

## FREQUENTLY ASKED QUESTIONS REOPENING OF KIGALI INTERNATIONAL AIRPORT FOR COMMERCIAL FLIGHTS

---

### **1. What should I do prior to departure to Rwanda?**

Passengers should familiarise themselves with [new procedures](#) at the airport, as established by the Rwanda Civil Aviation Authority. We encourage visitors to especially note the guidelines for mask-wearing, physical distancing, hand sanitising, negative COVID-19 test result, e-payment, and the requirement to use only authorised transportation from the airport to the designated hotel.

Passengers are also required to complete a Public Health Passenger Locator Form before arriving in Rwanda here: [www.rbc.gov.rw/travel/](http://www.rbc.gov.rw/travel/)

### **2. Are visitors coming to Rwanda required to have a COVID-19 test? If yes, how long prior to arrival?**

All visitors arriving at the Kigali International Airport, including transit passengers, are required to present a negative COVID-19 PCR test result from a certified laboratory taken within 72 hours of departure from their destination.

### **3. Do I need to take a second test on arrival in Rwanda, how much does it cost and how long will I wait for the results?**

Yes, a second PCR test will be conducted once the visitor arrives at their designated hotel (see list below). The test costs USD 50 plus a USD 10 medical service fee. Payment methods are detailed [here](#).

Visitors entering Rwanda for the purpose of tourism will wait for eight hours, while all other visitors will wait for 24 hours for the results. During the waiting period, visitors will be in isolation at the designated hotel.

### **4. Which COVID-19 test is required by health authorities in Rwanda?**

The COVID-19 test required to visit Rwanda is known as a Real Time-Polymerase Chain Reaction (RT-PCR) COVID-19 test.

### **5. How will I reach my designated hotel?**

On arrival in Rwanda, visitors will be taken to their pre-booked designated hotel by authorised transport. For those who have booked a tour package, the tour operator will be in charge of their transportation. All other visitors will either be transported by their designated hotel or can use authorised taxis.

## 6. Can I book a hotel of my choice for the 24-hour waiting time?

Visitors to Rwanda are welcome to book into one of the 17 designated hotels listed below as they wait for their COVID-19 test results. The hotel rate is on a full board basis, excluding alcohol. Any additional orders will be paid for by the guest.

Hotel	Star Rating	Location	Room Rate (per person)	Telephone
Kigali Marriott Hotel	5	Kiyovu	USD 200	+250 725 880 724
Radisson Blu Hotel	5	Kimihurura	USD 170	+252 252 252 +250 724 000 028
Kigali Serena Hotel	5	Kiyovu	USD 150	+250 788 200 422
Hotel Des Milles Collines	4	Kiyovu	USD 150	+250 788 303 324
Grand Legacy Hotel	4	Remera	USD 140	+250 788 303 483
Gorillas Golf Hotel	4	Nyarutarama	USD 140	+250 788 174 000 +250 788 200 500
Lemigo Hotel	4	Kimihurura	USD 140	+250 738 785 048
Park Inn by Radisson	4	Kiyovu	USD 120	+250 788 330 045
Ubumwe Grande Hotel	4	Kiyovu	USD 100	+250 788 863 995
Karisimbi Hotel	2	Kiyovu	USD 90	+250 784 649 686
Hotel Villa Portofino	3	Nyarutarama	USD 70	+250 788 309 323
Dove Hotel	3	Gisozi	USD 70	+250 788 771 562
The Nest Kigali	2	Kimihurura	USD 65	+250 784 131 375
Quiet Haven Hotel	3	Nyarutarama	USD 60	+250 788 867 710
Great Seasons Hotel	3	Gacuriro	USD 60	+250 783 814 000 +250 788 230 397
The Mirror Hotel	3	Remera	USD 50	+250 783 705 716
Greenwich Hotel	2	Remera	USD 40	+250 783 761 086

### **7. What should I expect at the designated hotel?**

Upon arrival at the designated hotel, guests will be tested for COVID-19. After the test, they will await the results which will be sent directly to the guest by SMS or email by the Rwanda Biomedical Centre. If the test result is negative, the guest will be invited to checkout. If the test result is positive, the guest will be taken to a medical facility for specialised care, or evacuated in line with medical evacuation protocols.

### **8. What are the medical contacts in Rwanda for COVID-19 related issues?**

For COVID-19 related health issues, please contact the Rwanda Biomedical Centre via the toll-free number 114 or the Medical Team on duty 24/7 at the Kigali International Airport on +250 781 415 724.

In case of any medical, logistical or administrative issue at the designated hotel, kindly reach out contact the site manager at the hotel. Each hotel has a designated site manager.

### **9. If I tested negative for COVID-19 on arrival in Rwanda and will spend less than 72 hours in the country, do I need to take another test to depart from Rwanda?**

For those spending less than 72 hours in Rwanda, the Rwanda Biomedical Centre staff will conduct a health risk assessment and authorise departure accordingly.

### **10. I have a long itinerary that will involve visiting three national parks and other places. Some visits will fall after 48 hours of test results. Will I have to test again before visiting a national park?**

Tourists will not be required to test again before visiting a national park, however, we advise visitors to schedule their visit to national parks for primate related activities at the beginning of their itinerary. Visitors are required, however, to take a final COVID-19 test before departing Rwanda.

### **11. If I test positive for COVID-19 in Rwanda, who pays for my treatment and can I be evacuated to my country?**

Visitors who test positive for COVID-19 can either be evacuated in line with medical evacuation protocols or seek treatment at a designated treatment centre in Rwanda at their own cost.

### **12. While I am waiting for my COVID19 test results at a designated hotel, can I be visited by friends?**

No. Guests waiting for their results at designated hotels are required to remain in isolation. They are welcome to use electronic devices while at the hotel but must respect the privacy of other guests at all times.

**13. We are coming to Rwanda as a family, can we book one hotel room for the 24 hour waiting period?**

Yes. Guests can book one hotel room suitable to accommodate a family traveling together.

**14. Is the hotel rate within designated hotels for an individual guest or for a room? Can people share a room?**

All visitors are advised to book individually. Only immediate family members can share a room for the duration of the waiting period.

**15. In the event my COVID-19 results are delayed, what happens? Who pays the additional waiting nights/days and if I had a tourism booking, do I get a refund?**

Each hotel will have a site manager who will advise on the results within the allotted time. The Rwanda Development Board reservations team ([reservations@rdb.rw](mailto:reservations@rdb.rw)) can facilitate the rescheduling of booked permits in case of any issue related to the COVID-19 pandemic in line with the revised [booking policy](#).

**16. Will pre-arranged Meet and Greet services be available for guests? If yes, what conditions need to be fulfilled?**

A Meet and Greet service is available for tourists who have pre-booked this option as part of a tour package. The service will be coordinated between the private tour operator and Akagera Aviation.

**17. Can I consume alcohol while I am waiting in my hotel room for the test results?**

Yes, visitors are welcome to consume alcohol within their hotel room at their own cost.

**18. Can I continue to stay in the same hotel after receiving my test results?**

The Government of Rwanda has negotiated special rates at the designated hotels for the waiting period. Should a guest wish to remain in the hotel after receiving a negative test result, they are welcome to extend their stay at the hotel's regular rates; however, they will be assigned a new room.

**19. What happens when one lands at Kigali International Airport after 21:00 (when the curfew begins)? Will the visitor be able to reach their hotel?**

Yes, the vehicles authorised to transport visitors to their designated hotel have permission to move during the curfew hours.

**20. Can family members, friends or a personal driver pick one up from the airport?**

No, only vehicles authorised to transport visitors to their designated hotel can pick up guests from the airport.

**21. If a passenger has lost their luggage, who will follow up to deliver it to the visitor's hotel?**

The RwandAir Lost and Found office at the Kigali International Airport will handle all cases related to lost luggage. Visitors or tour operators can contact the team at [lostandfound@rwandair.com](mailto:lostandfound@rwandair.com) or on +250 788 308 814.

**22. What are the safety and health measures in place at the Kigali International Airport?**

To ensure the health and well-being of all passengers, a range of measures have been put in place, including:

- Wearing of masks at all times for everyone
- Readily available hand sanitisers
- Physical distancing markings
- Regular and thorough disinfecting of the airport and equipment

Kigali International Airport staff have been trained on Infection Prevention, and Control measures and comprehensive guidelines are in place to ensure safe operations. These measures are based on the Public Health Corridor approved by the International Civil Aviation Organization in collaboration with the International Air Transport Association and the World Health Organization.

**23. Is it mandatory to take a COVID-19 test before departure from Rwanda?**

Yes, visitors to Rwanda will be required to take a COVID-19 test within 72 hours prior to departure. Guests will be facilitated to take this final test in popular tourist locations including Musanze, Nyagatare, Nyamasheke, Rwamagana and Rubavu.

Visitors can be tested in Kigali at Amahoro Stadium "Petit Stade" in Remera and the Rwanda Biomedical Centre Gikondo Branch at the Office of Vaccination Programme on KK 6 Ave. The cost of the test is USD 50. More details and payment methods can be found [here](#).

**24. What time should I arrive at the airport for departure?**

Passengers are advised to arrive at the Kigali International Airport at least three hours before their flight.

**25. Where can I view a list of licensed tour operators and tour guides in Rwanda?**

The full list of licensed tour operators and tour guides can be found [here](#).