



IMPORTANT INFORMATION

VISA

It is the responsibility of the client to obtain their own visas.

U.S. passport holders: U.S. passport holders are not required to obtain visas for Rwanda at this point.

Australian passport holders: Australian passport holders require a visa for entry into Rwanda. Epic will provide you with a letter of invitation from our ground handler in Rwanda. An entry facility will be emailed to your designated email address within 5 days. The visa fee (currently USD 30.00 per person) is payable on arrival into Rwanda. You must carry this letter of invitation and the entry facility with you to be presented on arrival to Kigali. Visas can be processed online at - <http://www.migration.gov.rw/singleform.php>

Please Note:

1. Evidence of Yellow Fever immunization will be requested to gain entry into Rwanda – please ensure you have had the inoculation at least 14 days prior to travel and are carrying your Yellow Fever card.
2. Some countries require a minimum of 6 months validity on your passport at the time of travel and at least 4 blank pages in order to gain entry.

MEDICAL

Please consult your General Practitioner or nearest Traveller's Medical Centre for advice on medical issues relevant to your destination. For additional information you may wish to consult the Centres for Disease Control and Prevention website – <http://wwwnc.cdc.gov/travel/destinations/list.htm>

TRAVEL INSURANCE

It is highly recommended that all clients obtain comprehensive Travel Insurance cover. Please furnish Epic with a copy of your insurance policy prior to travel. If you require assistance in obtaining travel insurance, please let us know.

Policies should be checked to ensure that they include ALL medical situations, including:

- Hospitalisation
- Repatriation
- Cancellation
- Loss of baggage and loss/breakage of valuables en-route
- Loss/breakage of valuables such as cameras (care should be taken on rough roads).

COMMUNICATIONS & SAFETY

All camps have 24 hour radio contact with their base support headquarters. Further, each game-drive vehicle has radio contact with camp. In the event of a medical emergency evacuation will be arranged.

CASH & CREDIT CARDS

Any personal expenses such as purchases from the camps curio shops can be paid for with Visa and MasterCard credit cards in addition to traveler's cheques and cash. There is no need to have local currencies on hand. US dollars speak volumes in Africa and are accepted in markets and for tipping (per the above suggested guidelines). It is a good idea to have a quantity of smaller denominations of US\$ for distribution of tips.

PHOTOGRAPHY/BINOCULARS

Digital cameras are the best for wildlife, with a good zoom up to 300mm or more. If you have an SLR it is a good idea to bring a point and shoot as back up. Remember to bring plenty of memory cards, spare batteries chargers. (Please check that you have all your chargers for cell phones, iPods, kindles and camera and video batteries). For gorilla trekking there is a good chance you will encounter some mist or rain, and it may



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be a good idea to get a cover for your camera to ensure it remains functional under these conditions -

http://www.bhphotovideo.com/c/product/367998-REG/Kata_KT_E_690_E_690_GDC_Elements_Cover.html

Binoculars are very useful when looking at wildlife in the distance. We recommend 7 x 35mm or 8 x 32mm as these are a good size with great magnification. If size is an issue then 7 x 25mm or 8 x 25mm are compact and can be put into your pocket. Nikon & Canon are great options. Have a look at the following website for further ideas - <http://www.consumersearch.com/binoculars>

POWER IN CAMPS

Most lodges have no access to regular electrical power as they are located in such remote areas. Most have a generator on site that produces 220V electricity. Generators are run for between 4-6 hours daily and generally over activity times to ensure reduced noise when you are in camp. The electricity powers ice machines, cold rooms, fridges and freezers, and charges the batteries that store power for bedroom lights and fans. There is ample electricity for charging batteries for video cameras/ipods etc. direct from the generator - but not for hairdryers and air conditioning.

CELL PHONES

Tri-band cell phones on global roaming generally work from all major urban centres. They do not, however, work from the majority of safari camps.

MEALS

Meals are best described as wholesome home style cooking. The lodges cater to specific dietary requests - please advise us of any special requirements.

GRATUITIES

Although tipping is not compulsory, if service expectations are exceeded we recommend the following guidelines:

- Professional Guides/Tour Leaders - USD20.00 per group per day
- Guides (Drivers/Guides/Trackers) - USD 15.00 per group per day. This should be handed to the guide personally.
- Gorilla trekking guide(s) - USD 20.00 per person per trek (usually they will be 2, the tip is shared amongst the team)
- Porters on Gorilla trekking - USD 10.00 per porter per day
- General Camp Staff - USD10.00 per couple per day