



| PBI HANDBOOK

TABLE OF CONTENTS

WELCOME NOTE	03
PASSPORT & VISAS	04
MEDICAL INSURANCE, VACCINATIONS, AND OTHER HEALTH ISSUES	07
WHAT TO PACK	08
COMMUNICATIONS	09
HOTELS AND GUESTHOUSES	13
MONEY	14
PERSONAL SAFETY	15
RWANDAN CULTURE	17
CODE OF CONDUCT	17
DISCUSSING GENOCIDE	18
BLOGS	18
SUGGESTED READING	19
INCOUNTRY CONTINGENCY POLICY	19
PBI SITE VISITS	21
LINKS & WEBSITES	23



Welcome

Congratulations on your acceptance to Never Again Rwanda's Peacebuilding Institute (PBI). The PBI was created in 2011 to support the Never Again Rwanda Peacebuilding Program efforts by offering peacebuilding courses for local and international universities students and young professionals.

The scope of this Institute stretches to analyze genocide as a subject, its causes, history, and legacy, the realities that characterize the post-genocide period and the lessons that can shape the world towards sustainable peace. Since the PBI began, it has continued to host participants from various countries across the world.

If it's the first time for you to come to Rwanda, this guide will provide you with information regarding your stay in Rwanda and a brief overview of the program.

Upon receipt of this document read through it and feel free to get in touch with us in case you have any questions or concerns. We look forward to hosting you in Rwanda!

Sincerely,

Dr. Nkurunziza Joseph Ryarasa

Executive Director, Never Again Rwanda



Visiting

R W A N D A



Below we have outlined some things that are important to consider as you plan your trip to Kigali, Rwanda, for the Peace-Building Institute.

Passport & Visas

All people coming to Rwanda are required to hold a visa or EAC interstate pass, as well as a valid passport. Below you can find information about which visas are available, their costs, and links to the Immigration Office website where you can find more information about specific visas and permits.

Citizens of EAC Member Countries

All residents within the East African Community are able to travel to Rwanda by land or air without having to pay for a visa. Instead, such residents can obtain an "EAC Interstate Pass" either at the border crossing if entering Rwanda by land, or from their local Immigration and Emigration Office before reaching the airport to travel to Rwanda by air. However, if you don't have one of these Interstate Passes upon arrival in the country, you will be charged for a single entry visa which costs 30usd.

Citizens of all other countries

Citizens of all countries are eligible to receive a single-entry visa upon arrival for 30 USD which is valid for 30 days. Visit the immigration website for more info:

<https://www.migration.gov.rw/index.php?id=203>

If you plan to stay longer after the PBI, exceeding the 30 days permitted under the Single Entry Visa, or plan to visit other countries in East Africa you may want to consider the East Africa Tourist Visa. This multiple-entry visa will allow you to travel throughout Rwanda, Uganda and Kenya for 100 USD.

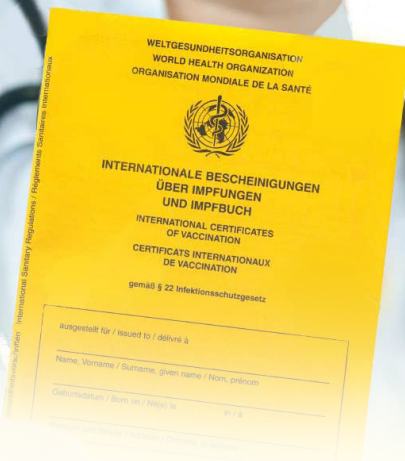


If you need a visa, you must keep Never Again Rwanda (NAR) up-to-date on your visa process.



MEDICAL INSURANCE, VACCINATIONS OTHER HEALTH ISSUES

We strongly advise you to have medical insurance that will cover the cost of medical care while in Rwanda. Comprehensive insurance that covers hospitalization and repatriation in an emergency is also recommended.



Consult a travel doctor in advance to get or update all needed vaccinations. Yellow Fever immunization is not required for travelers (resident/non-resident) coming from non-endemic countries without an active transmission outbreak. Yellow Fever immunization is required to enter Rwanda if you are a traveler (resident/non-resident) coming from Yellow Fever endemic countries. See this website for more information: <https://www.migration.gov.rw/index.php?id=261>. It is important to be protected against malaria; consult a travel doctor about the best prophylactic malaria medication. Regardless of whether or not taking prophylactic malaria medication, you should protect yourself from mosquito bites by using the provided nets in your hotel. Wearing long sleeves and pants at night can also provide protection. Insect repellent is extremely expensive in Rwanda, so bring a good supply if you are planning to use it.



Please note that tap water in Rwanda is usually not safe to drink unless boiled or otherwise treated, although it is fine for washing or brushing your teeth, especially in Kigali.

What to

Pack

Clothing

Most of Rwanda has a temperate year-round climate with a mean daily temperature of 24°C / 76°F. Temperatures rarely stay above 30°C / 86°F during the day or below 15°C / 59°F during the night. The climate of Rwanda is made up of two rainy seasons and two dry seasons. The short rainy season lasts from October-December, and the main rainy season lasts from mid-March until the end of May. The dry seasons, which are also dusty, last from January to mid-March and from June to the end of August. However, rainstorms will also occur during the dry seasons.

Rwandans pride themselves on dressing well. People at Never Again Rwanda's Peace-Building Centre dress neatly and professionally and ask that you do the same. It is best to dress in business attire for meetings with government officials, nongovernmental organizations, etc. Modest clothing is highly recommended. Shorts are not acceptable for women, however, unripped are fine, but skirts above the knee are not, and sleeveless or tank tops are best avoided. There are many dirt roads in Kigali and other parts of Rwanda that become dusty or muddy. Bring shoes that can be cleaned.

Additional items to bring include some warm clothing (such as a sweater) for the cool evenings and a raincoat or umbrella. Also, bring sunscreen, sunglasses, and a hat. Even though the climate is cool, the sun is strong due to the high altitude and location near the equator. Please note that sunscreen is expensive in Rwanda, if available at all.



Others

Other Laptops, tablets and other similar gadgets are not a mandatory requirement for participants, but should you wish to come with them, then you are advised to arrange with the Hotel management to guarantee their security.

However, if you have applied for an internship, you may be required to bring your own laptop to your internship site. You will be notified if your internship placement requires that you bring a laptop when you are notified of the placement. If you choose to bring your laptop, understand that it is entirely your responsibility to ensure its security. Never Again Rwanda does not accept any liability for your laptop. Other useful items include a padlock to lock valuables in luggage and a flashlight with batteries for power outages.



Please note that plastic bags are prohibited in Rwanda and will be confiscated. You may also be fined by customs officials at the airport if seen on a person or found in luggage.

Communication

If you decide you want a phone during your time in Rwanda, you have two options. You can bring an unlocked GSM phone that supports at least a 900 MHz frequency band and buy a sim card and prepaid phone minutes from MTN, Airtel, or Tigo upon arrival in Kigali. Otherwise, you can buy

a mobile phone, sim card, and prepaid phone minutes from MTN, Airtel, or Tigo. Sim cards cost 500 Rwf and mobile phones start at 10,000 Rwf. Prepaid phone minutes range from 500-5,000 Rwf.

On average, a person will spend between 5,000 – 10,000 Rwf a month on airtime.

Please note that phones do not have voicemail services in Rwanda and mobile phone minutes are only deducted from a prepaid phone card for outgoing calls and text messages. People often communicate through text messaging (SMS) or whatsapp to avoid using phone minutes on calls which are more costly.

Never Again Rwanda's Peacebuilding Centre has wireless internet access for you to use. Computers and internet are available for use in cafes and hotels for 400–4,000 Rwf per hour.

However, please note that internet and phone connections are interrupted from time to time.

Be patient and flexible.


The international code for Rwanda is +250. However, many local Rwandan numbers start with a 0. When calling a Rwandan number from overseas, the starting 0 for the local number should be dropped. For example, if the local number is 0781237654, then internationally it would be +250781237654 NOT +25002781237654.



POWER



Generally, Rwandan outlets take 2-pronged, round plugs (European style) so you may need to bring a universal adapter for electronics. A good surge protector or voltage regulator to protect valuable electronics is also suggested. The power supply is 230/240 volts at 50Hz so if you are bringing 110V appliances, you will need a step down cord or converter. Power (and even water) outages do happen. Again, patience and flexibility is important. A flashlight with batteries is helpful for power outages at night.



All group meals during the Institute will be paid for by your Institute fee. A traditional breakfast and lunch will be provided at the hotel. However, if you are interested in any additional food, or if you are staying for an internship, we have provided the following information for you:

A meal in a restaurant can range from 2,500 – 15,000 Rwf, depending on the restaurant. In Kigali you can find different types of restaurants such as Indian, Chinese, Italian, and Mexican, but please note the food at these restaurants is more expensive than local restaurants. At markets and grocery stores, local goods are relatively inexpensive, while imported goods are costly. For example, bananas (local) are 140 Rwf per kilogram while apples (imported) are 2,000 Rwf per kilogram. Many packaged or processed foods are imported and therefore expensive. For example, a box of cereal can cost 4,000 Rwf or more. You may want to bring some energy bars, granola bars, nuts, trail mix, or other snack foods of choice.

food



TRANSPORT



Order your cab
Call us toll-free: 9191



All group transportation will be provided by the Institute. However, transportation to and from the group meeting location, as well as other personal transportation, is not included as part of the fee. We have included the following information on the public transportation options within Kigali, which include minibuses, and cars.

Minibus taxi fare ranges from 200 – 250 Rwf for a one-way trip, depending on the route within Kigali. The minibus taxi route is named according to the start and end destinations which are painted on the front of the vehicle. To use the bus system, you will need to get a “smartcard” from one of the bus stations and load money onto it. If you want to try using this system, please ask one of the PBI staff to help you navigate the bus lines which are labeled by numbers instead of locations. Motorcycles are available just about anywhere in Kigali; the drivers wear red vests and helmets. However, during the Institute, participants are discouraged from using motorbikes due to the risks involved. In case of any incidents NAR will not be held responsible.

Most car taxis are non-metered white cars with a big yellow line on both sides, (Sometimes unmarked) that can be hired just about anywhere in Kigali.

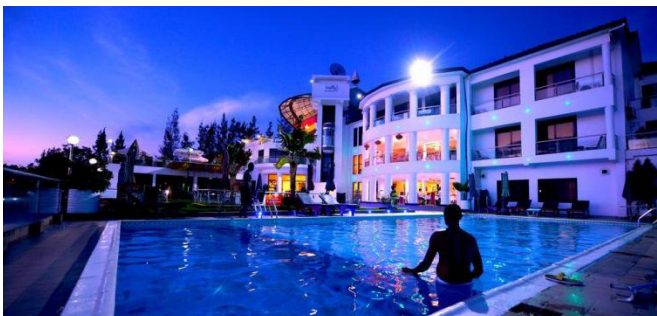
Car taxi fare ranges from 3,000 15,000 Rwf. When taking a taxi, negotiate the price before getting into the vehicle. For a metered taxi, call 3122 to be picked up from a specific place. Also, some people living in Rwanda have phone numbers of particular car taxi drivers that they highly recommend.

In general, people do not tip car taxi drivers.



Hotels in Kigali

If you are based in Kigali and do not stay at a hotel, you will find that most hotels will let people use their facilities. The price for a day at the pool will range from Rwf 3,000 to Rwf 6,000, depending on the hotel of your choice. A day at the pool at the Manor hotel in Nyarutarama is Rwf 3,500, while at Hotel des Mille Collines is Rwf 5,000.



The unit of currency is the Rwandan franc. The US dollar is the most widely recognized foreign exchange currency, but the euro is becoming common as well.

Check <http://www.bnr.rw/> for the latest rates.

Payments are done mostly in cash. If bringing US dollars, make sure the bills are new (2006 or newer) and in good condition. Foreign exchange bureaus and banks often refuse to change bills that are old or damaged. You will also get a lower exchange rate for denominations lower than \$100. You can exchange foreign for local currency at FOREX bureaus throughout Kigali. Some businesses will occasionally accept US dollars for payment and give change in Rwandan francs. For those only staying in Rwanda for 2 weeks, obtaining Rwandan francs by exchanging US dollars is probably the most convenient option.

There are some international ATMs in Kigali, mostly located at KCB and Bank of Kigali (BK) branches around the city. However, the machines only accept VISA and have a maximum 200,000 Rwf withdrawal limit per card per day. However, you can use your debit card (Visa/MasterCard only) to withdraw cash from your bank account overseas in either local currency or in US dollars from Access Bank or Bank of Kigali (BK). For transactions that exceed \$ 2,500 or more you will need to present your passport.

Credit cards are uncommon, but can be used in big hotels, with international travel agents, and to purchase gorilla and park permits. If you plan to use your credit or debit card, make sure you notify your home bank in advance of your travel plans, to ensure that they do not block your card after seeing some “unusual” transactions.



Money transfer services are available through Money Gram in ECOBANK and Western Union. For Western Union, you need to present the control number, password, name of sender, and possibly your passport to obtain the wired money. The sender pays the fees. No more than US \$5,000 can be wired at a time. Travelers' checks are another option, but since they are rarely seen in Rwanda, it is a long and complicated process to cash them. They can be cashed at GT Bank, KCB, Bank of Kigali, Equity and I&M banks. The maximum amount that can be cashed is \$2,500 per day. You will need to present your passport to cash travelers' checks.



PERSONAL SAFETY

You should keep a photocopy of your passport and other important documents separate from the originals. Having extra passport photos might be helpful but not necessary as new passport photos can be taken at a photo store in Kigali. Rwanda is generally a very safe country.

However, you should always be aware of your surroundings particularly in crowded areas. While it is important to be friendly, it is advised to be careful before making close friendship with strangers.

As for road safety, be alert along roads as drivers of cars and motorcycles do not always yield or stop for pedestrians.

Language

Rwanda is a multilingual society that includes French, English, Kinyarwanda and Kiswahili." As Kiswahili is now declared a national language. For many people, Kinyarwanda is their first language and they either speak French or English as their second. If not trilingual, some people can at least understand a third language. People generally speak in the language in which they best express themselves, and switch back and forth into other languages. If you speak English and French, a good approach is to ask, "Do you prefer French or English?" However, if you can learn a few words in Kinyarwanda, the effort will be much appreciated.

English	Kinyarwanda
Hello	Muraho
Bye	Murabeho
Enjoy the rest of the day	Mwirirwe
Good Morning	Mwaramutse
Good Afternoon/ Evening	Mwiriwe
How are you?	Amakuru
I am fine.	Nimeza
Thank you.	Murakoze
Yes / no	Yego / Oya

English	French
Hello.	Bonjour
Bye.	Au revoir
Good morning	Bonjour
Good evening	Bonsour
How are you?	ca va?
I am fine.	ca va bien
Thank you.	Merci
Yes / No	oui/non

For more Kinyarwanda words and phrases, check out:

<http://morganinafrica.blogspot.com/2006/02/rwandan-dictionary-kinyarwanda-english.html>,
<http://www.cram.com/flashcards/kinyarwanda-common-phrases-2050070>

RWANDAN *Culture*

- Greeting others is important and indicates a sign of respect. Rwandans practice shaking hands as a way of greeting others each and every time that they meet or leave someone.
- Knocking before entering a room is a sign of politeness and professionalism.
- The pace of meeting discussions in Rwanda may be different from what a Westerner is accustomed to in a school or work setting. Try to not dominate the conversation by jumping in too quickly. When someone seems to have stopped speaking, wait a few seconds before jumping in. They may have more to say, or someone else may want to speak. It is very important in a meeting to give everyone a chance to speak.
- Rwandans tend to be more formal in meetings than Westerners. They will ask to be recognized, direct questions through the meeting chair, etc.
- White foreigners are often called “Muzungu.” This term is not meant to be offensive.
- Smoking in public is considered impolite.
- Rwandans rarely eat or drink on the go or on the street. Generally, they will only eat and drink at home, at a restaurant, or in another designated eating area.
- Instead of disposing rubbish on the streets, please dispose it in a trash container.
- Possession or use of illegal drugs is against cultural norms, Rwandan law, and international law.

CODE OF CONDUCT

- During the PBI, you will visit government institutions and sit in for lectures from experts in various fields of study in relation to the program. We request the following from each of the PBI participants:
- Your phones should be on silent mode when visiting government institutions, unless it's an urgent call, try to refrain from moving in and out of the room to pick calls it is considered disrespectful to the hosts.
- It's very important to pay attention to the person speaking, either a representative from the host organizations or facilitators, unless you are engaged in group work, avoid any behavior that might disrupt participants or draw attention.
- Timeliness is one of Never Again Rwanda's virtues, during the Institute participants are encouraged to arrive on time, however if you encounter a personal problem that might affect your punctuality, ensure that you communicate beforehand.

DISCUSSING THE GENOCIDE

Although Rwandans do speak of the 1994 Genocide against the Tutsi, you should tread carefully around people's personal stories.

The best advice is not to ask specifics; colleagues, friends and acquaintances may speak of their experience if and when they wish to.

Rwandans rarely refer to the ethnic groups; now, everyone is a Rwandan, so never ask someone to which group they belong to.



While you are encouraged to write about your experiences in Rwanda, remember that whatever is written in a personal blog can be read by anyone. Use good judgment, and request for advice when writing anything about your involvement with Never Again Rwanda. Imagine the blog being read by a potential donor, a future employer, etc. please write accordingly.



Rwandans are very sensitive about having their photos taken. Ask for permission before taking their photo. You may or may not be allowed.



NATIONAL HOLIDAYS & EVENTS

Umuganda occurs on the last Saturday of every month from 8AM until noon. During this time, public transportation stops and Rwandans participate in a community service activity organized by their neighborhood leader.

Community service activities have included picking up trash and planting trees. Police could stop you if you travel during this time.

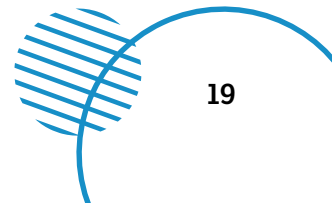


SUGGESTED READING

For more travel information, see the Bradt Rwanda Travel Guide or the Lonely Planet's East Africa guide book includes a section on Rwanda.

Also, check out www.rwandatourism.com.

The major Rwandan online English-language newspapers called The New Times (www.newtimes.co.rw), Kigali Today (www.kigalitoday.com) and Igihe (www.igihe.com). www.speakingofrwanda.blogspot.com also has news articles and other helpful resources.





PBI SITES *Visits*

The PBI Lectures will be complimented with site visits where participants will get to experience firsthand information about the role of each of these institutions in terms of exploring events that led to the 1994 Genocide against the Tutsi, fighting against genocide ideology, promotion of unity and reconciliation among Rwandans and implementation of governance policies that have contributed and continued to contribute towards sustainable peace and development.



The **Kigali Memorial** Centre

The Kigali Memorial Centre was opened in April 2004, marking the 10th Anniversary of 1994 Genocide against the Tutsi. The Centre is built on a site where over 250,000 people are buried. The Centre includes three permanent exhibitions: documentation on the genocide, a children's memorial, and an exhibition on the history of other genocides that have occurred around the world.



The **King's Palace** Museum

The king's Palace Museum is based in Nyanza District, Southern Province. The King's Palace offers a detailed look into the Rwandan monarchical system and its abolition in early 1960s due to colonialism. The palace was restored to its 19th Century state as a replica and was made entirely with traditional materials. The long horned royal cows, "*Inyambo*," were introduced because cows form an integral part of the Rwanda culture. The royal cows are famous for their impressive long horns, height gentle nature and the traditional poems.



Murambi Memorial site

Murambi Genocide Memorial Centre is situated in Nyamagabe district in southern province of Rwanda.

It was the site of a massacre during the Genocide against Tutsis in 1994. Around 45,000 Tutsis were murdered at the school, and almost all of those who managed to escape were killed the next day when they tried to hide in a nearby church. Among the bodies currently displayed are many children and infants.

Campaign against the Genocide Museum:

This campaign against Genocide Museum was opened officially on 13th December, 2017 by H.E Paul Kagame. CAG Museum is built in the Parliamentary building. CAG Museum depicts in details how the Campaign Against Genocide Plan was executed by RPF/A following the withdrawal of UN troops leaving the targeted Tutsi under the mercy of the Genocidaires and how only the RPF/A forces who were in the war of liberation took the unilateral decision to stop Genocide, Rescue victims of Genocide and defeat the Genocidal forces. This CAG Museum also has its outer part comprised of monuments including that of the 12.7mm Machine Gun that helped in containing the advancing genocidal forces.



Reconciliation Village in Bugesera:

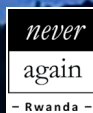
At the Reconciliation Village in Bugesera ex-perpetrators and survivors live together in harmony. Prison Fellowship Rwanda supported this group in forming this new village and supporting the community members in the formation of cooperatives for income generation. After agreeing to partake the residents now live peacefully together and they have to share resources like water, land and milk from cows. Visitors can travel to the village where they will hear survivors and ex-perpetrators share their testimonies of how they were able to forgive and reintegrate into life together. This village is an example of successful proximity healing approaches.



For more information about the PBI visit:
<http://www.pbirwanda.org>

Talk to us via: nar.pbinstitute@gmail.com or pbi@neveragainrwanda.org

[f](#) PBIRwanda [t](#) @PBIRwanda



KG 268 St 9 Avenue Kigali Nyarutarama, Rwanda
+250 788 386 688 info@neveragainrwanda.org

www.neveragainrwanda.org

[f](#) NARwanda [t](#) @NARwanda