



DZANGA-SANGHA PROTECTED AREAS STANDARD TERMS AND CONDITIONS FOR VISITORS

The following terms and conditions apply to services offered and rates issued by Dzanga-Sangha. These serve as annex to laws/rules governing Dzanga-Sangha Protected Areas, are applicable to any tourist and remain valid until such time as they may be replaced by a later version.

I- GENERAL





The Dzanga Sangha Protected Area (DSPA) is one of the last pristine forests in Africa and the only one where you can easily observe forest elephants at any moment.

You also have the opportunity to observe habituated gorilla groups and learn about the forest in company of the BaAka, who have lived here for centuries.

Security is not an issue at Dzanga-Sangha. The best time for a visit is between December and July.

Travel to and from Dzanga-Sangha National Park

Air France, Royal Air Maroc, Askay, and Kenya Airways have regular flights to Bangui, Central African Republic. International travel is the responsibility of the customer. Dzanga-Sangha just assists in referring tour operators and local operators based in Bangui to help arrange the following:

- Obtaining the “message porté”
- Obtaining a visa at arrival at Bangui Airport
- Booking a room in Bangui
- Pick-up at the airport
- Transfer to Bayanga

1. Flight Journey to Bayanga

Bayanga has an airstrip with a very good 1.4 km laterite runway. The closest international airport is Bangui, 520 km from Bayanga. To get to Bayanga, you will have to rent a propeller aircraft, which can be done in Bangui.

There are currently two airlines operating between Bangui and Bayanga:

➤ Lapara Centrafrique:

- Tel.: +(236) 72 48 066
- Email: compagnielapara@gmail.com
- The cost for a one-way ticket is XAF 2,000,000 (€3,000), 8-9 passengers
- Flying time: 50 minutes

➤ Via Air

- Tel.: +(236) 72 86 87 02/ +(236) 72 45 15 45
- operation@via-air-rca.com
- www.via-air-rca.com
- One way-ticket: XFA 2,000,000 (€3,000)





- Flying time: 1h05min
- Beechcraft Plane (14 passengers): €4,125

2. Overland Journey from Bangui

Bayanga is located 520 km from Bangui, with only 107 km of paved road. As there is no public transportation, the only possible way to get from Bangui to Bayanga is to rent a four-wheel drive vehicle in Bangui. Please be aware that roads in Central African Republic are in quite a bad shape. Traveling by car can be an adventure! If that is what you are looking for, we can help you arrange a car from Bangui to Bayanga (where we have our headquarters). In the dry season and with an appropriate vehicle, Bayanga can be reached within 14 hours. However, in the rainy season, the time needed can easily extend to 2 days, depending on the state of the roads, which can sometimes be locally degraded (daily traffic of timber trucks). The journey can be fascinating, with many small villages located along the way. There are rivers to cross, bamboo forests, marshy areas, savannahs and rainforests to pass through.

The car rental costs range from €125 to €150 per day - fuel is not included. The fuel required for a roundtrip is approximately 160 liters -200 liters. .

3. Inland Waterway from Bordering Countries

International visitors can also access Dzanga-Sangha by boat, on the Sangha River, from the bordering countries of Congo, via Ouessou, and Cameroon, via Libongo.

The costs per group - depending on the number of people, the volume of luggage, and the season - are:

- ✚ One-way trip Bayanga-Ouessou-Bayanga: € 1.225
- ✚ One-way trip Bayanga-Bomassa-Bayanga: € 420
- ✚ One-way trip Bayanga- Libongo-Bayanga: € 230

Dzanga-Sangha can also arrange your overland transfer from the border village of Bomandjokou (CAR) to Bayanga. This is only possible after crossing the Sangha River between Bomandjokou and the village of Libongo in Cameroon, located directly across Bomandjokou.

The rates for the river crossing are:

- ✚ Dugout canoe: €8 per group
- ✚ Speedboat: €15 per group





Visa Requirements

For International Customers who need a visa, please note that visas for Central African Republic are available upon arrival. If you wish to obtain the visa upon arrival, please apply for a “message porté” that must be presented on arrival at the border with 2 passport pictures. You must attach a scanned copy of your identification document to the application. Dzanga-Sangha will refer you to an accredited local Tourism Agency to assist you. For the issuance of the visa authorization, you will need to apply one month before your date of arrival.

The following countries are exempt from an entry visa from CAR: USA, Israel, Senegal, Burundi, Cameroun, Cote d’Ivoire, Republic of the Congo, Liberia, Niger, Rwanda, Chad

The visa fee is €50.

For clients who need a letter of invitation to apply for a visa at the nearest CAR Embassy, please contact Dzanga-Sangha.

Electricity

CAR uses typical West European/Central African plug sockets, 220v.

Currency

The legal currency in CAR is the Francs CFA (XAF). There is a fixed exchange rate between EUR and XAF (1 EUR = 656 XAF). You can pay your bills at Doli Lodge or in the Welcome Center in Bayanga with cash only, using XAF or EUR.

ATM

Ecobank and Ledger Hotel provide ATM services in Bangui. There is no ATM machine in Bayanga.

Useful contacts in Bangui

Gendarmerie (Operations Directorate): +(236) 21 61 99 84

Hôpital de l’Amitié: +(236) 75 50 59 65 (Dr. Kamengo)

Italian International NGO: EMERGENCY, Head of Mission: Alessandro : +(236) 75 44 43 13





Recommended Hotels in Bangui

Sam Hotel: +(236) 75 44 19 19 single room: XAF 67,000 (€100) Double: XAF 76,000 (€120)

Hotel Somba: +(236) 75 54 40 06 (around XAF 55,000 /€80 / room)

Hotel La Couronne: (around XAF 80,000 / €122 single room)

Hôtel du Centre: +(236) 75 75 87 52 (around XAF 45,000 / €70)

Ledger Hotel: +(236) 75 49 47 66 (around XAF 167,000 / €255 single room)

Hôtel Oubangui: (around XAF 45,000/ €70 single room to XAF 55,000 / €80 double room)

Health Issues

With respect to the most recent health issues, we recommend you protect yourself with vaccination. Yellow fever vaccination is required to enter Central African Republic.

Make sure you travel with your vaccination card. The Central African authorities require visitors to keep their yellow fever vaccination certificate with their passport at points of entry and when leaving the country.

CAR is in a chloroquine-resistant malaria zone. Please consider taking appropriate prophylactic measures against malaria and using insecticides / protective clothing.

For the health and well-being of visitors, the following vaccines are also highly recommended:

- 1- Tetanus
- 2- Hepatitis A
- 3- Hepatitis B
- 4- Typhoid fever

A good website for up-to-date travel health information is www.redplanet.travel

The Dzanga-Sangha Protected Areas is a very remote park and therefore, visits in the forest by people in poor health will not be allowed. National options for medical care and evacuation by air are very limited. Bai-Hokou and Mongambe are only accessible on foot and do not have landing space for a helicopter.

Because of the remoteness of the area, we gently ask visitors with heart problem, labile asthma, anaphylaxis, epileptic seizure etc. to ask their doctor if they are authorized to come to such a remote place.





Please note that Dzanga-Sangha and specially the Primate Habituation Program personnel reserve the right to deny access to gorillas to anyone with signs of illness or discomfort (e.g. cough, flu, fever, etc.), even if they have already presented their vaccination cards and medical certificates.

During the wet season, it is recommended that you protect yourself against tick and mosquito bites. Wear long sleeves, long pants, hats and shoes (rather than sandals). For rural and forested areas, boots are preferable, with pants tucked in, to prevent tick bites.

Seasons

Dzanga-Sangha has a dry season from January to March, followed by a period of low rainfall until the end of May. Average rainfall is recorded from June to August, followed by heavy rains until the end of the year.

Age Limits

There is no upper age limit at Dzanga-Sangha. Nevertheless, we respectfully request that only physically active people take walks in the forest.

Gorilla tours has a lower age limit of 15-year-old.

Guiding

Dzanga-Sangha has qualified tour guides and local trackers who are the only ones allowed to accompany guests in the park and the reserve.

Tips to thank your guides, kitchen staff, trackers and porters:

- Giving a modest tip to your team is not mandatory, but it is highly appreciated.
- Please note that it is forbidden for the staff of Dzanga-Sangha to ask for money or other items from tourists during their visit.
- We encourage not to tip directly the staff, but rather to give the tip to a manager of the Primate Habituation Program (PHP), who will be responsible for equitable distribution to all those who have helped make your Dzanga-Sangha experience a memorable one.

Wildlife and Safety





Please note that a trip to the Dzanga-Sangha can get you close to wild animals. Although wildlife attacks are rare, no trip to the African wilderness can guarantee that this will not happen.

Please note that our camps are not fenced, and wildlife is sometimes encountered in the camp. Be careful when walking around the camp, and always walk with a good torch when walking in the camp at night.

To ensure your own safety, always follow the instructions of staff, guides, trackers and researchers, especially during unexpected encounters with wildlife. In the event that an animal is present or charges, stay calm and avoid any movement that might excite it more. Once the instructions are given, react quickly (no time to take pictures). Always keep eye contact with Park staff, guides and researchers. Do not venture alone into the forest, even if the paths may seem clear as even experienced local trackers have been disoriented in the forest. Try to move carefully and silently and be careful when walking in the forest. This will help trackers to identify wildlife that may be on the trail.

When confirming a reservation, customers agree to follow the safety instructions given by all members of our team. Dzanga-Sangha declines all responsibility for incidents resulting from non-compliance with security measures. All coupons issued and bookings made by you will be subject to the terms and conditions contained in this document (or any changes we may communicate to you in writing) unless otherwise agreed in writing in advance by both parties.

II-RESERVATIONS AND BOOKING

It is advisable to book at least 3 months before the date of the trip.

Booking Confirmation:

Visitors can make bookings directly with Dzanga-Sangha by emailing dolilodge@wwfcar.org.

When booking, please specify:

- Your dates of arrival and departure
- The number of people
- The number and type of rooms
- The planning of your trip, in particular the day for a gorilla tour and an elephant tour to avoid overbooking. We have 3 habituated group of gorillas. A maximum of 3





people is allowed on a gorilla tour so we will need to know your plans in advance to make this experience unique for you.

After receiving these information, we will send you the estimated cost. Once this document is approved by you, we will send you a proforma invoice.

Conditions of Payment:

Booking in advance will ensure the availability of rooms and activities as there is a growing interest in visiting Dzanga-Sangha.

- To confirm your booking, you are required to pay 20% of the quoted total at least two months before your arrival. Please arrange with your bank to pay your bill via transfer to Dzanga-Sangha on our account in Switzerland. In addition, please also send us the proof of payment. If the payment is not sent 2 months before your date of arrival, please note that we reserve the right to cancel your trip and open the booking to other clients. The payment of extras during your stay (activities, drinks, etc. not included in the quote) can only be done by cash (Euro, or in local currency, CFA francs). Tips can be paid at check-out. Please note that traveler's checks and credit cards are not accepted.

Payment must be made on the following account:

Bank Name- UBS Switzerland AG
Bank address- P.O. Box, CH-8098, Zurich
Account Name- WWF CAR Dzanga Sangha
IBAN- CH67 0024 3243 4065 5081 R
SWIFT (BIC)- UBSWCHZH80A

- The amount paid when booking cannot be applied to any other items than the cost of your stay.
- Your reservation will be confirmed once the amount owed is received in the account indicated above. The payment must be received within 48 hours after booking. Once completed and the payment for the charge corresponding to your booking is confirmed, we will send you an e-mail to confirm your trip.
- The remaining 80% of the base price must be paid in full 20 days before the start date of the trip, otherwise the reservation will be cancelled and the cancellation costs will be applied. For reservations made within 20 days of the date of the arrival, the total cost of the trip must be paid in full.





- No refunds will be made if customers check out early.

Cancellation from Dzanga-Sangha.

If Dzanga-Sangha makes the decision to cancel your trip due to security issues in the country, we will refund you the total payment you made.

Cancellation from the visitor:

- If booking is cancelled within 2 months of the planned check-in date, we will retain the amount paid at booking as compensation, without the customer having a right to modification or refund.
- If booking is cancelled more than 2 months in advance, the amount paid will be refunded to you.

The prices shown at the time of booking at Doli Lodge include the TDT (tourism development fees) at the rate applicable at the date of the booking.

Complaints

We really wish for our customers to have the greatest time but once on site, if you are not satisfied, please address your complaint as soon as possible to the relevant person or our local agents and we will do everything reasonably possible to resolve the claim.



IV- TOURISM OFFERS

Tourism Activities at Dzanga-Sangha

Application period : 1 January 2019 – 31 Dec 2020

€ 1 = 655 FCFA



N	Description of activities ¹	Price
1	Vehicle hire (100 km, gasoline and driver included)	<ul style="list-style-type: none"> ▪ full day: € 150/ vehicle ▪ half day: € 75/ vehicle
2	Boat (Double price for the return trip)	<ul style="list-style-type: none"> • Bayanga-Libongo-Bayanga: € 230/boat • Bayanga-Bomassa-Bayanga : € 420/boat • Bayanga-Ouessou-Bayanga: € 1225/Boat

N.	Description of activities	Price
		International Tourists
3	National Park entrance fee	€ 30/ pers. /day
4	Gorilla Tracking (25% discount off second visit)	€ 300 per pers.
5	Visit the elephants at Dzanga-Bai	€60/pers.
6	Overnight at Dzanga-Bai (entrance fees included)	€150/pers./night
7	Saline Tour/Follow a group of Agile Mangabeys	€30/per./activity
8	Full day community activities with the BaAka	€195/group/day
9	Camping in forest with the BaAka	€290/group/night
10	Forest hiking from Doli Lodge to Mossapola	€ 10/pers.
11	Community activities A ³	€ 35/ pers. /activity
12	Community Activities B ⁴	€ 20/ pers. /activity
13	Dugout canoe ride on the Sangha/ Extraction of palm wine	€ 40 per canoe (max 3 pers.)
14	Water drumming	€ 10/ pers.

¹ By private operators (DSPA accepts no responsibility).

³ Community activities A: Net hunt with the BaAka, Traditional BaAka or Bantu dancing and singing,

⁴ Community activities B: Medicinal plant collection with the BaAka women, Crossbow hunt with the BaAka, Cooking with BaAka women, Construction of leaf huts with the BaAka.



MEFCE





V- ACCOMMODATION AT DOLI LODGE, GENERAL INFORMATION

Accommodation at Dzanga-Sangha is provided at Doli Lodge. It is a five-minute walk from the village of Bayanga, on a scenic location on the banks of the Sangha River. Opened in 1996, the lodge was entirely renewed and tastefully redecorated in 2019. You will find all the comforts you need. To enjoy the tropical evenings, a cozy lounge/bar awaits you.

Please note that Doli Lodge is the starting point for the tourism activities offered and organized by the Welcome Center, located 200m from Doli Lodge.

General Information about Doli Lodge

- **Activities:** Please reconfirm your activities as soon as possible with the Lodge management and the Welcome Center.
- **Bayanga:** You are more than welcome to take a stroll to the village, which is a five-minute walk from the lodge, in your free time;
- **Check-in / Check-out Time:** On the day of your arrival at the hotel, you will have access to the facilities upon registration at reception. Access to the room will be made available as soon as possible but not later than 13:00. On the day of departure, the rooms should be vacated (luggage and personal belongings included), in all cases, by 11:00 am.
- **Cell Phones:** Bayanga has a running cellular network. Guests at Doli Lodge have access to the cellular network from 5:00 am to 11:00 pm. You will need a TELECEL SIM card available on site in Bayanga.
- **Electricity:** We are an eco-friendly establishment. Our solar panel and generator operate from 6:00 am to 22:00 pm on a daily basis. Plugs are available in your room, reception and the bar for your convenience.
- **First Aid:** We have a basic first aid kit at the reception.





- **Hot water:** Rooms are provided with a hot water shower system. Since our heating system works with solar panels, it may happen that, because of the weather, the system does not produce the expected volume of hot water.
- **Internet Access:** Free Wi-fi have been available at Doli Lodge since December 2019 in the bar/restaurant for all our guests. Please ask management for the password.
- **Laundry:** Should you require laundry service, please fill in the laundry list that is in the closet. Put your laundry in the laundry basket on top of the closet. Please bear in mind that we are in a rainforest and, for meteorological reasons, drying can take a long time.
- **Rates:** Please check our rates in the laundry basket in the room.
- **Linens, Towels:** Due to the high cost of doing laundry, including the large amount of water it requires, guests are advised not to have their linens washed on a daily basis. Bedding may be left on the bed unless the guest removes it or specifically asks for it to be replaced. The same policy applies to the use of towels.
- **Malaria:** This is a designated malaria area. Please use mosquito nests and mosquito repellents - especially after sunset and before dinner.
- **Meals:** All meals are inclusive. All our menus are set menus but if you have special request or dietary needs, please don't hesitate to inform our management. Meals are served on the main terrace with a magnificent view of the Sangha River. According to your activities, we also prepare take-away meals.
- **Room Service:** Regrettably, we do not offer any room service.
- **Water:** There is a drinkable filtered water in your room. All water offered as drinking water is filtered. If you would prefer bottled water, please just indicate it at the bar and we will add it to your drink bill.
- **Cookies and Coffee:** We offer cookies, coffee and tea at the Bar, 7 days a week from 10 am to 6 pm.





- **Tourism Tax:** Included in your room rate.

Please note that the client accepts and agrees to use the accommodation and the hotel facilities appropriately. Any behavior contrary to good customs and public order can result in the Hotel requesting the client to leave the establishment without any compensation or any reimbursement of the charge paid. Bringing outside food to the Hotel is totally forbidden, and the establishment is absolved of any responsibility in case of breach to this internal regulation. Doli Lodge reserves the right to cancel all those reservations that do not comply with all these conditions.

Each traveler is responsible for their belongings during the trip and will be solely responsible for loss, damage or accidents caused.

Protection of Personal Data

DSPA guarantees the privacy and confidentiality of the personal data of its users collected through any system that allows the transmission of data.

IF YOU CONFIRM THE RESERVATION, YOU AUTOMATICALLY ACCEPT THESE TERMS AND CONDITIONS.

