

WILDERNESS PRODUCT

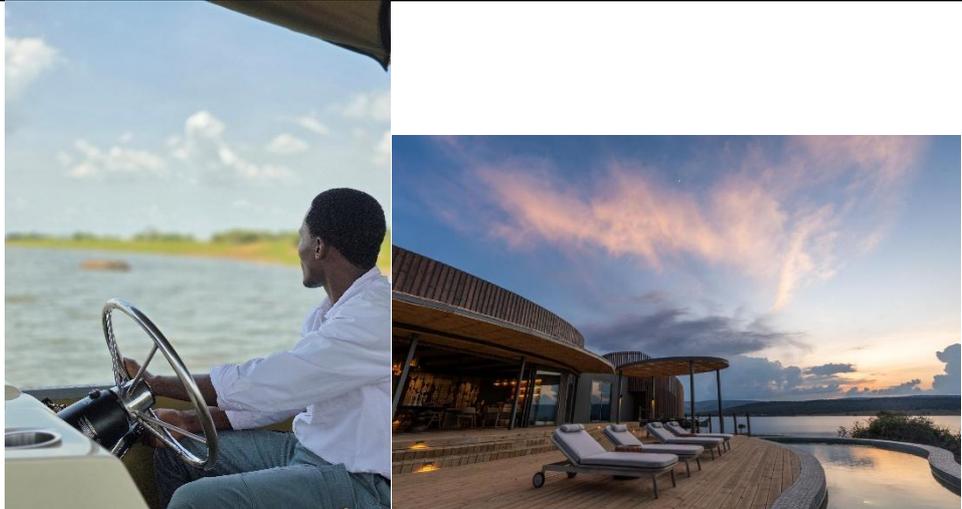
# FIRST-HAND FEEDBACK

*Written by Wilderness Staff*

**RWANDA**

Our colleagues recently travelled to Rwanda, with a focus on experiencing the new Wilderness properties – Bisate Reserve and Magashi Peninsula – as well as the Sanctuary at Bisate. In addition, seeing what Kigali has to offer, so as to encourage guests to spend more than one evening in the city. Below is their brief feedback on our Wilderness properties.

<b>Camp:</b>	Bisate Reserve
<b>Participants:</b>	Sales Team
Overview	<ul style="list-style-type: none"> <li>• Large, high-end suites aligned with current luxury expectations. Décor retains Bisate’s identity, with a clear step-up in terms of the space within the suites.</li> <li>• Standout design features include a central ‘chimney’ shower in the bathroom and an expansive private deck with wood stove and hot tub.</li> <li>• Main lodge area is well scaled with strong attention to detail throughout.</li> <li>• Plenty of choice for meals, and prepared to the expected high standard.</li> <li>• Excellent team: warm, attentive, and well trained, with some staff recently recruited locally from Musanze.</li> </ul>
Highlights during visit/stay:	<p><b>Sanctuary Wellness Centre</b></p> <ul style="list-style-type: none"> <li>• A real highlight and we were greatly impressed by it. It is an exceptional facility featuring a large ‘hydro area’ with sauna, steam room, lap pool, cold plunge, fireplace, and glass frontage overlooking Mount Bisoke.</li> <li>• Four treatment rooms plus a dedicated pre-treatment consultation/scrub space.</li> <li>• Four isolation pods with high ceilings and courtyard views. Spacious gym with high-end, wood-finished equipment consistent with Wilderness’ aesthetic.</li> <li>• Significantly large and robust, while still very much in keeping with the Bisate environment.</li> </ul>
	

<b>Destination:</b>	Magashi Peninsula
Overview:	<ul style="list-style-type: none"> <li>• Excellent addition and a strong safari complement to Bisate Reserve and other high-end properties in Volcanoes.</li> <li>• Décor blends classic safari (dark green canvas) with modern luxury; generous space throughout.</li> <li>• Peninsula setting is a major highlight, with wildlife present immediately (zebra, antelope, birds, hippo in front of the villa during our stay).</li> <li>• Location of concession in the north of the park is a huge advantage allowing easy access to Kilala Plains in the north of the park and being able to get there before any other vehicles from the south of the park get there.</li> <li>• The camp makes good use of combing boat and 4x4 on excursions - e.g., start on boat and get onto land for sundowner and then night drive back to camp or game drive in the morning to Kilala Plains and then stop at boat pick-up location for boat brunch on lake, then making way back to camp (saw a beautiful herd of eland on the banks of the lake in an area the vehicles can't go).</li> <li>• Excellent food throughout, in taste and portion size; chef John met us on arrival and remained engaged throughout the stay. Meals were well-tailored and of consistently high quality.</li> </ul>
Highlights during visit/stay:	<ul style="list-style-type: none"> <li>• Memorable arrival by boat; elevated transfer experience with comfortable wrap-around cushioned seating in boat.</li> <li>• Team was proactive, engaged, and delivered a strong guest experience.</li> <li>• Big 5 seen within two days (including quality sightings of lion, elephant and buffalo).</li> <li>• Brunch on the boat ride back to lodge from game drive was a particularly nice touch.</li> </ul>
	



<b>Destination:</b>	Kigali
<b>Overview:</b>	With long-haul travel involved and guests taking longer in location, two nights or more in Kigali feels preferable to a single night, particularly given there are a growing number of activities and cultural encounters beyond the Genocide Memorial. Below are some experiences we explored with Wilderness Touring Rwanda, that could enrich an extended Kigali stay.
<b>Activities:</b>	<ul style="list-style-type: none"><li>• <i>Nyamirambo Women's Centre walking tour</i><ul style="list-style-type: none"><li>○ Interactive and local; we saw the women's collective in action and even enjoyed a simple local lunch.</li><li>○ On our walking tour we visited a milk bar, local hairdressers, shop, and markets – fun, authentic street experiences and local goods.</li><li>○ The walk also goes down a car-free zone, a pedestrian street with murals and children's games painted on the street – a relaxed area ideal for casual cultural immersion.</li><li>○ They also provide other activities/tours such as a guided city tour on motorbikes, cooking classes, basket weaving workshop.</li></ul></li><li>• <i>The Museum in Ingabo</i><ul style="list-style-type: none"><li>○ We visited this art space where local artist King Ngabo provides excellent context on Rwandan contemporary art and post-genocide creative narratives. A tour guided by the artist himself is a must.</li></ul></li><li>• <i>Gihanga Institute of Contemporary Art (GICA)</i><ul style="list-style-type: none"><li>○ We stopped by this new art space that focuses on contemporary, high-end Rwandan and African art.</li><li>○ It's free and open to everyone, set in a contemporary new building with a view to creating a high-end, leading art location in Kigali – like those found in other major cities around the world – showcasing the best of contemporary modern art.</li><li>○ One of the founders works with Sotheby's and other international companies in the art world.</li></ul></li><li>• <i>Irebe Baskets Collective</i> – started by making baskets and has now grown with a variety of pieces (e.g., woven items, souvenirs, small wood carvings) being made, as well as a number being sourced from across Central Africa (e.g., wooden masks). High quality, and well-designed items.</li><li>• <i>Indego Africa</i><ul style="list-style-type: none"><li>○ A collective that Wilderness proudly partners with, supporting its members by funding English classes for the women artisans.</li><li>○ These classes help them strengthen and grow their businesses while confidently engaging with visitors.</li><li>○ During our visit, we met the women, watched them at work, and heard their inspiring personal stories, including how many have launched their own side ventures.</li><li>○ We also learned about the collective's savings and loans programme, and the meaningful impact it has had on their financial independence.</li></ul></li><li>• <i>The Campaign Against the Genocide</i> – set at the parliament building, this charts how the genocide was countered by the RDF.</li></ul>



<b>Destination:</b>	Cape Town
<b>Participants:</b>	Wilderness Touring Cape Town Team
<b>Overview:</b>	The team collectively described the experience with Cape Town Helicopters as exceptional, memorable, and seamlessly executed from start to finish. Across all feedback, staff warmth, professionalism, and attention to detail stood out prominently. The entire visit – from arrival to check in, pre-flight briefing, and the helicopter tour – left a lasting impression of excellence, safety, and genuine hospitality.
<b>Highlights:</b>	<ul style="list-style-type: none"> <li>• Staff waiting outside to welcome the team, creating an immediate sense of VIP treatment.</li> <li>• The pilot team was commended for being calm, knowledgeable, reassuring, and making the experience enjoyable for nervous flyers.</li> <li>• Clear and efficient check in processes, including weighing, safety briefings, and easy-to-follow signage.</li> <li>• A fun and popular photo/GIF booth featuring Table Mountain, which added an interactive and memorable element.</li> <li>• The helicopter flights themselves were described as breath-taking, exhilarating, and a once in a lifetime experience.</li> <li>• Stunning views of Cape Town landmarks: Table Mountain, Robben Island, Lion’s Head, Clifton, Camps Bay, Sea Point, Green Point Stadium – plus an exciting dolphin sighting.</li> <li>• The experience was highlighted as an excellent value-add to any Cape Town itinerary.</li> </ul>

