

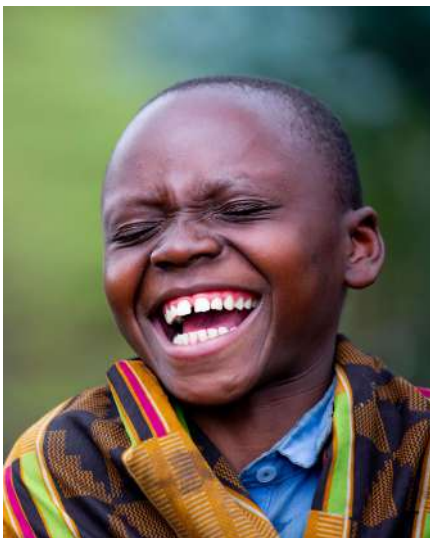
Singita

A SMOOTH JOURNEY FROM START TO FINISH

Rwanda



Welcome to Singita's award-winning lodge & villa in Rwanda



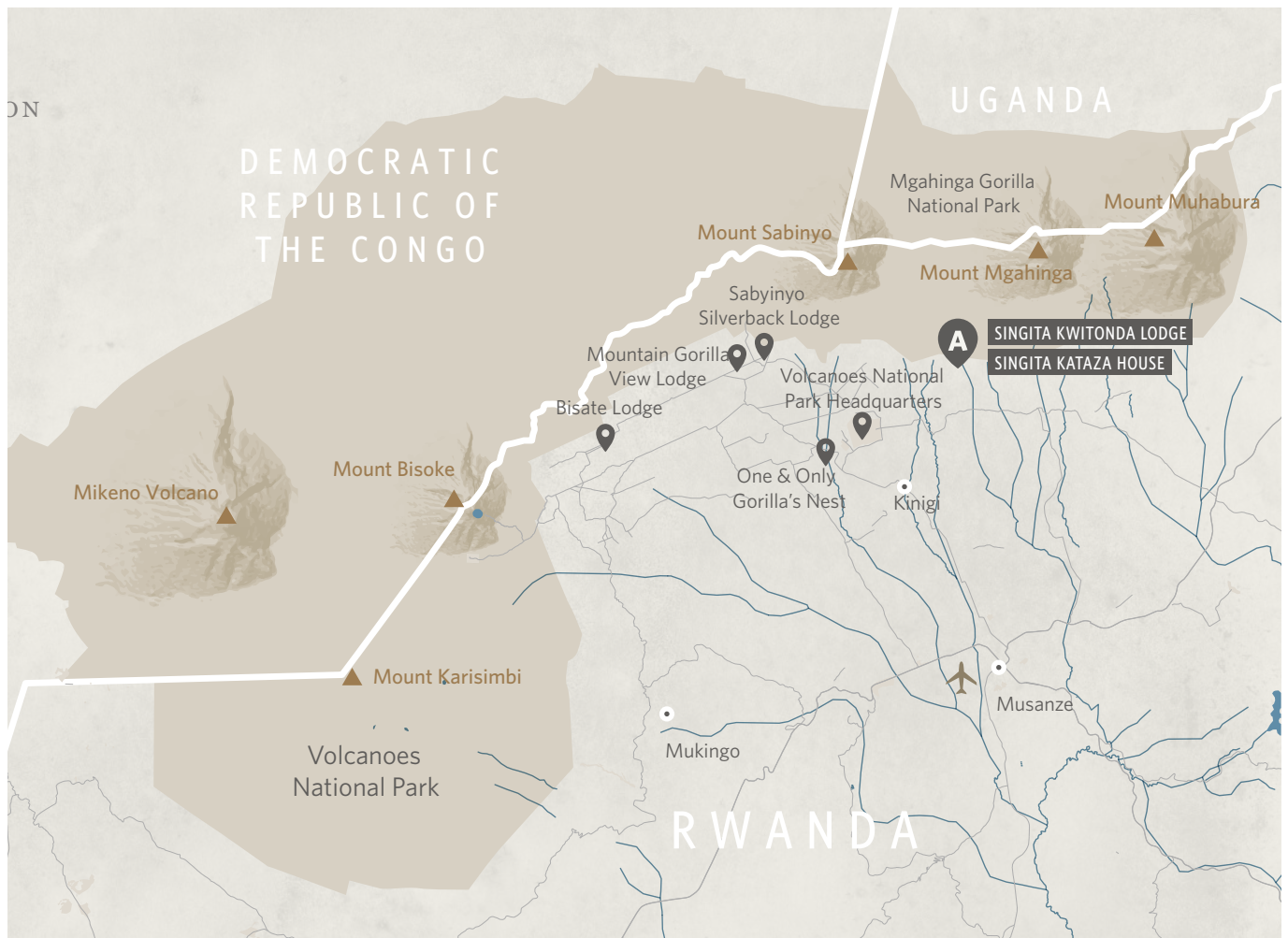
Please read through this document before your trip as it contains important information to ensure you have a seamless experience on your travels to Singita Volcanoes National Park.

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Regions & reserves



Singita Volcanoes National Park (A)

Singita Kwitonda Lodge and Kataza House are set right on the edge of Volcanoes National Park in Rwanda, where more than a third of the world's remaining mountain gorillas live in high-altitude cloud forests. Sharing a 1.2km border with the Park, the lodge and villa are the only properties in such close proximity to the natural habitat of the 'gentle giants of the forest' and the Park's headquarters, where treks commence, is less than 10 minutes away.

Passports

All visitors to Rwanda require a passport, valid for six months after their initial date of travel. For each entry into Rwanda, the passport must have at least one completely blank page (not including the final page or endorsement pages).

You may be refused entry if these conditions are not met.

Visas

A visa is required for citizens of certain countries to enter Rwanda and can be obtained on arrival (USD 50). Alternatively, a visa can be arranged prior to travel [here](#).

Please ensure that you check the entry requirements for the passport you will be travelling on in advance of your departure.

Travel Insurance

In order to protect your investment, we strongly encourage our guests to take out sufficient travel insurance, as Singita does not assume the liabilities and risks associated with travel and cannot be held liable for delays, cancellations, or trip interruptions. We recommend the services of **Global Rescue**. Please note that Global Rescue is an independent third-party service provider and Singita accepts no liability in terms of the services rendered.

Health requirements

Covid-19

Covid-19 tests are no longer required prior to trekking or entering Rwanda. However, it is still mandatory to wear a mask while trekking with the gorillas.

Malaria

Singita's lodges in Rwanda are situated in a malaria- risk area. It is therefore essential that you consult your doctor or a travel clinic regarding anti-malaria requirements and precautions prior to your visit.

Yellow Fever

It is recommended that guests travel with a Yellow Fever certificate when visiting Rwanda, particularly if your route entails transiting through Kenya.

Although Rwanda is now considered low-risk and is no longer on the watch list, travellers are still advised to carry a yellow fever certificate when visiting Rwanda.

Requirements do change from time to time so please check for updates. Although we endeavour to have the most current information available, Singita cannot be held liable for any incorrect or outdated information.

Travel vaccinations

Please consult your doctor or a travel clinic prior to your trip for advice on further vaccinations recommended for travel in Rwanda.



Baggage information

TYPE OF BAG:

Due to limited space in the vehicles, luggage is subject to weight and size limitations. All luggage must be in soft-sided duffel bags.

NO PLASTIC BAGS:

As of 1st June 2019, all travellers, including tourists, arriving at any East African airport may face heavy fines for using plastic bags in any way, shape or form. Accordingly, visitors, citizens and residents are advised to avoid packing any plastic bags into their suitcases or carry-on luggage before flying to East Africa.

Akagera helicopter baggage information

- Helicopter flights are weather permitting.
- Helicopters have specific weight restrictions that cannot be exceeded. If your total weight (body weight plus luggage) exceeds the limitation, an additional luggage vehicle may be required to transfer luggage to the lodge and back to Kigali.



HELICOPTER TYPE	NO. OF SEATS	MAX WEIGHT PER HELICOPTER (BODY & LUGGAGE)
Robinson 44 (unable to land at Singita's helipad)	3	180kg (Musanze)
Agusta 139	5	550kg (Musanze), 400kg (Singita)
Agusta 109	6	380kg (Musanze), 220kg (Singita)
Agusta 119	6	380kg (Musanze), 220kg (Singita)

Please consult with your Travel Advisor for further information on helicopter flights and restrictions.

What to pack

Lodge

- No formal wear is required at Singita lodges.
- Trousers, long-sleeved tops, T-shirts and a warm layer for the evenings.
- Swimsuit for private heated plunge pool in your suite, a sun hat and sunglasses.
- Comfortable shoes and sandals.
- Breathable clothing in neutral colours for outdoor walks and cycling. It's advisable to avoid white and dark colours, as they tend to attract bugs.
- Sunblock, lip balm and mosquito repellent. (These products are provided, but you are welcome to bring your preferred brand.)
- Camera equipment, binoculars and a spare memory card. (Each suite is however equipped with a pair of binoculars for guests to use.)

Please note:

Due to the high elevation of Singita Volcanoes National Park and therefore cooler temperatures, it is advisable to pack warm clothing.



Trekking



Conditions vary, so it's best to be prepared for rain/muddy terrain and pack:

- waterproof hiking boots with good grip and ankle support
- gloves
- waterproof jacket/raincoat
- hiking trousers
- thick socks
- long-sleeved tops

*While some of these items are available to borrow at the lodge, availability is limited, so guests are advised to bring their own.



Provided by Singita:

- Comfort kits including sunscreen, a sweat towel, a buff and sanitary/toilet eco-bags
- A lunchbox, water bottle and made-to-order snacks



The state-of-the-art Gear Room at the main lodge offers high-quality equipment for outdoor hiking and wet weather, for Singita guests to borrow during their stay:

- hiking chaps/gators
- water-resistant trousers
- hiking shoes/boots (limited sizing available)
- backpacks
- rain cover
- trekking poles*

*Locally made and carved poles can also be borrowed or purchased from porters in Volcanoes National Park



Please note:

While we do have boots available, sizes are limited, so we recommend that guests bring their own. Be sure to pack shoes with a good grip - you'll need ones that can withstand the terrain, which is often slippery and muddy.

Weather and seasons

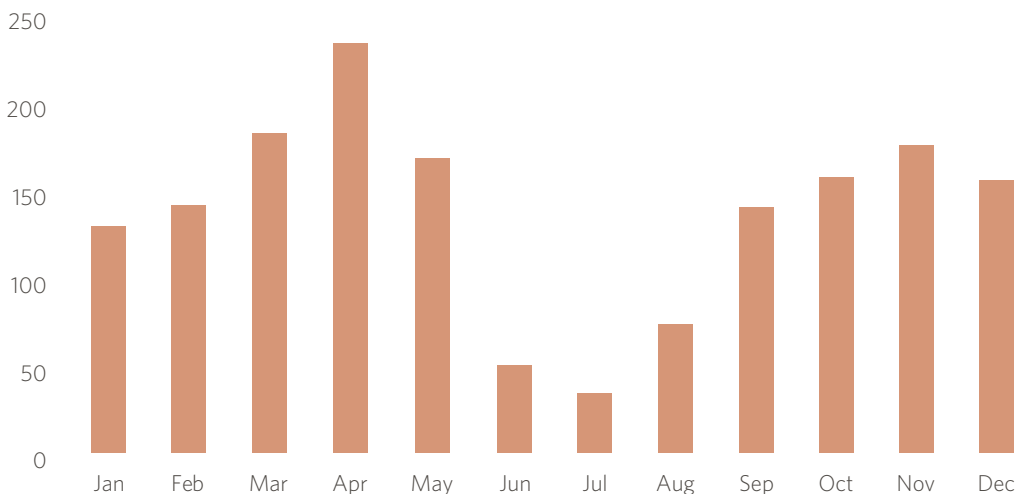
Rwanda is located just south of the equator. Most of the country is situated on a plateau, around 1,500 metres above sea level. However, in the Volcanoes National Park region, the altitude is approximately 2,600 metres above sea level.

Rwanda's relatively high altitude results in cool nights and a pleasant tropical highland climate throughout the year, with plenty of rain. Rainfall is often during the night or the early morning hours. Light cloud cover during the day helps to moderate the temperatures, but also occasionally brings light rain showers.

Rwanda's long rainy season lasts from March to May, when the rain is heavy and persistent. The long dry season is from June to mid-September. October to November is a shorter rainy season; followed by a short dry season from December to February.



SINGITA VOLCANOES NATIONAL PARK AVERAGE MONTHLY RAINFALL (MM)



SINGITA VOLCANOES NATIONAL PARK AVERAGE SEASONAL TEMPERATURE RANGES

SHORT RAINY SEASON (Sept - Nov)	LONG RAINY SEASON (Dec - Feb)	SHORT DRY SEASON (March - May)	LONG DRY SEASON (June - Aug)
Low 8 °C / 46 °F High 20 °C / 68 °F	Low 9 °C / 48 °F High 19 °C / 66 °F	Low 9 °C / 48 °F High 20 °C / 68 °F	Low 7 °C / 45 °F High 21 °C / 70 °F

The above temperatures are monthly averages. The actual daily temperatures and rainfall may differ from these.

Gorilla & golden monkey trekking

There are several activities available to guests staying at Singita Volcanoes National Park, both on site at the lodge and villa, or further afield within Volcanoes National Park and in the neighbouring communities and towns. Guests can experience these activities at their convenience – your driver guide and vehicle is always available and at your disposal.

Remember that permits for gorilla and golden monkey trekking are limited and need to be purchased in advance to avoid disappointment.

Gorilla Trekking

Your trekking experience is tailored around making the most of every moment – from the pre-trek briefing sessions in the lodge’s beautiful and informative Conservation Room to being kitted out in our well-equipped Gear Room. Guests also receive made-to-order snacks for their backpacks with a variety of nutritious options.

Cost: USD 1,500 per person

Duration: Treks vary from 1 to 8 hours, depending on which gorilla family guests are allocated to



Golden monkey trekking

Two groups of golden monkeys, each with more than 100 individuals, can be viewed by guests at an altitude of about 2,800 to 3,000 metres. The walk typically takes around 30 minutes before the monkeys are located, but it can be shorter or longer, depending on whether the monkeys are mobile. Visitors are permitted to spend one hour observing the monkeys before returning.

Cost: USD 100 per person

Duration: 1 to 4 hours (depending on the location of the monkeys)

[CLICK TO DOWNLOAD OUR GORILLA, GOLDEN MONKEY & CHIMPANZEE-TREKKING ALL-IN-ONE GUIDE](#)

Gratuity guidelines

Tipping cultures differ from country to country. While our staff do not expect or rely on gratuities from guests, you may wish to leave a discretionary token of appreciation; either cash or a nominated amount added to your bill. Tips from the general staff gratuity pool are divided equally among chefs, housekeepers, porters, front-of-house and back-of-house staff. Should you wish to allocate a gratuity to a particular staff member, it is helpful if this is specified.

All Singita properties accept Visa, MasterCard and American Express.

Please note that gratuity for Volcanoes National Park trekking guides, porters, trackers as well as driver guides should be paid independently and in cash.



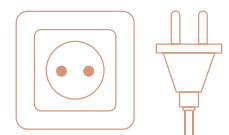
VNP Porters

We strongly recommend the use of porters as their knowledge of the area and routes are invaluable – and they can assist you through slippery and tricky parts of the trek. Making the experience more comfortable, they can also help to carry belongings and retrieve items from your bag when needed. Starting from USD 10 per person per trek, porters’ fees are their main source of income and make a real and tangible difference to the local economy.

POSITION	AMOUNT
VNP Tracker	From USD 20 per couple per trek
VNP Trekking Guide	From USD 30 per couple per trek
Driver Guide	From USD 30 per couple per day
Waiter	From USD 35 per couple per day
Wellness Therapist	10% of treatment cost
General Staff	From USD 45 per couple per day

Electricity

All of the suites at Singita have multiple plug points in rooms for charging devices and accommodate EU, UK, North America and USB connections. Rwanda’s power outlets and plugs are type C (standard Euro plug).



TYPE C

Communication & technology

Complimentary internet access is available at Singita Kwitonda Lodge and Kataza House.

If you do need to be connected, please be mindful of other guests who choose to switch off. We ask that you keep mobile phones on silent and refrain from use around other guests in communal lodge areas.