



Guest Transfers and Activities

Transfers in the Park by Vehicle or boat

Before each transfer, the driver should be observant and look for guests who are coughing, sneezing or looking feverish.

If a sick guest is noticed the driver should approach the guest and suggest a consultation with the management.

Guests will have the same driver throughout their time in Virunga.

All vehicles will have at least one bottle of hand sanitizer as well as disinfectant.

It is requested that all clients carry their own bottles of hand sanitizer to help hygiene.

Before and after the transfers, all surfaces and objects must be cleaned with disinfectant – door handles; doors, seats, roll bars, arm rests; pouches behind the seats etc.

The driver, rangers and guests must wear a face mask throughout the whole journey.

Visiting guides and Tour Operators must follow the same protocols.

Gorilla Treks

All guests will have to have a rapid COVID-19 test prior to their departure from Goma as well as negative PCR test certificate. If the results are negative, they will be allowed to proceed on the trek.

At the gorilla trek briefing, all guest will have their temperature taken and will be checked for coughing and sneezing. Facemasks are required to be worn during briefings.

Before guests leave for a gorilla trek, all guests and rangers are requested to wash their hands.

Before entering the forest, all guests will be requested to use hand sanitizer and put on new facemasks that will be provided.

Whilst walking into the forest and before finding the gorillas, guests are requested to maintain a 1.5m distance between the next person in front or behind.

Normal gorilla trek protocols will also apply with the exception that a facemask will not be allowed to be removed or lowered at any time during the gorilla trek.

A 10m distance should always be maintained from the gorillas.

Nyiragongo Treks

During the briefing before the trek, all guests will have their temperatures taken and will be checked for coughing and sneezing.

Facemasks are required to be worn during briefings by the guests and the rangers.

Once the trek commences, all guests are requested to maintain a 1.5m distance between the person before or behind.

At the top of the volcano, guests are requested to wear facemask or maintain a 1.5m social distancing. The same applies on the way down.

Visiting Senkwekwe Centre

Before visiting the center, the guests will have their temperatures taken and observed for coughs and sneezing.

The guide will have a bottle of hand sanitizer with them at all times.

Before entering the viewing area, the guests and guide will use hand sanitizer.

All guides, caretakers and guests will wear a facemask throughout the visit.