

1. Back Ground

An airport is a hub of activity that involves the movement of people and goods around the world. It is one of the major components of what is known as the "aerospace community." Whenever an airport is not functioning due to weather or other problems, the effect is felt not only in the local community, but nationwide and even Internationally. Airports come in all sizes and shapes. Some are nothing more than a grass strip located on a local farm; others encompass huge tracts of land. Kigali International Airport, for example, covers 221h and 46a. Airports can be dedicated to serve civilian, military or a combination of both. They can be privately owned, but the majorities are owned by the public. Regardless of size and function, they all exist for the basic purpose of launching and recovering aircraft. Airports and operators of aircraft, have a responsibility to live and become part of the environment. Airports are faced with a diversity of challenges that makes some of their parts becoming security restricted areas.

During the times of ongoing international business expansion and travelling, airlines and airports throughout the world have become important elements of the process of globalization. The above process has undoubtedly contributed to development, growing business, social and political opportunities as well as job creation. However, it has also generated new threats for both travelers and members of air/ground staffs, who find them having to pass through and operate in increasingly crowded airports. In view of the latest, extremely vicious, terrorist attacks, which clearly show that terrorism has successfully globalised its efforts of destabilization, it has become necessary for airport and aviation authorities to implement strict terrorism risk reduction measures. The stepping up of security at airports has often caused much inconvenience, long queues and irritation among both passengers and staff. However, when understanding the various risk factors affecting airports, it becomes easier to appreciate the work and efforts on the part of the authorities in minimizing the extremely serious threat of terrorism.

In this regard therefore, wishing to conduct a study tour in airports will require an authorised permission from the Airport management for easy facilitation.

2. Procedure

At Kigali International Airport Tours are not available on holidays or during the weekends. At the present time, tours are restricted to students groups only. Please read the information below before requesting your tour.

❖ Safety and Security (Tour best suited for ages 5-18)

- Students will learn how the airport provides for the safety of its passengers. Students will tour the airport fire engines as well as see a demonstration of airport fire fighters.

❖ Pass of a passenger (Tour is best suited for ages 7 -13)

- Students will have the opportunity to follow the path of a traveling passenger and learn firsthand what they need to do when catching a flight at the airport. Students will speak with an airline representative about topics such as ticketing, checking luggage, finding their gate, etc. Students may also speak with the airport Security about the security checkpoint process. Due to security regulations and time constraints, we cannot guarantee that students will get on an airplane during the tour.

❖ Aviation (Tour is best suited for ages 14-18)

- Students with an expressed interest in aviation can learn more about how an airport operates. Students will visit the Airport Operations office to operation officers about aviation practices. Students may also learn about the different careers available at an airport.

Tour Schedule:

- Wednesday 09:00am-11:30am
- Friday 09:00am-12:00pm

❖ Additional information

- Reservations must be received at least two weeks in advance of your participation date.

Written request should indicate the following:

- The address of the organization, group or an individual wishing to visit the airport (Only schools accepted at present)
 - The number of persons to visit the airport.
 - The area of interest to be visited.
 - The selected dates.
 - The reason for the Visit.
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- Tours are not guaranteed until you receive a confirmation from the Management of the airport detailing your participation date and program guidelines.
 - Groups should have between 10 – 30 students to participate. Groups larger than 50 students cannot be accommodated on one tour. Please contact us to see if we can accommodate your group on multiple dates.
 - Tours are subject to change or cancellation based upon weather, airport conditions, and staffing availability.
 - The management of the airport requires at least one leader for every ten students. We suggest one leader for every five students for students under the age of eight. A maximum of 4 adults on any one tour is allowed.
 - Adults will need to bring identification on the day of the tour.
 - It is recommended that teachers/team leaders first give simple brief of the airport to the group that have requested for a tour.
 - A guide sheet can be prepared for each child/team member to use on the field trip. This would include the tour guide and the international Airport symbols.
 - For safety purposes, all visitors will be asked to go through a security checkpoint."
 - Tours last approximately 2 to 2.5 hours, depending upon student/group interests and questions. Plan to spend an additional half hour if your group will be eating lunch at the Airport.
 - Students are expected to be quiet, stay close together in a group, and promptly follow the instructions of the Tour Leader/Speaker
 - Due to airport security restrictions, the tour **WILL NOT** include a visit to the Air Traffic Control Tower.

- Teachers are encouraged to give students the following vocabulary prior to a field trip to the airport:

Runway -A runway is a strip of land, usually hard-surfaced, that is dedicated to airplanes for the purpose of landing and taking off.

Taxiway - The taxiway is like a street for a car. It is a passageway from the parking area of the airport to the runway that will be used for departure.

Ramp - The ramp is essentially a big parking lot for airplanes.

Terminal - Terminals are usually designed to handle passengers, crews, baggage and cargo.

- Groups must stay together at all times. For large group tours individuals may be separated into smaller groups to accommodate certain tour elements.
- While in groups, students are required to stay together; Guardians should not allow children / other participants to wander off.
- Students are not to touch any piece of equipment, tool or any other item while on the tour, unless specifically authorized by the tour guide. Many pieces of equipment or tools can cause severe injury, or even death, if not handled appropriately;
- Students should remain attentive to the tour guide. It is understandable that smaller children may become distracted, at which time the guardian is responsible for ensuring that smaller children do not become a distraction for other participants in the group;
- If a tour of the Air Traffic Control Tower (not always possible) is provided during your tour please keep the following requirements in mind at all times when in the Tower:
 - ✓ Cell phones must be turned off prior to entering the Control Tower;
 - ✓ No talking in the Control Tower. Air Traffic Controllers will be directing air traffic over the radio and talking can become a distraction. There may be time for questions but please allow the Supervisory Controller to open the floor for any questions or discussions.
 - ✓ The Control Tower is a small space. Participants must remain together at all times.
- The following items are prohibited during any airport tour:
- Weapons (knives, guns, etc), regardless of any permit the participant may have.
- Any item prohibited by the airport security will not be allowed in.

If you have any questions that aren't addressed here please don't hesitate to contact us on the following e-mail operations@caa.gov.rw.

3. Fees and terms of payment

- Every visiting person will be charged 1,000 FRW car parking fees not included.
- Payment is done on the **A/C No.040-0015823-45** in bank of Kigali before the day of visit and the receipt/proof of payment is presented to the airport operations officer on the arrival at the airport.

4. Tour Program evaluation

Your feedback is essential to this program. After your tour, please complete the tour evaluation form below. "Submit by email" to operations@caa.gov.rw.

AIRPORT TOUR EVALUATION FORM	
<i>Your evaluation is important to us. Please take a few minutes to give us your feedback about your airport visit. Thank you.</i>	
Teacher's Name:	
School Name:	
Tour Date:	Number of Students:
Airport visited: <input type="checkbox"/> Kigali International Airport <input type="checkbox"/> Kamembe International Airport	
Tour Theme:	
<p><i>Please rate the following on a scale of 1 - 5. (1 = poor; 5 = excellent) Please use the area below for specific comments about your ratings by ticking the right number in the space provided.</i></p> <p>Did you meet your expectations in the following?</p> <p><input type="checkbox"/> Safety & Security 1_2_3_4_5_</p> <p><input type="checkbox"/> Departing and arriving Passengers facilitation 1_2_3_4_5</p> <p><input type="checkbox"/> Aviation 1_2_3_4_5</p>	
Tour content: (appropriate for students; interesting; supports theme)1_2_3_4_5_	
Tour organization: (logical tour design)1_2_3_4_5_	
Quality of presenters: (knowledgeable, articulate, interactive)1_2_3_4_5_	
Overall rating of tour: 1_2_3_4_5	
Comments:	
<i>Was the field trip valuable for your students? How? Why?</i>	
<i>How might we improve our tour?</i>	