



Welcome to Kigali



Visitor Information Guide for Rwanda

Special Welcome to AAUN Africa Forum 2025 Participants

We are honored to welcome participants of the Australia-Africa Universities Network (AAUN) Africa Forum 2025 to Kigali, Rwanda!

The forum will take place from 22–24 May 2025 at the Kigali Conference and Exhibition Village (KCEV), located in the heart of Kigali-see the map link below:

[https://www.waze.com/en/live-map/directions/rw/kigali-city/kigali/kigali-conference-and-exhibition-village-\(kcev\)?to=place.ChIJ40fKPyuk3BkRM1Eb62GBJWw](https://www.waze.com/en/live-map/directions/rw/kigali-city/kigali/kigali-conference-and-exhibition-village-(kcev)?to=place.ChIJ40fKPyuk3BkRM1Eb62GBJWw)

This guide includes essential tips to support a meaningful and enjoyable experience during your stay.

Telephone numbers and addresses

For any inquiries, please do not hesitate to contact the following people (Staff of University of Rwanda):

Mr. Kevin GANZA Advisor to Vice Chancellor Tel: +250 788 573 011 or +250 727 111 085 (main WhatsApp line) Email: advisor-vc@ur.ac.rw	Mr. Djamali Nambajimana Resource Mobilization & Partnerships Division Manager Tel: +250 783 749 715 Email: dm.rm@ur.ac.rw / aaun-africa@ur.ac.rw
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General information about Rwanda

Time: GMT+2

Languages: Kinyarwanda, English (business language), French and Swahili

Currency: Rwandan Francs (RWF)

Population: Approx. 14 million

Country code: +250

Electric supply: 220V AC (same as the European Union)

Money, Visa, Climate, etc.

Visas are obtained on arrival and are free of charge for diplomatic passports. For regular passports, Rwanda issues tourist visas on arrival to travellers from all

countries, fee USD 50, which can be paid in cash or with card. A visa for multiple entries is available at the cost of USD 70.

Hotels usually provide transfers to and from the airport, as well as for other transport. There are also regular taxis. The airport taxis are blue and have regulated prices/taxi meters. It usually costs 20,000 RWF from the airport to the city centre (**approximately USD 15**). ATMs are available in several locations of the city centre, as well as at the airport and hotels. It is possible to pay with card (VISA and MasterCard at restaurants, cafés, shops and hotels).

Due to the high altitude (approx. 1500-1600 meters above sea level) the climate in Kigali is between 20-30 degrees all year around, despite its proximity to the equator. Heavy but quickly passing rains occur. It is recommended to bring a rain jacket during the rainy seasons (March-May and September-November). In January and February, it moderately rains. It is also recommended to get used to the altitude for a few days before participating in tourist activities linked to climbing Rwanda's mountains and volcanoes.

Safety

Kigali is one of the safest city in Africa. It is safe to move around on foot in all parts of the city, even in the evening and at night. The police and military are uncorrupted and helpful. Trying to bribe the police/military is a crime that is usually taken very seriously. Rwandan military/police routinely patrol Kigali every day usually from 15hrs. The security presence should therefore not be interpreted as an expression of a sudden increased security threat.

Transportation

Taxi transport is safe in Rwanda. There is a legal requirement for taxi to have taximeters. There is a larger taxi chain, **Yego Taxi** or **Move** where you can call to order a taxi, see numbers below.

Yego Taxi (+250) 9191

Move (+250) 1010

Buses of various standards, including air-conditioned long-distance buses, depart from Nyabugogo Bus Station (<https://goo.gl/maps/ygGWwDxqCY62>) to all parts of the country. In this area around Nyabugogo, though, one should be careful after dark and avoid walking around alone. Navigation apps, such as Google Maps, work well in the country. It can be useful to download maps offline. It is usually easier to mention a nearby hotel/attraction/restaurant, instead of showing a map.

Hotel recommendations

The following hotels are recommended (they are not listed in any particular order):

5 stars:

[Kigali Serena Hotel](#) – Hotel located in Kiyovu, approx. 15 minutes by car to the University Head Office; and 5 minutes to the city downtown.

[Marriot Hotel](#) - Hotel located in Kiyovu, approx. 15 minutes by car to the University Head Office; and 5 minutes to the city downtown. Very close to Kigali Serena Hotel

[Radisson Blu Hotel and Convention Center](#) – 15 minutes by car to the University Head Office; and 20 minutes to the city downtown. It is next to the Kigali Convention Center.

4 stars:

[Hotel des Mille Collines](#) - Hotel located in Kiyovu, approx. 15 minutes by car to the University Head Office; and 5 minutes to the city downtown.

[Ubumwe Grand Hotel](#) - Hotel located in Kiyovu, approx. 15 minutes by car to the University Head Office. It is in the city downtown.

[Park Inn Radisson](#) - Hotel located in Kiyovu, approx. 10 minutes by car to the University Head Office; and 10 minutes to the city downtown.

[Lemigo Hotel](#) – Hotel located in Gishushu – approx. 15 minutes by car to the University Head Office; and 15 minutes to the city downtown.

Do's and Don't's

- Do not ask direct questions about people's ethnicity (it is sensitive). It is possible to gently talk about background and the 1994 Genocide against the Tutsi.
- Avoid walking around and eating in public (eating while walking is considered impolite). Even smoking in public is considered impolite but may be possible in outdoor settings.
- Rwandans are normally well dressed. Wear business clothes at meetings.
- Plastic bags are banned throughout the country. A ban on single-use plastic items is in the implementation phase.
- Ask for permission before taking photos on people.

Restaurants and coffee shops

- A list of good restaurants can be found [here](#).
- For Cocktail lounge: [Ubumwe](#) has a nice rooftop bar

- Coffee shops: Indabo, Pure Africa, The Women's Bakery, Question Coffee, Rubia café, Inzora Rooftop Café.

Apps for take aways: VubaVuba, it is also possible to order groceries through this app.

The University of Rwanda

The University of Rwanda (UR) is the most comprehensive Higher Education Institution in Rwanda. Composed of 7 Colleges and 11 Campuses located across the country, its Head Office is located in Kigali City, on KK 737 St, in Kicukiro District. You may find it on the map [here](#).

Activities and Sightseeing in Kigali

- Kigali Genocide Memorial
- Climb Mount Kigali
- Nyamirambo, the muslim area of Kigali. You can take the guided tours arranged by the women cooperative www.nwc-umutima.org
- Kigali city tours (half-day or full-day) (<https://new.kigalicitytour.rw/>)

Sightseeing outside of Kigali

- Nyungwe Rainforest (hike tours and chimpanzee trekking)
- Musanze and Volcanoes National Park (Mountain gorillas and volcanos)
- Akagera National Park (Safari Park with the big five)

Several of the attractions in national parks require a permit and tickets are purchased through the government's online center Irembo (<https://irembo.gov.rw/>).

Emergency and hospitals

Police: 112

Ambulance: 912

Fire: 111

Emergency hospital (King Faisal): +250 252 588 888, KG 544 St., Kacyiru

Baho International hospital: +250 782 343 710

Rwanda Military Hospital: (+250) 252 58 64 20); Hotline: 4060; KK 739 St., Kanombe, Kicukiro