

Centre d'Accueil St François d'Assise (CASFA) was founded by the Catholic Congregation of the Franciscan Sisters back in 1983 and received its official recognition in the government gazette later in 1987.

The location of CASFA Rusizi, a One-Star Hotel, within the vicinity of the shores of Lake Kivu, has since its establishment, been one of the advantages it enjoys. Tens of thousands of tourists – local and foreign – visit the area to view both the manmade and natural tourist attractions endowed in this part of the country.



“We encourage visitors to keep coming to the region because its abundantly endowed with amazing tourist attractions including Nyungwe tropical rain forest, Cyamudongo forest and Lake Kivu. Surely, they will not miss the great views including the splendid landscape of the Democratic Republic of Congo (DRC) just across the lake when we host them at CASFA in Rusizi,” observes Sister Philoméne Mukamugenga, the Manager of this hotel.

She revealed that revenues raised from the hotel subsequently help to finance a hospital established and managed by the Franciscan sisters. Therefore, guests that frequent CASFA facilities indirectly support the promotion of health services for vulnerable citizens.



Sister Philoméne Mukamugenga, the Manager of CASFA in Rusizi

Superb services delivery

Sr Mukamugenga made exciting revelations during a recent exclusive interview with Rwanda Dispatch Magazine team that included the menu, extraordinary order, cleanliness and the status of the rooms. The rooms, with bathroom, are basic, but very clean. Mosquito nets and hot water are readily available in all rooms.

Unlike several hotels, management here has been at the frontlines of fighting immoral activities. They require couples to be legally married before they check in and/or occupy the classic double rooms. The Sisters, nevertheless, spare no effort in as far as protecting their integrity and spiritual mission is concerned and hence closely monitor the reputation of their establishment by distancing themselves from guests who will tarnish their hard-earned reputation.

On the hotel menu, Sr. Mukamugenga categorically said that most clients here love the hotel potage (stews made from mushrooms, fish et cetera).

✘ She also says that the cool and serene climate at the hotel in Rusizi enhanced by the cool breezes emanating from Lake Kivu makes the hotel the best place for people that need restful, relaxing and refreshing environment after a long day.

CASFA Kicukiro, Rwandex

During the last 39 years of the existence of Centre d'Accueil St François d'Assise, a lot has been achieved not only in terms of service delivery but also infrastructural development.

Two other branches of the hotel have been established in Kicukiro, Kigali City and Musanze in Northern Province.

Adjacent to COPEDU Bank at Rwandex in Kicukiro of Kigali City, CASFA is housed in a beautiful complex constructed using profits from the parent hotel in Rusizi.

Sr. Enatha Musabyemariya, the Head of CASFA Kicukiro Rwandex says that the facility offers Hotels & Travel services, accommodation activities such as Bed and Breakfast.



Sr. Enatha Musabyemariya, the Head of CASFA Kicukiro Rwandex

Services at CASFA in Kicukiro are replicate of those offered by the parent hotel in Rusizi. This includes an excellent menu, extraordinary order, cleanliness, spacious rooms, beautiful gardens and conference facilities.

The third branch established in Musanze District, shows how fast CASFA is gaining popularity due to unmatched customer care, organization and cleanliness.

Hotel's role in development

Sr. Mukamugenga says that Centre d'Accueil St François d'Assis enjoys good working relations with the district authorities and reiterated commitment to maintain it.

She adds that whenever they have employment opportunities, the first priority is

offered to local youth, and by so doing they partner with government in its ongoing efforts to create employment and poverty reduction.

The hotel also regularly and ardently pays taxes, hence is part of the tax base with an excellent track record in tax responsiveness.

Besides, the hotel management cooperates with local authorities to regularly participate in the implementation of all district programmes that aim at uplifting the wellbeing of citizens. Among others, they participate in the monthly community work known locally as Umuganda and other programmes such as building houses and paying medical insurance (Mutuelle de Sante) for the most vulnerable residents.



The Head of CASFA is grateful to the Almighty God for helping the hotel emerge gradually from the economic effects of the pandemic. The travel restrictions imposed to prevent further spread of Covid-19 grossly reduced the hotel's clientele between 2020 and 2022 when the plague was surging.

For Rusizi, Sr. Mukamugenga notes that limiting the hours for border crossing between Rwanda and DRC has greatly reduced visitors from DRC. But, she expresses optimism that sooner or later the situation will return to normal.

She concluded by calling on Rwandans and international travelers to come enjoy the unique experiences offered at CASFA.