



United Nations  
**RWANDA**  
Unity in Diversity



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# Welcome to Rwanda *Murakaza Neza*

We hope that this welcome note will help you and your family to settle in comfortably, as you begin to explore this “land of a thousand hills”, and particularly Kigali.



# WELCOME

Rwanda is a landlocked country situated in Central Africa. With an estimated population of closer to 11 million. Rwanda is the most densely populated country in Africa. There is only one time zone in Rwanda (GMT+2), which does not change throughout the year.

Rwanda was the scene of a genocide in 1994. An estimated one million Tutsis and moderate Hutu members of the population were killed. The genocide had severe social and economic ramification on the country. It also resulted in the exodus of some two million Rwandans to neighbouring countries.

The Rwandan Patriotic Front (RPF) led by General Paul Kagame put an end to the killing in 1994

and won control of Rwanda in July that year. The new administrations inherited a decimated country with virtually no infrastructure and an impoverished and traumatized population. A multiparty transitional government for national unity which was established ended in 2003 with the vote of a new Constitution. The RPF and president Paul Kagame won the parliamentary and presidential elections respectively. In August 2010, President Kagame was re-elected for a new 7 year mandate.

## Beautiful Weather!!!

The average maximum temperature during the day varies between 26-28 C, and goes down during the night to 15-17 C. Rwanda enjoys a subequatorial climate all year moderated by the altitude (1,500 to 2,500 m above sea level) with two rainy seasons in one year: February to April and November to January.

### Geography

With a surface of 26,338 square kilometres, Rwanda is located south of the equator. It shares a border with Uganda in the North, with Tanzania in the East, with Burundi in the South, and with the Democratic Republic of Congo in the West.

### Religion

More than half of the population is Roman Catholic (56.5%). Others are Protestant (26%), Adventist (11.2%) and Muslim (4.6%). The rest are indigenous beliefs.

### Language

Kinyarwanda, English, French and Kiswahili are widely spoken in the country.

### Currency & Banking

The Rwandan currency is the RFW (Rwandan Franc). UN members of staff can maintain local bank accounts in RWF and USD (BCR has an office within the UNDP premises). Credit cards are not generally accepted locally (except some hotels, restaurants and Nakumatt supermarket). Cash can be withdrawn with credit cards only from ATMs from EcoBank (not many and not always advisable), and/or from the office of the Access Bank (above Nakumatt) and the Bank of Kigali. Both have special counters for international credit cards. However, commissions are high.



## National holidays

<b>1<sup>st</sup> January</b>	New Year
<b>1<sup>st</sup> February</b>	Heroes' Day
<b>7<sup>th</sup> April</b>	Genocide Memory
<b>22<sup>nd</sup> April</b>	Good Friday
<b>1<sup>st</sup> July</b>	Independence Day
<b>4<sup>th</sup> July</b>	Liberation Day
<b>August *</b>	Aid-Al-Fitr
<b>October/November *</b>	Eid Al Adha
<b>25<sup>th</sup> December</b>	Christmas

\*Depending on the sitting of the moon

## Essential General Phone Numbers

Emergency (police & fire)	112
Traffic Accident	113
Traffic Police	+250 25257157
Ambulance SAMU	912
Fire Brigade	0788311120 / 078311224
Gender Based Violence	3512
King Faisal Hospital (www.kfh.rw)	0252583203 / 0252589578 / 0252589905 Emergency: +250 252588888
Polyclinique du Plateau	+250 252578767 (24 hours)
Dispensary Belgium (French/English speaking)	+250 788300353 (Dr. Vincent)
Dispensary UN (Dr. Diallo)	+250 782220070 / +250 788301393 Diallo.alpha@undp.org
MTN (www.mtn.co.rw)	+250 252586863
TIGO (www.tigo.co.rw)	+250 722000100
Rwandatel	+250 252575105
Electrogaz	+250 252575468
Airport flight info	+250 252583441
Office Rwandaise du Tourisme et des Parcs Nationaux (ORTPN)	+250 576514 / 573396 info@rwandatourism.com

## Official working hours

Government offices and businesses are generally open between 8.30am-4.30pm/5.30pm with a short break for lunch between noon-2pm.

Most shops and banks do not break for lunch. Some banks close early at 3.30pm, others close at 7pm. Some banks such as ECOBANK, BCR usually open on Saturdays.

Some shops stay open until late and Nakumatt supermarket is open 24 hours.



## Need more information?

On **THE EYE MAGAZINE** you can find general information about Kigali and the country. Copies can be found in all major hotels, travel agencies, diplomatic missions, and restaurants. Check website: [www.theeye.co.rw](http://www.theeye.co.rw)

Visit the **KIGALILIFE yahoo group site** for other useful information: selling cars, house or room to rent, items for sale, cultural activities ... <http://groups.yahoo.com/group/kigalilife> where you can subscribe and receive information daily.

Visit as well the new **LIVING IN KIGALI** website and join their mailing list [www.livinginkigali.com](http://www.livinginkigali.com)

A brand new concierge company **SSI (Support Services International)** for all type of settling-in service. Contact +250 280 303030/1 or [management@ssirwanda.com](mailto:management@ssirwanda.com)

Website: [www.ssirwanda.com](http://www.ssirwanda.com)

# SETTLING IN

**Kigali** is a growing city, rapidly developing according to plans and vision of a modern future. The total population reaches almost one million. However it is a quiet city lacking the congestion of neighbouring cities. Rush hours together with a constant road construction and upgrading, have been affecting the traffic for the last year.

The general security situation is satisfactory in the whole country but unpredictable in the Western Border due to the volatile security situation in the DRC. There is no specific threat against UN Staff members and there is no special violence or political disturbance. Criminality is low but staff members are advised to take particular attention, especially at night.

Crime levels in Kigali are generally still relatively low compared to some other African countries. Burglaries do occur and security works have been carried out in all staff housing. The MORSS include mandatory security day and night guard (24/7) services for all staff. Alarm System and Safe Haven is mandatory as well for female staff. However since 2008, all barbed wires at the top of the fences of office premises and residence have been removed. (Barbed wires do not comply with construction norms of the City Council). There is no curfew and the streets are safe in most areas. During the evenings, there is military presence patrolling some of the city streets.

On the last Saturdays of the month, there is a mandatory community work from 7:00 am to noon. Every person aged 18 years old or older participates. It is called *Umuganda* (meaning "contribution"). All businesses are closed and no public transportation operates.

Since September 2008, there is a nationwide ban on plastic bags. Luggage will be searched at the airport to make sure plastic bags do not enter the country.

## Finding your home

**Apartment or House?** Apartments in Kigali are generally more expensive to rent than houses. Some building apartments are available in the city and some are currently under construction, however the availability is still limited.

**Real Estate Agents** Commissioners can help. Numbers can be provided by the administrative staff in the office. It is possible to rent an apartment or house from US\$450 up to US\$2000 and more. You will need to check the security zone with UNDSS. The drivers of any UN Agency know commissioners who can help you to find a house. Be careful on the amount of commission (usually half of one month's rent, but this is also negotiable). *Property Markets Rwanda Limited*, one of the realtors in Kigali, has a website [www.allcomesa.com](http://www.allcomesa.com) that can provide an idea of the kind of prices and houses available.

**Location** House rents and prices differ depending on size and location within Kigali. The main neighbourhoods for living are Kiyovu and Plateau (where the UNDP compound is located), Kimihurura, Kacyiru, Remera, Rugando, Nyarutarama, Gacuriru, Kibagabaga and Kagugu. You should always check with the UNDSS Security Advisor, who will update the information on recommended areas. Many of the new neighbourhoods do not have street names and house numbers which make difficult to provide directions. Drawing maps with key places and well-known spots nearby, or pictures, are always the best way to explain where you live. Due to this situation, in terms of posting to Rwanda, best to have a P.O.Box.

UNDP has 7 houses available for international UNDP staff to rent. Most have 2 rooms and living room area, but all are different in terms of size and outside space. They have basic furniture. They are located near the UNDP office. If you are a UN staff, in order to apply for one of them you need to register in the waiting list. Please contact Placide Murekatete (Administrative Assistant) at [placide.murekatete@undp.org](mailto:placide.murekatete@undp.org) or call ext 488 or mobile phone 0782220054, for further information regarding availability and eligibility criteria.

**Security guards** are mandatory (MORSS compliance). Before occupying a house, contact UNDSS so that they carry out a Security Survey (mandatory). UNDSS have a list of recommended security providers. Companies can provide alarm systems, and laser wires. Most houses of UN Staff have 24-hour guards (two at night). Related information will be given to you during the UNDSS security briefing upon your arrival. Contact UNDSS Security Advisor: 0782220010.

**Equipment and Furnishings** Both furnished and unfurnished properties can be found in Kigali. Furnished is usually pricier. However, be aware that buying furniture in Rwanda is quite a challenge depending on your standards. There are wood markets in Kigali, from which you can buy what's available, or have pieces made specially for you (in this case, it is best to present a sample or picture of what you want – to avoid any surprises).



## Just arriving?

### Hotels

See list provided in the Eye Magazine. [www.theeye.co.rw](http://www.theeye.co.rw)

The UN has **special rates** with some hotels. Do check with your focal point in country to provide you the needed information, especially if you intend to extend your initial stay at the hotel.

### Service Apartments

Serviced Apartments there are a few in different areas in the city. Prices are above 2000 US\$ per month. Soras Kiyovu, Kacyru Executive Apartments (Rugondo next to Umubano Hotel – [keacs@ yahoo.com](mailto:keacs@ yahoo.com) tel: +250788302700), Itete (tel: 0788312005) and Highlands Apartments also at Nyarutarama. For further information, contact the administrative assistant at your office.

**Electricity and Water:** 220/240 volts. Plugs are mainly 2 pin however some houses have the UK plug. Adaptors are available in the markets.

When searching for a house always inquire about the electricity installation, since in many houses (older and new) are not earthed. You should at least have the points in the kitchen and bathrooms checked for safety reasons. Check also that the water pressure is adequate, that the tanks are in good condition, and the water heaters are large enough to fill a bath.

Electricity is bought in advance from the electricity company (EWSA). Essentially, it is a pay-as-you-consume service, so don't expect bills to come at the end of the month. Check your usual consumption at the beginning of your stay, to be able to calculate when you need to buy more to avoid having the service cut.

The power supply in Rwanda can be unreliable and certain areas experience large numbers of power cuts. Generators are always a possibility, however if you look for them locally you will find small choice and very expensive. In all cases, it is advisable to keep a torch and a supply of candles (and matches) somewhere accessible in your house. Due to the voltage fluctuations, it is also advisable to purchase a small number of surge protectors for your electrical appliances.

**Satellite TV** mainly through three TV providers in Rwanda i.e Rwanda TV, StarTimes Africa and DSTV. Rwanda TV is a national single channel provider that you can watch free of charge. Both DSTV and StarTimes Africa are pay TVs with various bouquets or options showing a range of news, entertainment, films and sport. DSTV offers the most wide-ranging selection of international channels.

**Internet** There are currently various Internet Service Providers in the country: MTN, Rwandacell, Rwandatel, Tigo and Altech. The providers offer different deals and packages and it is recommended to compare the latest offers before deciding which package suits your needs best. Wireless is extremely expensive and very seldom used in the realm of the home (rather for offices). When you use the 'dongle' (internet through the stick), do keep in mind that the speed of the services provided is slower in comparison to other countries. You can as well access Internet using your mobile phone if connected with any of

6 the ISPs.

**Domestic help** is not expensive but in order to find good and reliable staff (by expat standards) might require some coaching. Some embassies (American) provide courses to their staff domestic help on cooking and other basic knowledge. Most staff currently in posting have one domestic helper who will combine cleaning and ironing. Some are also able to cook which is a bonus if you will have representational duties. A five or sometimes six-day week is usual but it will be for individuals to agree exact working conditions. Domestic staff expects to be paid when an officer is away on leave. It is also usual to pay a 13<sup>th</sup> month and a terminal gratuity. Colleagues or Administrative staff will be able to let you have, on arrival, information on the current rates of pay and terms and conditions. "Kigali Life" or the blog/website "Living in Kigali" is always a good source of information of staff available. Many families who leave will post recommendations letter for their staff on the website. Transport and food should be added to the salary, as well as any extra hours for babysitting at night.

**Private Cars** Left hand drive is the norm but there are Right hand cars are also available. Local garages represent some car dealerships. ATC (Mercedes, Nissan, Land Rover), Rwanda Motor (Suzuki, Isuzu, Range Rover) and Akagera Motors (Toyota). Spare parts for European brands are expensive and sometimes difficult to find. The less sophisticated the car, the easier it is to maintain. The Government of Rwanda permits those with diplomatic status to import only one car duty free per person. Any other car should pay taxes based on different categories ([www.rra.gov.rw/IMG/pdf/registrations\\_fees.pdf](http://www.rra.gov.rw/IMG/pdf/registrations_fees.pdf)). It is possible to sell a car locally. Duty is payable on cars sold outside the Diplomatic Corps.

Foreigners driving permit / international driver's licences are accepted in Rwanda and can be used for one year before acquiring Rwandan driver's license. Applications are to be made at Rwanda National Police, Traffic Department ([www.police.gov.rw](http://www.police.gov.rw) Phone: 0788311110)

# HEALTH AT POST

**Medical Facilities.** The UN Dispensary is available to all staff for any check up, immunization, medical clearance, and implementing health and safety policies. (Details and contact of Dispensary Doctor: diallo.alpha@undp.org) and/or Nurse: astride.muhikira@undp.org). The KING FAISAL Hospital is the hospital of reference (see contact details in page 3). Many expats with families go to the Dispensary at the Belgium Embassy. (Dr Vincent Lange - 0788300353). No appointments needed during the week, but on weekends appointments need to be done. Most well known drugs are available in local pharmacies and can be purchased without a doctor's prescription. The nearest MEDICAL EVACUATION centres will be in Nairobi (Kenya), Johannesburg (South Africa) and Cairo (Egypt).

According to the latest legislation, **Yellow Fever** vaccination will be checked when entering the country. Make sure you bring with your updated vaccination card. **Hepatitis A & B and Typhoid vaccinations** are recommended to all travellers. Additional immunisations may also be needed and staff should always seek current advice on vaccinations from the UN Dispensary.

**Malaria** – is present in Kigali as well as in other parts of the country (specially in the eastern and southwest parts). Using Mosquito Nets is highly advisable. These can be easily bought locally (markets, pharmacies and supermarkets)

**Water and food borne diseases** – Currently there are no reports of any epidemic on Rwandan soil. However, tap water must be boiled before drinking. In fact it is strongly recommended to purchase Mineral (bottled) water for drinking. Swimming in the lakes (like Muhazi) could bear the risk of catching BILHARZIA (treatment pills are available in local pharmacies), however many expats do swim in Lake Kivu (Gisenyi and Kibuye).

**HIV/AIDS** –Based on UNAIDS statistics, the latest HIV Prevalence in Rwanda is 2.9%. There are no restrictions for people with HIV/AIDS. Neither a medical certificate nor an HIV testing is required on entry. There are no regulations regarding the control, deportation or expulsion of those concerned. Antiretrovirals (Combivir, Epicir, Crixivan and Sustiva) are available in Rwanda (further information [www.aidsmap.com/e-atlas](http://www.aidsmap.com/e-atlas)). Treatment is also available at the UN Dispensary for UN Staff. **PEP**

**(Post-Exposure Prophylaxis) Starter Kits** are available for all staff 24/24. In case of sexual attack, or accidental exposure to HIV as an emergency, Security Advisor should be called (0782220010). Medical UN Staff will be contacted in order to provide PeP Starter kits. In any other case of need, staff member can contact directly UN Dispensary and request the Pep Kit without any explanations required. There are UN Cares and UN+ Focal points in all agencies, who can provide further information related to the access as well as other benefits and entitlements as UN Staff in relation to HIV/AIDS.

**Dental Practices** – There is the Dr Pineda Dental Clinic (078856 4377) – which is most widely recommended - and the Adventist Dental Clinic (252 582431). The Clinique Dentaire "A.D.A" in Nyarutarama (tel 0252586899, mobile 07888843901) is also recommended, and provides basic dental practices. The staff of the clinic have been benefiting from the support of a Dutch dentist, who for the last 10 years has spent 1 month annually training and supervising the work of the staff and the clinic. The clinic is well equipped.



## Spouse employment

Spouses and partners of UN staff are able to seek work outside the UN. There are various opportunities and salaries are variable. There is also a scope for voluntary non-paid work in many local organizations and NGOs where hands are needed. For the spouses of UN Staff, the Dual Career and Staff Mobility is a programme supported by the UN system. The aim is to assist globally mobile families and to help expatriate spouses/partners find jobs and maintain their professional careers.

[www.unstaffmobility.org/](http://www.unstaffmobility.org/). At present there is not an established LESA in Rwanda. If you would like to support to establish it, go to [How to Launch a LESA](#). If you as spouse of a staff member are interested in help set up a LESA, please contact us at [unstaffmobility@unog.ch](mailto:unstaffmobility@unog.ch)

## Recreation facilities and options for children

Outside of the pre-schools and schools, there are limited facilities for young children in Kigali. For the babies and toddlers, playgroups tend to be the main form of entertainment. The Earth School organizes a playgroup every Thursday. (entrance fee applies). A couple of places such as Hotel Printemps (Remera - there is a small entrance fee to pay as well) and Mamba Club (at Kimihurura) have outdoor play areas with jumping beds and locally made swings. Restaurant Mama Africa opened this year a big playground area for the kids in their spacious garden (2000RW per kid). The Indian Restaurant 'Royal Garden' in Kiyovu has a locally made playground built on sand, but only to be used when having dinner or lunch at the restaurant.

Birthday parties can be organized in the mentioned premises. Jumping castles are available for rent through the above venues or through private individuals (call: 0788854266 or 0783000400). A selection of Cartoon Characters forms part of the attractions available for parties. (Call 0782594993 or email [rtrade1@yahoo.com](mailto:rtrade1@yahoo.com) for making reservations on packages including birthday parade, songs, photos, cakes). Birthday cakes can also be ordered to Sugar and Spice (details see next page) or Jenina at number 0788538382)

Ballet and other dance classes are organized by the Ballet Rwanda ([www.balletrwanda.com](http://www.balletrwanda.com)). Music Classes can be organized with private tutors coming to your residence, or at the Sound Centre for guitar, (deejaying or music production) in Remera Ingezi House ([soundcenterkigali@gmail.com](mailto:soundcenterkigali@gmail.com) - 0782300140).

Sports activities are available on the weekdays and weekends. Tennis at clubs, swimming classes on Saturday morning with an American instructor at the Umubano Hotel, or Basketball on Saturday Mornings at Ecole Belge). Football on Saturday's mornings organized by the Dream Team Football Academy ([www.dreamteamfootballacademy.com](http://www.dreamteamfootballacademy.com)).

Outside Kigali, half an hour away, there is Bambino (a sort of amusement park) and Sano Park, which can be part of a half-day outing.

## Coming with your FAMILY?

Coming with family and kids requires a lot more planning in terms of preparations to move to a new country. Prices are expensive and variety is limited. Some suggestions: fill your container with non-perishable cleaning products (for example, soap for dishwashers, washing machine detergent (which is expensive), all electrical appliances (TV, Music device, projectors, laptops), tools, cosmetics, seeds and nuts...).

### Clothing

Clothes and shoes are difficult to find. Only a few shops sell imported products and the prices are high in reference to the quality of the item. As a recommendation, bring the basics with you when moving in. Second-hand clothes are available at most markets. Nakumatt Supermarket has a small selection in case of need. This is all the more important for shoes, so bring good walking shoes from home before you leave.

### Food and Toiletries

If you do have specific preferences it would be best to bring these products with you. Children with wheat or dairy allergies may find it difficult to source a good variety of products. Canned food, baby formula and some baby cereals among others are available mainly at La Galette or Nakumatt, however not in a consistent way. Disposable nappies and wipes are available but as all the rest are expensive items. It is best to bring your own insect repellent, sunscreen lotions and children creams.

## Local education facilities and standards

The choice of schools is limited for expatriate families, however education can be found in French and in English. School year runs from beginning of September to end of June. Spring break would be in April, and Autumn Break around October. Most of the schools start at 8:00 finishing between 3:00 and 4:00. For the smallest one, school day finishes at around 12:30. If arriving or planning to stay during summer, some schools organize summer sessions. "Kigali Life" is a good source of information.



### For the little ones...

Most of schools above receive children above 3 years old, but there are also other options.

**Little Stars Montessori Kigali**  
[\(<http://thelittlestarsmontessori.com/index.html>\)](http://thelittlestarsmontessori.com/index.html) was founded in 2010. School terms are based on the three- term calendar in use in Rwanda. School hours are 07:30 to 13:30 and 14:30 to 18:00Hrs for the afternoon session.

**Little Bears. Montessori Day Care Center and Nursery**  
[\(<http://littlebearsmontessori.com>\)](http://littlebearsmontessori.com) located in Kacyiru. Tel: +250-0788634182 / +250-0788637884. Opened in 2008. It follows the Montessori curriculum for nursery schools whilst incorporating the Rwanda national curriculum for children from 18months to 5years old. School hours are from 7:00a.m to 5.00p.m. A registration fee of 20,000Rwf is payable at the time of application to join the school.

**Ecole Belge (www.ebk.ac.rw)** offers education from kindergarten through to grade 12, following the Belgium Education System. School is located in Kiyovu. Teaching is in French, with students sitting the CESS exams in their final year. The CESS is accepted as educational qualification worldwide. Applications for admissions start during the month of April. Payments should be done in Euros.

**Kigali International Community School (KICS) (www.kicsrw.org)** is a Christian, non-profit school, founded in 2006, which offers an educational programme from kindergarten through to grade 12 following the American curriculum. While prioritizing placement for children of missionaries and Christian cross-cultural workers, KICS welcomes children of all nationalities. KICS is a candidate for accreditation with the Middle States Association of Colleges and Schools (MSA) and the Association of Christian Schools International (ASCI). KICS H.S. students are encouraged to take the SAT exam that is a U.S. standard for university assessment.

**International School of Kigali (ISK) (www.isk-rwanda.org)** was created in September 2009 as an independent, parent-owned, non-profit, educational institution offering a college preparatory programme. ISK serves students in pre-school through to grade 12, following an American based-curriculum enhanced with international best practices. As a new school, it is currently in the process of obtaining their accreditation as an international school. Even though the school has limited space facilities at the time of editing (Sep 2011), improvements are expected in the next year. Admission period starts in May.

**The Earth School (www.theearthschoolafrica.com)** Opened in 2011 in the area of Kacyru. It is a private pre-school and elementary education program serving children ages 3 to 12, in small mixed-age groups to encourage peer-to-peer learning. Their curriculum is based in the principles of Montessori education. Applications are open in April-May. They also offer a summer school programme.

**Hagos International School (HIS) (contact: 0784-577-880)** A new international school open in 2011 in the neighbourhood of Kagugu. Applications are opened only for kindergarten and primary levels. Summer school programmes also available.

## Special needs Education

A Dutch female psychotherapist who specializes in children can be reached for further information and assessment on individual cases. Pascal Boomkamp [p.boomkamp@joboo.nl](mailto:p.boomkamp@joboo.nl). She is working as a counsellor in ISK.



# Living in Kigali

## Transport

**Road and traffic conditions** – Road conditions within Kigali are very good on the main roads, however many streets still are dirt roads, especially in the new neighbourhoods. Driving conditions, whilst not difficult, can be frustrating with cars, buses and motorbikes. There is little discipline and a great deal of careless driving. Extra care should be taken after dark because street lighting is virtually non-existent outside the few main roads. Special attention should be paid to motorcycles. Several fatal accidents have occurred in recent years among the expat community.

For journeys outside Kigali, it is recommended to use a 4 wheel drive if you plan to get off the main roads. Most of the roads outside Kigali have no electrical light system, therefore it is recommended to travel only during daylight for security issues.

**Public transport and taxis** – There are minibus services (commonly known as TAXI) covering most of the city. Companies providing services are ATRACO and KBS ([www.kigalibuservices.com/routes.html](http://www.kigalibuservices.com/routes.html)). Price starts at 100 RWF. Use of local buses is a safer alternative to the Taxi moto (motorbike taxi). These are cheap but can involve scary speeds at night. Price starts from 200/300 RWF per travel. An extra helmet, which is mandatory to wear, are provided by the driver.

Taxis are not always easy to find. They usually are white cars with an orange strip. Many don't have any sign or indication that they are taxis. Prices are expensive. It is recommended to agree on the fares before starting a journey. Taxi within city centre starts at 2000 RWF if same hill, if you go to other hills add 500 rwf or so, more to Kacyiru or at night. There is a new company KIGALI TAXI (tel: 3112) that has meters but there only have a few cars at hand. Your Rwandese colleagues can provide you with contact numbers of reliable taxi men, and updated prices. Many drivers speak English or French, however the issue is to find the place where you want to go, since there are not addresses in many parts of the city. Fees for Taxis to Airport-town: 5000-10,000 RWF (US\$10-20).



**Food and Drink** – Most products are available but be prepared to pay double or three times the price for the same product elsewhere. Locally grown fruit and vegetables are often cheap when in season and if bought from the local markets. Supermarkets tend to have little choice and not as fresh, and even so they sell some times double the price as in the markets.

**Ki-fresh** is a local company owned and managed by a young entrepreneur. He delivers fresh products like vegetables and different food items. Make your list of items and he will deliver. For more inquiries call Herve on Cell: 0788460270.

**German Butcher** and **La Galette** provide to all supermarkets a variety of bread and meat products produced locally. In the same places frozen fish (tilapia and captain) can also be found.

**BENALCO**, a wholesale warehouse located at the city centre, flies in French and Belgian products every 15 days. Prices are expensive but it is worth a visit when you are craving something from Europe. It is open only until 5:00 pm weekly and Saturdays mornings.

**FRULEP**, on the Gikondo road near the industrial area, has a large selection of vegetables at a good price, and imported goods. Small shops in various neighbourhoods sell as well imported products.

**Tante Olga** (next to FRULEP supermarket), **La Galette Bakery** and the bakery at **Hotel Umubano** produce both brown and white sliced bread as well as French baguettes and different types of pastries. Cakes and biscuits can also be available at Bourbon Cafe. In larger supermarkets you will also find bakeries.

**Sugar and Spice Kigali** sells beautifully decorated sugar cookies every Wednesday at 3pm in the parking lot of KICS in Gacuriro (just downhill from Christ's Church in Rwanda). They also bake cakes by special order for weddings, birthdays, or any celebration. Call Bonita at 0722 760 926 or email [bonitavistarwanda@yahoo.com](mailto:bonitavistarwanda@yahoo.com)

**African Bagel Company (ABC)** opens only on Saturdays morning serving coffee/tea and fresh bagels and donuts, as well as frozen pizzas, pita bread chips, salsa and humus to take away. (Daily orders can be made to Robin Smith and/or Rachel – 0788408308)

For **CATERING options** there is a new provider in town: *where is my lunch* for lunch orders but also business or private events ([whereismylunch@ymail.com](mailto:whereismylunch@ymail.com) - 0784103900 or 0785825792). Other

## EATING OUT

There is quite a satisfying variety of cuisines and restaurants (see The Eye magazine for updated information), however new places are opening (slowly) and smaller and local restaurants can also be an option to explore. Bourbon Cafe is a Rwandan chain offering Rwandan coffee and tea variety as well as bakery and a sort of a fast food menu. There are a few around but only in Kigali.



## Need flowers for the table?

Bouquets are delivered weekly to Kigali, Ruhengeri and Gisenyi for the small fee of 2,500 Frw for special events and weddings upon request. All proceeds from our flower sales directly support the Imbabazi orphanage operational costs and child education fund. Contact: Murphy Crowson (0783774623) or visit web: [www.imbabazi.org](http://www.imbabazi.org) or [www.imbabazi.blogspot.com](http://www.imbabazi.blogspot.com) .



## city

Events are limited in Kigali. Most events are usually posted on Kigali Life, but also in

some of the shops in town on the boards.

## Sports and Leisure

**Theatre** - plays organized sometimes a year at the **Ishyo (Goethe Institute)** in Kacyiru. Open for information generally on Monday, Friday 09:00 until 15:00ough to Tel. 0782171050 or write this goethe@rwanda.com. There is also a year round. In order of getting the best information organized to subscribe to **rwanda.org** and **rwanda.com**, where most of the information of new places open or special events, will be posted. Sports and exercise equipment is difficult to find and the little available is expensive. Better bring in your container.

**Cinema** - there is only one Cinema in Nyamirambo, which shows movies regularly. The place can also be rented for birthdays or other occasions. On Saturday's evenings, at Heaven Restaurant (Kiyovu) screens

- **Swimming** - there is a swimming entrance fee included in the price of the movie. Reservations for dinner while watching the movies - some should be made in advance since it gets quite full depending on the movie.
- **Philosophical Discussions** - all first Tuesdays of each month meet at the White Horse starting at 7:30 pm. Tennis Club (located in front of the Ecole Belge).

- **Golf** - An 18 hole course is located in Nyarutarama. Further information in their web ([www.rwanda-direct.com/rwanda-golf/](http://www.rwanda-direct.com/rwanda-golf/)). Private classes can be organized at the course.

- **Gym** - Most hotels have gym facilities (offering aerobic and others) The Manor, Umubano and Nyarutarama Tennis Club. Serena Hotel has a special rate for UN Staff. The Amakoro Stadium has a gym as well as other sport facilities.

## Reading Suggestions about Rwanda

**Squash and tennis** - the only squash court in Kigali is in the Cercle Sportif. Tennis on the contrary is a well-practiced sport in Kigali by locals and expats. In the same place as well as in the Nyarutarama Tennis club and some hotels like Umubano and Mille Collines, there are tennis courts and trainers available as well. Prices for classes in the hotels tend to be more expensive than in the clubs.

**Shake Hands with the Devil. The Failure of Humanity in Rwanda**, by Lt. Gen. Romeo Dallaire. Arrow Books, UK, 2003  
**Horse Riding** - There are a few horses for hire in Kigali, about half an hour away from the center (passing A Time for Machetes, The Rwandan Genocide: the killers speak, by Jean Hatzfeld. Preface by Susan Sontag. Serpent's Tail, UK, 2005).

**Football** - The occasional games played at the National stadium attract huge crowds. Indoor soccer can be played on Monday evenings at 7:30 in Rmisisagara, in Nyabugogo and on Wednesday evenings as well at the Ecole Belge, in Kiyovu (near UNDP building). In Cercle Sportif there is a full size grass field for rent for occasional matches.  
**Collapse. How Societies choose to fail or succeed**, by Jared Diamond. Penguin Books, US, 2005.

- **Yoga** - classes at Mamba Club at Kimuhurura (tel: 0782208824 or write mambaclub@hotmail.com) From January 24, 2010 classes are on Monday, Tuesday, Wednesday and Thursday night from 6:30 until 7:30. Project A

## Now there is only one thing left..... START PRACTICING YOUR KINYARWANDA!!

Hello  
 Good morning  
 Good Afternoon  
 How are you?  
 I am fine  
 Please  
 Thank you  
 Excuse me  
 Good Bye  
 We're together  
 How's work?  
 Yes  
 No  
 A little  
 A lot  
 Good

MURAHO  
 MWARAMUTSE  
 MWIRIWE  
 AMAKURU/ BITE SE?  
 NI MEZA / YEGO  
 MUBISHOBOYE  
 MURAKOZE  
 MUMBABARIRE  
 MWILIWE  
 TURI KUMWE  
 AKAZI AKARAGENDA?  
 YEGO  
 OYA  
 BUKEBUKE  
 CYANE  
 BYIZA

Here  
 There  
 Hot  
 Cold  
 Today  
 Yesterday  
 Tomorrow  
 Where?  
 When?  
 What's your name  
 My name is...  
 Where to find...?  
 I am happy  
 I am sick  
 It is expensive  
 I don't understand

AHA  
 HARIVA  
 GISHYUSHYE  
 GISHYUSHYE  
 NONE  
 EJO HASHIZE  
 EJO HAZAZA  
 HEHE?  
 RYALI?  
 WITWA NDE?  
 NITWA...  
 ...NAYIBONA HEHE?  
 NDANEZEREWE  
 NDARWAYE  
 KIRAHENDA  
 ...SIMBYUMA

I would like  
 I need some  
 help!  
 It is good  
 It is bad  
 Beer  
 Water  
 Coffee  
 Tea  
 House  
 Right  
 Left  
 Straight  
 Money  
 White people

NDASHAKA  
 NTABARA/MFASH  
 A/NGOBOKA  
 KIRARYOSHE  
 KIRABISHYE  
 INZOGA  
 AMAZI  
 IKAWA  
 ICYAYI  
 INZU  
 I BURYO  
 I BUMOSO  
 IMBERE  
 AMAFARANGA  
 MUZUNGU

Hope this note is useful to you and your family in your early days in Rwanda as UN staff member.

For any other question on office procedures, contact your agency administration staff.

Colleagues and friends are always the best source of information when finding out about a new place.

**WE HOPE YOU WILL ENJOY  
YOUR STAY IN RWANDA!!**



**Welcome Note**

**November 2011**

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