the heart of Africa.

Landing at Kigali International Airport

Rwanda like most of countries around the world protects the environment and among several measures, the carrying and use of plastic bags is prohibited in country.

Ground Transportation

CRS Rwanda will arrange transportation to and from the airport. Should they miss your arrival, taxis are available at the airport and can safely bring you to the hotel. Prices are regulated and you should not pay more than 12,000 Rwandan Francs (\$14). You will be able to pay using USD. If you have any questions regarding transportation upon arrival, please feel free to contact CRS Rwanda Logistics Officer , Achille Munyaneza (+250) 788317076 or Supply Chain Specialist, Annick Murekatete (+250) 788308309.

CRS office information:

Catholic Relief Services, Rwanda Program:

- Mail: P.O. Box 65, Kigali
- Physical Address: Chadel House, Across from Belgian School, Kiyovu
- Office cell phone + 250 788307256

Opening Hours: Monday – Thursday 8:00 – 13:00 and 14:00 to 17:00

Friday 8:00 – 13:30

Useful contacts:

- Darren Posey, Country Representative, Cell phone # + 250 0788308947
- Charlotte Batanage, Operations Manager, Cell phone # +250 78 8387197
- Vestine Mukamusana, Administrative Officer, Cell Phone # +250 78 8315084
- US Embassy, Kigali, Line Telephone # +250 252 596400
- US Consul Cell Phone # +250 788300345

Entry visa

Citizens from the following countries can obtain a free Rwanda three-month single entry visa upon arrival at Kigali International Airport or at the point of entry to Rwanda: Democratic Republic of

Congo, Germany, Hong Kong, Mauritius, South Africa, Sweden, Singapore, United Kingdom and the United States of America to visit for a holiday, sightseeing, social or other recreational purpose or to visit relatives or other short term non-work purposes. Also, a visitor's pass shall be issued to citizens of Eastern African Community partner states at the border post by the prescribed endorsement on the valid travel document.

All other travelers to Rwanda are required to obtain an entry visa before arriving in country except Africans who can get their entry visa upon their arrival at any entry point to Rwanda. Please contact the Rwandan Embassy in the country of departure. To apply online, please visit the following Web site: <http://migration.gov.rw/singleform.php>. In this case, you are required to pay 30USD upon your arrival at the entry point to Rwanda. For further information relating to the visa application, please follow this link <https://www.migration.gov.rw/Visa.html> or ask any questions through Facebook to **Rwanda Migration**.

Security issues

Despite the recent instability in the region, the security in Rwanda is generally good. Crime in Kigali typically consists of pickpockets and not much more. Please avoid wearing or carrying valuables, especially when you are walking alone during the day or even with others at night. Walking alone at night is not recommended. Likewise avoid overcrowded streets and do not leave your baggage unattended.

Taxis

Kigali Taxi Services is the most prominent taxi service (white with blue and red lines on both two sides) and can be reached at +250 788683786. Most taxis have a meter; however, if no meter is available, please negotiate the price beforehand.

CRS uses the below taxi drivers on a regular basis who can be contacted for service.

Taxi driver's name	Phone #	Location
Papias FIKIRI(Papi)	+250788461230	KIGALI
Emmanuel HAKIZIMANA	+250788521470	KIGALI
Joël(KAZUNGU)	+250788834521	KIGALI

Air ticketing

The CRS/Rwanda Administrative Officer, Vestine Mukamusana, is in charge of travel arrangements and can be reached by telephone at +250 788315084. She is able to assist you with any ticketing problems that you may experience. Please remember to reconfirm your airline ticket 48 hours before departure.

Health facilities and concerns

Visitors should drink only bottled water and avoid raw, uncooked vegetables.

Access to good health care is limited, particularly outside Kigali. The best hospital in Kigali is King Faisal, which is located behind the Umubano hotel in Kacyiru neighborhood. To schedule an appointment at King Faisal Hospital, you can call 078.830.9002, 078.830.9003 or 3939. They provide Ambulance services. The Belgian Embassy's clinic also provides services to expatriates and the Adventist Dental Clinic provides good dental care. The eye care services can be provided by Dr. Agarwal's Eye Hospital. Serious illnesses or injuries would typically involve treatment in Nairobi or Johannesburg.

The risk of infection of malaria exists in Rwanda. You may choose to come with your anti-malarial pills, although some of them can be found in Kigali, if required.

Proof of yellow fever vaccination usually required to enter Rwanda, although not always checked. As such, and to be sure, please carry your vaccination certificate with you.

Climate/weather

Rwanda is generally temperate, with two rainy seasons (March to May, September to December). The average daytime temperature in the central plateau is 19 to 22°C; however, it can be 12-14°C in the morning and the evening in the North in places like the Volcano National Park.

Dressing

In Kigali, light clothing is recommended during the day but at night a sweater can be necessary. Sunglasses and a hat may be necessary especially during the hot months. (June-August)

For people who want to visit other areas for gorilla and chimpanzee trekking, it may be chilly and relatively cold in the Volcanoes National Park and Nyungwe Forest National Park. It is recommended that you have comfortable water-proof hiking shoes, a light raincoat, a cap/hat, a pair of binoculars, a camera with zoom lenses, a water-proof bag for your photographic equipment, comfortable pair of trousers, and long sleeved shirts/blouses.

Restaurants

There are many restaurants ranging from inexpensive establishments offering local cuisine and buffets to a limited number of European and Asian style restaurants that can be more expensive. Some of these are listed below:

Kacyiru area:

- Shokola Light (middle eastern inspired menu), opposite American Embassy, on the top of Kigali Public Library: lunch buffet is 5,000RWF
- Magda Café (sandwiches): 5,000-7,000 RWF per meal
- Mimoza Restaurant, (African buffet): 3,000RWF per meal
- Havana Club (steak, fries, pizza)
- Umubano Hotel (international cuisine and bakery)
- Java In

Kimihurura area:

- Papyrus, (African): 14,000Rwf
- Lalibela (Ethiopian Restaurant)
- Mamba Club/Buffer per order for 6,000Rwf

Within walking distance of Mille Collines, Kigali Downtown (Kiyovu)

- Khana Khazana (Indian): \$10-15 per meal
- Heaven Restaurant (International): \$10-15 per meal
- Chez Robert Restaurant (Belgian): 7,000Frw for buffet
- Republika Lounge (African): 4,000Rwf - 7,000Frw
- Panorama Restaurant at Mille Collines (International): 10,000Rwf for buffet
- New Cactus (International): 5,000-10,000Rwf/Menu
- Ubumwe Grande Hotel (International): 12,000Rwf for buffet

Within walking distance of Chez Lando Hotel (Remera)

- Sole le Luna, (Italian, pizza), Remera across from CNLG – walking distance from Chez Lando hotel, 10-12\$ per meal.
- High Noon (grillades), Remera, behind Chez Lando
- Beau séjour Hotel near Sole le Luna Restaurant, 5,000Rwf-7,000Frw per meal

Nyarutarama area:

- Zen, (Asian Cuisine), Nyarutarama, 10-12\$ per meal.
- Bourbon Coffee Internet Cafe (Coffee, light meals, ice cream) MTN Center, Nyarutarama or UTC downtown, 8-10\$ per meal
- Via Veneto(Italian):2500Rwf/buffet
- Blueberry (Indian)/Menu

Around the Lemigo Hotel:

- Poivre Noir (French and Belgian cuisine)5500-15000Rwf /Meal
- The Hut(International): 12000-40000Rwf/Menu

Worship

There are a variety of possibilities to worship, including:

- **Saint Michael Cathedral (Catholic)**
+250 252572014/574801
- **Saint Etienne Cathedral (Anglican)**
+250 252573105
- **Al Madina Mosque (Muslim)**
Tel +250 252583271

In Rwanda it is forbidden to smoke in public areas, and most restaurants have reserved areas for smokers. Please look for designated areas.

Supermarket information

Kigali city center

- **Simba Supermarket:** is located in Centenary House, Ground Floor. In addition to local products they have lots of imported brands, foods and wines
- **Simba Supermarket in Kimihurura:** It's located right on the main road between wedding roundabout and RDB, a great spot for people who don't live near town but still want to stop by a grocery store. It's sparkling clean, well-organized, and has great lighting
- **Nakumatt Supermarket** :is located in the UTC building, and there is a second branch in Kigali's tallest building Kigali City Tower (KCT), a 20-floor complex in the City's Central Business District of Nyarugenge. It's a department store offering everything from foods, stationery, appliances, electronics, bedding, camping equipment and household plastics.

Money and ATM

It is best to bring US dollars with you and ensure they are new notes (after 2006). It is best to bring larger denominations, as you'll receive a better exchange rate. You will be able to change USD and Euros at banks and/or forex bureaus in the center of town. The average rate is 826 Rwanda Franc to the US dollar and 881 Rwanda Franc for 1 Euro in the national Bank of Rwanda. Please avoid changing money with street vendors; it is illegal.

Bank of Kigali and Ecobank have several ATMs in Kigali that accept international Visa credit cards; however, if you have a Mastercard, you need to withdraw money from Access Bank in the UTC center.

- Ecobank HQ Kigali down town, Kigali International airport, Remera, Kigali Business Center shopping plaza (KBC), near the office
- Bank of Kigali, Kigali down town, Remera, Kacyiru across from Top Tower, near the office, Nyabugogo, Kigali International airport...

Photography

You may take photographs anywhere in Kigali except military installations and police barracks. If you want to take photos of people in towns or in the countryside, the normal courtesy requires that you first ask for their permission and consent. When visiting the Kigali Genocide memorial, you can take photos outside, but inside you will have to pay. Whenever you are not sure of what to do, and not to do, please ask your tour guide for his/her advice.

Communication

The telephone network is very efficient in Rwanda. Kigali city is covered by a mobile phone network provided by the MTN Rwanda, TIGO and AIRTEL, the two first are leading telecommunications companies in the country. For the land lines, there is Liquid Telecom. All of these companies offer internet service which is reliable.

Language in Rwanda

The main language spoken in Rwanda is Kinyarwanda. English is largely spoken by central government as well as people who are in contact with visitors. French is widespread amongst Church officials.

What to see in Rwanda

"The land of a Thousand Hills" is a green undulating landscape of hills, gardens and tea plantations. It offers tourists a one of a kind experience - home to one third of the world remaining Mountain Gorillas, one third of Africa's bird species, several species of primates, volcanoes, game reserve, resorts and islands on the expansive lake Kivu, graceful dancers, artistic crafts and friendly people. All major attractions are located within 1-5 hour drive from the capital, Kigali and so in a short vacation, a tourist can reach volcanoes, rainforests, savannah, lakes and the beautiful city of Kigali.

Lake Kivu

Lake Kivu stretches for almost 100km along the DRC border to the West, this lake is part of the "collection" of lakes one can find along the Rift Valley. With a maximum depth of 480m, it is one of the deepest lakes. Around the lake one finds a number of resort towns, such as Gisenyi in the Northern Province, Cyangugu in the Southern Province and Kibuye in the Center. The road is paved from Kigali to each of these lakeside resort towns.

Akagera National Park

Akagera National Park is situated in the Eastern Province of Rwanda towards the border of Tanzania. Untypical to the rolling hills of Rwanda, this part of the country is a flat Savannah. The National Park is 1085 km² where one can see buffalo, elephant, zebra, giraffe, hippo and various antelope. Akagera also boasts 550 bird species, including some rarities that one cannot find elsewhere in Africa.

Volcano National Park

Located along the border to the Democratic Republic of Congo and Uganda, there is the Virunga Mountain Chain and in Rwanda the park is called the Volcano National Park. The Volcanoes are extinct, with the exception of the southern peak close to Rubavu, and the National Park offers hikes and walks as well as the opportunity to track gorillas. The views from those mountains across the rolling hills of Rwanda are spectacular!

One can get to Musanze/National Park from Kigali in 1.5-2 hours, either by private vehicle or by public taxi minibus. If you intend to make a gorilla visit, you will need to organize your own transport from Musanze town to the park boundaries at Kinigi, where you will continue your trip on foot. Vehicles can be hired for this purpose in Musanze town. You must be at the Park Headquarters at 7:00 AM.

- ***Gorilla Trekking***

One of the most amazing attractions of Rwanda is tracking the Mountain Gorillas in the Volcano National Park. You have a 99% guarantee to see the gorillas in their environment. Tracking can take between an hour or two and the walk is steep up the slopes of the volcanoes. Be aware though that you "walk" through the dense rain forest along slippery slopes; good shoes are a must and you should be fit!

- ***Costs for gorilla permits (inclusive of park entry fees, but not transportation to the park HQ or from the park HQ to the path):***

USD \$750 per person for non-nationals

USD \$375 for foreign residents

30,000 Frw for Rwandan citizens

Nyungwe National Park

Intact mid-elevation forests (1600-2000M) like Nyungwe are rare in Africa, but they are an important habitat for many species. Nyungwe is one of the last places in Africa to maintain this type of crucial forest. At over 1000 km², Nyungwe is Africa's largest protected mountain rainforest.

Nyungwe is stated as "the most important site for biodiversity conservation in Rwanda" by Birdlife International for its estimated 280 bird species, 25 of which are endemic. This forest, the largest mountain rainforest in all of Africa, hosts 13 species of primates including the Angola Colobus monkeys found in groups of 300-400 animals. It also hosts a large population of chimpanzees and two other threatened species of monkeys; the owl faced monkey and reported but unverified sightings of the golden monkey. Recently, Nyungwe opened a canopy walk, the only one of its kind in East Africa. This is a wonderful vantage point to view the incredible biodiversity of this rare forest.

Birding

Rwanda's location in the Albertine Rift and its dense forests and mountains create a unique and remarkable environment for the ecotourist to enjoy. Rwanda has seven Important Birding Areas (IBAs) including the three National Parks—Volcanoes, Akagera and Nyungwe, Rugezi Swamp, Akanyaru, Nyabarongo and Cyamudongo.

The wetlands and lakes of Akagera National Park are home to the elusive Shoebill stork, and is one of the easiest sites in the region where it can be seen.

In addition, Akagera supports a mixture of acacia and papyrus species, including Red-faced Barbet, Bennett's Woodpecker, Papyrus Gonolek, White-headed, Black and familiar Chats, Carruther's and Tabora Cisticolas, White-winged and Broad-tailed Warblers and Miombo Wren-Warblers.

In the southwest Nyungwe National Park is a vast tract of virgin forest, one of the largest uncut natural forest reserves remaining in Africa and home to more than 300 species of birds, 27 of which are regional endemics. Much of the forest is unexplored, with access being extremely difficult, because of the steep high hills and deep valleys. However, an excellent winding tarmac road bisects the forest, following the crest of the mountains.

There are also good forest tracks for birding based around the Gisakura Guesthouse and the RDB Tourism & Conservation Campsite at Uwinka, where some of the more skulking species can be seen such as the Red-throated Alethe, Archer's Robin-chat, Kivu Ground Thrush, Collared Apalis, and Shelley's and Dusky Crimsonwing.

Other special birds here include White-bellied robin-chat, Doherty's and Lagden's bush-shrikes, White-tailed Blue Flycatcher, Great Blue Turaco, Barred long-tailed cuckoo and White-bellied crested flycatcher. At night, Rwenzori Nightjar is not uncommon, Albertine Owlet may be found, and there might be a possibility to see the Congo Bay-owl.

At the Nyarutarama Lake near the Golf Course in Kigali one can spot the African Reed Warbler and Great Sedge Warbler, the Winding Cisticola as well as the Common Waxbill, Grey-backed Fiscal, Tropical Boubou, Red-rumped and Mosque Swallows, African Spoonbill, Yellow-billed Stork, Great White Pelican, Common Moorhens, Grosbeak Weaver, Grey Heron, Yellow-backed (Black-headed) Weavers, and the Pied Kingfisher.

Traditional Handcrafts

A wide range of traditional handicrafts is produced in rural Rwanda, ranging from ceramics and basketry to traditional woodcarvings and contemporary paintings. Rwanda's traditional Agaseke baskets have become famous the world over. A good selection of painted and handcrafted artifacts can be viewed in craft villages, shops and numerous art galleries in Kigali. An excellent place to peruse and purchase modern art work in Kigali is the CAPLAKI Craft Village.

A distinctively Rwandan craft is the Imigongo or cow dung paintings that are produced by a local co-operative in the village of Nyakarambi near the Rusumo Falls border with Tanzania. Dominated by black, brown and white whorls and other geometric abstractions, these unique and earthy works can be bought in Kigali, but it's worth diverting to the source to see how the paintings are reflected in local house decorations

Kigali Genocide Memorial

This dignified memorial has been constructed in Gisozi area of Kigali and opened for the tenth anniversary of the genocide in April 2004. The Centre is built on a site where over 250,000 people are buried. The Centre is a permanent memorial to those who fell victim to the genocide and serves as a place for people to grieve those they lost. Entry is 10,000 RWF. A headset is available for an additional fee. For additional information, you can visit www.kigalimemorialcentre.org.

The National Museum of Rwanda (Butare, Rwanda)

Butare is 136 km from Kigali. Inaugurated on September 18th 1989 and located in Huye, the National Museum of Rwanda is the most well-known museum in Rwanda and houses perhaps the finest ethnographic and archaeological collections in East Africa with more than 10,000 artifacts. Absorbing displays of traditional artifacts are illuminated by a fascinating selection of turn-of-the-century monochrome photographs, providing insight not only into pre-colonial lifestyles, but also into the subsequent development of Rwanda as a modern African state.

Nyanza Royal Palace, Rukari (Nyanza, Rwanda).

Nyanza is a 1.5 hour drive from Kigali. Under the reign of King Yuhi V Musinga in 1899, Nyanza became the royal capital of the country. The court became the home of the artistic and intellectual activities and was also a place for economic exchange. Today, a replica of the traditional Royal Palace sits at Rukari. The impressive enormous domed structure is made entirely with traditional materials, has been painstakingly restored to its 19th century state and is now maintained as a museum.

Rwesero Arts Museum (Nyanza, Rwanda)

Located across the valley from the Museum of Rwandan Ancient History and the Nyanza Royal Palace, the Rwesero Arts Museum displays contemporary artwork. The museum was originally built as a Palace for King Mutara III Rudahingwa but he passed away before occupying it. Both the Museum of Rwandan Ancient History and the Rwesero Arts Museum are located 2km from Nyanza town.

Presidential Palace Museum-Kanombe/Kigali

Located in Kigali about 2 km from Kigali International Airport, the Palace served as home to Juvenal Habyarimana and Pasteur Bizimungu during the 1970s up to the late 1990s. The Presidential Palace Museum is one of the new museums in Kigali. It gives visitors a chance to visit

the former state house as well as gain an overview of Rwanda's history, one can also visit some of the flight debris of the FALCON 50 presidential plane that went down on 6th April 1994.

EMERGENCY TELEPHONE NUMBERS

Just in case you run into any problems on transit, on arrival or while you are in Kigali, please call the following numbers. From outside Rwanda, dial 250 + number without the 0. If already in Kigali, please dial the number directly.

Darren Posey

Country Representative

Mobile: +250 (0) 788308947

Charlotte BATANAGE

Operations Manager

Mobile +250 (0) 788387197

Vestine Mukamusana

Administrative Officer

Mobile: +250(0) 788315084

FEEL AT HOME... WE HOPE YO U WILL ENJOY. MURISANGA!!!