

Kigali, 14<sup>th</sup> January 2023  
Ref: RDB/CEO/012/1/2023

## **NOTICE FOR TOURISM AND TRAVEL STAKEHOLDERS**

### **1. Terms for rescheduling of permits**

In the wake of the Covid-19 pandemic and the emergency health crisis that the world including Rwanda was facing, RDB proactively issued flexible terms on the booking policy to accommodate concerns from tourism business partners and tourists in general, who could not travel at the time due to travel restrictions resulting from the pandemic.

In a bid to sustain Rwanda's collaboration with international trade and local tour operators and continue to promote Rwanda as a destination of choice in Africa to all travelers, there is need to reassure our partners and tourists in general, that permits affected by COVID-19 will not be lost completely and offer provisions to facilitate rescheduling.

It is with this background that we would like to extend the below cancellation/rescheduling terms to 30<sup>th</sup> June 2023:

1. Tourists who wish to postpone any type of tourist permit can reschedule their bookings at no extra cost, subject to submission of official documentation (flight cancellation due to COVID-19, travel restrictions, COVID-19 test results from a certified laboratory, letter or email from the client/agent where applicable). Such permit modifications can only be allowed once, and the visit date should not exceed 30<sup>th</sup> June 2023. The reschedule will be subject to permit availability. Beyond the above-mentioned date, a rescheduling fee of 20% will be applicable. For such cases, the visit date should not be later than 31<sup>st</sup> December 2023.
2. Names transfer is allowed twice up to one day before the visiting date, within the above-mentioned period.
3. All rescheduling requests will be subject to permit availability.
4. Acceptable reasons for free rescheduling are only those related to COVID-19. Other unforeseen circumstances will still be handled on a case-by-case basis by RDB Finance and Tourism Office.

## 2. Promotional rates

To ensure the continued recovery of the tourism industry, the below existing promotional rates are extended to December 31<sup>st</sup>, 2023.

From the months of June to September 2023, promotional permits for the listed categories namely; Nationals, Foreign residents, East Africans, Africans and MICE should be purchased one month in advance before the trekking date. If the promotional permit is bought in less than one month of the trekking date, the permit price will be US \$1500.

Product	Category	Price	Requirements
Gorilla trekking in Volcanoes National Park	Nationals	\$200	National ID, Valid Passport, Birth Certificate
	East African Citizens	\$200	Valid National Passport
	Foreign residents	\$500	Resident Id/ Diplomatic Card /Visa of minimum 4 consecutive months,
	Africans	\$500	Valid Passport
	African Foreign Residents	\$500	Residence proof of minimum 6 months valid passport

RDB remains committed to supporting the tourism industry to recover from the negative impact of the COVID-19 pandemic and to accelerate its growth.

Sincerely,

  
**Clare AKAMANZI**  
 Chief Executive Officer

