

COVID SAFETY

UGANDA & RWANDA



CLASSIC AFRICA SAFARIS

UGANDA



General Protocols

Welcome to Uganda! Things sure have changed in the last year, but we are ready and waiting with big smiles and open hearts to welcome your travelers. While the borders were closed and COVID-19 was new to us all, we were working hard to reinvent and adapt to this new world we are living in. We're confident that, in our care, your guests will be comfortable and feel safe on their safari.

Classic Africa Safaris brings a total of 100 years combined safari industry experience to our travelers. We aim to deliver the experience of a lifetime with safety and attention to detail as our top priorities. The following are travel guidelines that you need to make your clients aware of while traveling at this time.

- a) Social distance is required to 1 meter as per WHO and Uganda government protocols.
- b) CAS offers a limited supply of back-up masks should pax lose/damage theirs; however, we do require that pax travel with an ample supply of masks (see specific UWA requirements for primate trekking), personal hand sanitizer and gloves (if desired) for their journey.
- c) Entebbe International [airport protocols can be found here](#). Please refer to this Civil Aviation Authority (CAA) document to answer FAQs about entry protocols and PCR covid test timelines [here](#).
- d) Uganda immigration requires PCR negative COVID-19 test results taken within 72 hrs prior to boarding your flight to EBB; travelers must transit within the airport only no exiting airports or stop-overs en route are allowed. All guests should wash hands frequently for a minimum of 20 seconds with soap and water as per WHO guidelines.
- e) Uganda requires a PCR Covid-19 test on arrival for all passengers regardless of age, origin or vaccination status. This is a relatively seamless process and CAS are working closely with the Uganda Tourist Board (UTB) to expedite the process on arrival. Pax may await results in the comfort of their hotel before continuing on their Uganda safari.
- f) All CAS vehicles will be stocked with hand soap, water and sanitizing alcohol for use when soap and water is not practical/available.
- g) CAS office staff, even those who do not have contact with guests, will follow WHO guidelines and the office, restrooms and kitchen will be cleaned and sanitized on a regular basis. All CAS staff and guides are vaccinated (Astra Zeneca).

- h) CAS will limit interactions with passengers. Where face-to-face contact is necessary, we will maintain an appropriate social distance, wash hands and wear a mask. Thanks to our tropical climate, most client briefings can be done outdoors and easily meeting all social distance requirements at the visitor's Entebbe hotel. Lydia, our client services liaison exudes our signature Ugandan warmth and will make your travelers feel immediately comfortable and safe.
- i) We will entirely use e-docs unless you prefer your clients still receive printed support documents. Just advise Lyndsay and Hilda on your preferences at the time of booking.



Arrival into Uganda

Entebbe International Airport is open to international arrivals and foreign nationals. Uganda's COVID immigration protocols require an advance PCR negative COVID-19 test to enter the country. In addition (as of 03 Sep 2021), all arrivals regardless of age, origin and vaccination status are required to undergo an on-arrival PCR COVID-19 test. This process is relatively seamless and is managed on arrival by the UTB and the CAS driver guide will transport pax and liaise with UTB; pax can await results (estimated 1-2 hrs) in the comfort of their hotel before continuing on as planned upon receipt of negative results. Negative PCR COVID-19 test results are also required for departure from Uganda. CAS will liaise with the appropriate accredited labs to coordinate PCR COVID-19 testing for departure for your travelers.

As this situation is highly fluid, we have created a latest updates page on our website for the most [current COVID protocols and requirements found here](#).

On arrival at EBB, travelers will receive a warm greeting, with a big contactless wave, curbside by a masked and socially distanced CAS team member per WHO guidelines and Uganda government protocols.

- a) Please see Entebbe International Airport's [COVID-19 SOPs document here](#).
- b) CAS staff and guides are vaccinated.
- c) CAS drivers will open and close all vehicle doors for pax.
- d) Private CAS vehicle transfer (private vehicle, min 1 meter spacing within vehicle from pax and driver) to their hotel. Don't worry, our team members are gregarious, friendly, warm and so excited to show your travelers the best of Uganda. Even with our big smiles being masked, your travelers will feel welcomed.
- e) Luggage may be sanitized on arrival by CAS staff. We're sorry, but we cannot be held responsible for any damage that may be caused to the luggage by any sanitizer.
- f) CAS client services liaison will brief pax with a mask on, distanced and outdoors at pax hotel. Any e-docs previously sent prior to pax arrival.

g) On Departure from EBB, as per current requirements a PCR COVID-19 negative test will be required within 72 hours of departure. CAS offers exclusive in-hotel testing in Entebbe for our travelers. This requires between 7- 24 hours wait time for results. All hotels and services will be at the expense of the traveler and will be prearranged on a case-by-case basis. For the most current updates, please see our website.



CAS Vehicles

Airport Transfer

The airport shuttle is used on a private transfer basis for pick up at EBB and short transfers to Entebbe area hotels. It offers three rows of bench seats and all windows open for air circulation. Note that sanitizing hands will be required before entering the shuttle.

On Safari

Vehicle capacity is currently required to operate at a reduced number based on UWA guidelines and group make-up. Should an additional vehicle be required for your client's trip, we will advise you of the details and additional cost. In our CAS 7-window seat 4x4 safari vehicles:

- 2 clients can maintain 1.5 meter distance from the driver and each other
- 1 client can maintain 2.5 meter from the driver by sitting at the rear
- 7-seat vehicles are currently limited to 5 clients and 1 driver guide

In our CAS 5-window seat vehicles, 2 clients can maintain 1.5 meter distance from the driver and each other.

All safari vehicles will have soap and water for hand washing as well as hand sanitizer as available. Windows & vehicle roof vents open fully allowing for fresh air circulation.

Cleaning

All CAS vehicles undergo our own rigorous in-house cleaning and safety inspections between each safari. As this cleaning and vehicle maintenance takes place in our private shop in Entebbe under the supervision of CAS co-founder, Mel Gormley, we are in full control of the process.

Non-CAS Vehicles

Bwindi Gorilla Trekking extensions are usually done on a fly-in basis and utilize our preferred partner lodge vehicles. Those vehicles will be subject to UWA and government capacity guidelines. Their sanitation protocols are outlined individually as per the lodge. All vehicle transfers quoted by CAS are on a private only basis.



On Safari

A safari can be a dynamic and life-changing experience, especially when encountering mountain gorillas in their natural habitat! Our goal is to maintain that experience while adhering to government and regulatory agency protocols for the safety of the travelers, guides and wildlife. CAS driver guides are trained in all government and in-house COVID protocols, including information on the virus, how it is known to spread, precautions recommended by the WHO, etc.

- a) Masks for guides at all times, travelers will be required to wear masks as per government protocol/WHO recommendations.
- b) Hands washed/sanitized before entering the vehicle each morning / at each stop
- c) Depending on your company's COVID protocol requirements, we can offer contactless temperature screening daily for your travelers.
- d) 5-point cleaning inspection done each morning before the guides picks pax up:
 - sanitize door handles
 - window slides/knobs
 - seats and seat belt fasteners
 - ensure sanitizer/soap and water are prepared and refilled
 - wipe down any shared surfaces/kit
- e) Primate (chimp & gorillas) trekking protocols as per UWA's guidelines will be enforced to help protect the primates from potential COVID-19 exposure, as well as UWA staff and visitors:
 - Mandatory temperature screening using non-contact infra-red thermometers at the tourism gates of the different protected areas.
 - Mandatory hand washing / sanitizing at the entrances of all UWA premises and protected areas.
 - Wearing a face mask while inside the protected area (see below for details)
 - Observing social distancing guidelines
 - All tourists going for primate tracking activities should carry at least two N95 masks or surgical masks or double layered cloth masks with filters.
 - Limited capacity in all safari vehicles and on boat launch trips
 - Please read the full UWA National Park COVID protocols [here](#).

Note that AMREF Evac / medical insurance should be purchased through CAS at the time of booking. Any clients exhibiting symptoms or suspected of being COVID-19 positive should isolate and will be transported to the nearest hospital accepting COVID patients via AMREF.



Lodging

While CAS does not own any camps or lodges, we work closely with a select group of preferred properties who each have their own COVID protocols based on in-house, WHO, and government guidelines. Should you wish to see the protocols for your clients' accommodations, **just ask us!** We cannot be held responsible for their protocols, but our guides will work to ensure best they can that properties are following guidelines as they pertain to our guests.

All accommodations are able to do separate/private dining, many venues offer open-air/outdoor or in-room dining options.

Accommodations may have additional sanitation requirements in terms of your luggage on check in.

Many lodges have worked hard to vaccinate their staff. Please inquire and we can furnish details on vaccination status for third parties.



Domestic Light Aircraft

Our internal air partners at Aerolink Uganda, AirKenya and KAFTC require masks and sanitized hands on all flights. Private charter flights are available, at additional cost, for those who prefer private services throughout.

RWANDA



General Protocols

CAS Rwanda protocols are evolving as we are being instructed by RBC, RDB and government guidelines. **Entry requirements** for Rwanda should be carefully reviewed as a COVID-10 PCR negative test is required for entry into the country. Currently land borders between Uganda and Rwanda are closed.

- a) The **only** accepted test is a SARS-CoV 2 Real Time Polymerase Chain Reaction (RT-PCR) performed within 72 hours prior to departure (meaning travelers must be tested and get results within 3 days of their first flight). Other tests, such as Rapid Diagnostics Tests (RDTs), are not accepted.
- b) All travelers arriving in Rwanda must complete the passenger locator form and upload the COVID-19 test certificate before heading to the airport. Please see passenger locator form and list of designated transit hotels on www.rbc.gov.rw.
- c) All travelers arriving or transiting for more than 12 hours through Rwanda will be screened upon entry and take a second RT-PCR test on arrival. Sample collection will be conducted at the airport upon arrival and passenger will wait for the results at the designated transit hotel. The COVID-19 Test Results for transiting passengers for more than 12 hours will be fast-tracked so that passengers can get the results before their next flight.
- d) Travelers will be tested for COVID-19 upon arrival at the airport and the payment of 60 USD (50USD for covid-19 test and 10USD for specific logistics to the airport) will be done as per the indications of the passenger locator form. For passengers who opt for a cash payment at arrival, the balance will be given in Local currency (FRW). The passenger who wouldn't use the payment methods on the passenger locator form may be required to pay again at arrival and claim for refund for any previous payment made.
- e) All travelers transiting/connecting who are not leaving the airport and those who will leave the airport to the designated transit hotel for less than 12 hours will be screened upon entry and not required to take a second test (This is not applicable for transiting passengers by land border, in that case, passengers will be tested using RT-PCR Test and waiting for the results from the designated transit hotels before proceeding).
- f) All travelers are required to wait 24 hours for the results of their COVID-19 test taken upon arrival in a designated transit hotel. All COVID-19 prevention measures announced by the Ministry of Health must be respected during waiting period (Link of

the designated hotels).

- g) Effective June 15, 2021, all passengers arriving from or have traveled to India and Uganda in last 7 days are required to complete 7 days in mandatory quarantine upon arrival at the designated hotels (Ubumwe Grande Hotel, Landmark Suites, Corina K. Guest house and Colours Club SPA & Garden Resort) at their own cost. We encourage airlines to check if passengers have booked 7 days in the mentioned designated hotels before boarding.
- h) The Government of Rwanda has negotiated special rates at designated transit hotels for the 24 hour waiting period. Should a guest wish to remain in the hotel after receiving negative test results, they are welcome to extend their stay at the hotel's applicable rates.
- i) Tourists to Rwanda's national parks are now required to complete a guest registration and indemnity form in advance of their visit and submit the form electronically to the park. Please **contact Mandy** for full details.

Note that visits to particular areas may be canceled due to the pandemic (e.g. village walks and/or cultural visits) where maintaining protocols would be difficult.



Arrival into Rwanda

All CAS Rwanda staff are receiving in-house training on all RBC and RDB government COVID protocols, on best practices for accepting clients on arrival and sanitizing vehicles before/after guest use.

CAS and our local representatives will reduce the time spent with the clients (including the one-on-one trip debriefs), follow all WHO and government guidelines for social distancing and sanitation measures (masks, sanitizer, etc.). We will have our team regularly tested for COVID-19.

A second RT-PCR test will be performed on arrival and guests must await the results **at their own cost** at one of the government approved quarantine hotels. Please see the list of government **approved quarantine hotels**.

Once at the hotel, the process is as following:

- Test results will be checked on RBC website of covid-19 results portal by using phone number entered while filling Passenger Locator Form and Unique code received when submitted Passenger Locator Form prior to departures or by SMS and/or email, and the turnaround time for results is 24hrs from the time a sample is collected. If the results are not out and you are beyond 24 hours, please contact the hotel reception for quick follow up.

- Upon receiving a negative test result, travelers will be invited to check out, if a passenger has traveled from India and/or Uganda, he/she will be required to complete 7 days in mandatory quarantine upon arrivals at the designated hotels (Ubumwe Grande Hotel, Landmark Suites, Corina K. Guest house and Colours Club SPA & Garden Resort) at their own cost.
- If a traveler's test result is positive for COVID-19 (even if asymptomatic) while in Rwanda, they will be treated as indicated in the National Covid-19 Management Guidelines until they have fully recovered, at their own cost. We encourage all travelers to have international travel insurance.



CAS Vehicles

All CAS Rwanda vehicles will be sanitized before and after guest use. However, while our vehicles will be equipped with: extra masks and gloves (both recommended by RBC), hand sanitizers, and hand tissues; we ask that guests **bring their own COVID personal protective equipment**. All CAS Rwanda vehicles are private use and therefore only shared by members of the same booking party. All vehicles allow for the one (1) meter of social distance, as per the government requirements, between the passengers and the driver guide.



On Safari

The preventive measures announced by the Ministry of Health must be observed by all, especially frequent hand-washing, proper wearing of face masks in public, and maintaining safe physical distance from others (at least one meter apart). And again, although clients are expected to come prepared with their own COVID PPE, our vehicles will be equipped with extra: masks, gloves, hand sanitizer, and hand tissues.

While CAS Rwanda and its associates do not own accommodations, we work with a select portfolio of accommodations that have their own COVID protocols in place. Should you require any of these documents for specific properties, please [contact Mandy](#).

Please see [Volcanoes National Park's visitor protocols](#) for primate trekking and note that tourists are required to maintain a 10 meter distance from gorillas at all times.

A group of six (6) tourists will be allowed a maximum of one (1) hour with the gorillas for each visitation.

A group of twelve (12) tourists will be allowed a maximum of one (1) hour with the golden monkeys for each visitation.

For other specifics, please see [Nyungwe National Park's visitor protocols](#) as well as [Akagera National Park's visitor protocols](#).



Departure

All travelers departing from Rwanda must test negative for COVID-19. The only accepted test is a SARS-CoV 2 Real Time Polymerase Chain Reaction (RT-PCR) performed within 72 hours before departure performed by the Rwanda Biomedical Center/National Reference Laboratory, Provincial or District Hospitals. Other tests, such as Rapid Diagnostics Tests (RDTs), are not accepted. COVID-19 Test is not mandatory for accompanied children under 5 years. We encourage travelers to book and pay for their tests at least 2 days prior to departure through the online platform available on www.rbc.gov.rw

- All travellers from DRC (Goma and Bukavu) who plan to fly through Kigali International Airport are required to have SARS-CoV 2 Real Time Polymerase Chain Reaction (RT-PCR) performed by the Rwanda Biomedical Center/National Reference Laboratory, Provincial or District Hospitals
- All travelers are required to wait 48 hours for the results of their COVID-19 test from the time of sample collection.
- Travelers are advised to check with airlines about the COVID-19 requirements of the final destination and/or transit countries.
- Travelers are not allowed to go to the airport without negative COVID-19 PCR test results, if the results are not yet out within 48 hours as mentioned above, please contact BIOS LAB HELP DESK on (+250) 787243836 or (+250) 788793446 or (+250) 784026239.
- If travelers test results are positive for COVID-19 (even if asymptomatic) while in Rwanda, they will be treated as indicated in the National Covid-19 Management Guidelines until they have fully recovered, at their own cost. We encourage all travelers to have international travel insurance.

Please contact [Mandy](#) with any questions.

The protocols outlined in this document are subject to change as indicated by UWA & Ugandan government policies. As the COVID-19 pandemic evolves and WHO, CDC and government suggestions and guidelines are modified, we will update this document accordingly. Please always **ask us if you have any questions!*