



MISHPACHAH B' RAMAH

*Physically-Distanced Family Getaways
at Ramah Darom*

Family Getaways A-Z

Accessibility: All our recreational buildings are wheelchair/handicap accessible and there is an elevator in the *chadar ochel* (dining room). If you have difficulty walking, please talk to a member of our team to discuss accommodations. Please note that we are not able to rent golf carts to individuals and families.

Arrival & Departure: Check-in on Fridays and Sundays is at 1:00pm. When you arrive, you will pull in through the main gate and up to the covered area in front of the Welcome Center. Please remain in your car and a medical professional will begin your health screening.

Check-out on Mondays and Wednesdays is at 11:00am.

Candle Lighting: Individual candle lighting will be available in the *chadar ochel* (dining room). We can provide *yahrzeit* candles as needed. Please do NOT light candles in your room!

Cars & Parking: The speed limit on campus is 5mph. Guests may not use their vehicles to travel around campus. There is parking available near your housing; please park only in approved parking locations.

Clothing & Packing: Our atmosphere is casual and relaxed. For *Kabbalat Shabbat* and Shabbat dinner, you may want to bring something a little dressier. The weather is hot during the day and sometimes cool at night, so we recommend packing layers. Bring comfortable shoes for walking around campus and physical activity, and a raincoat just in case. Most people find bringing a backpack helpful and it's a good idea to label all of your belongings. Check out our suggested [Packing List](#).

Concierge Desk: Our Concierge Desk is located at the Levine Center on the ground floor in the outdoor portico area below the *chadar ochel*. Hours are between breakfast and dinner, with a break for lunch. At the Concierge Desk, you will be able to report maintenance issues, refill your provided hand sanitizer bottles, and check in/out activity supplies such as mountain bikes and helmets, board games, poker and mahjong sets, tennis rackets and more. We will be sanitizing these supplies between uses. You can also stop by the Concierge Desk at any time to purchase Ramah Darom apparel or a cold drink. Daily complimentary snacks are available for pick-up between 2:00-3:00pm at the Concierge Desk

COVID-19 Prevention: To ensure our guests' health and safety, we have developed a series of protocols and procedures under the guidance of our Medical Committee that are in alignment with the [CDC guidelines](#) and [Georgia Department of Public Health](#).

Please review our [COVID-19 Prevention Protocols](#) carefully to learn more about our health and safety policies and protocols for our Family Getaways.

All guests are expected to adhere to the conduct as outlined in our [Health & Safety Protocol](#) signed upon registering for this Getaway. Most importantly:

- Maintain a minimum of 6ft. of distance between you and those not in your immediate Household.
- Wear a mask any time you are in a public indoor space other than meals. Do your best to wear a mask whenever you are speaking with others outside of your immediate Household, even outdoors.
- Wash hands with soap and water frequently throughout the day, before meals and after using the bathroom, for a minimum of 20 seconds each time.
- Use hand sanitizer if coming in contact with public touchpoints such as doorknobs and handrails.
- Do not share activity supplies with others outside of your immediate Household and please return Ramah Darom's supplies and equipment for proper sanitizing before use by the next guest.

Please note that you will begin each day with a temperature check and screening questionnaire before entering the *chadar ochel* (dining hall) for breakfast. Since each guest will have been screened during registration, we will not be taking temperatures on Shabbat.

The areas listed below are available for your use and will be sanitized regularly throughout the day: There will be laminated signs in every area with the words "SANITIZED" or "PLEASE SANITIZE" on either side. When you are finished with a public space, please flip the sign over to indicate the need for sanitizing.

Adirondack chairs overlooking the lake	Bathrooms at the covered basketball court and at the pool
Rocking chairs on the Levine Center porch	Picnic benches around the campus including underneath the <i>chadar ochel</i> , by the volleyball court, at the pool and at the firepit
Adirondack chairs at the outdoor pizza oven	

Drinking Water: All water on our property is underground mountain spring water – great for drinking! Our water fountains will be off for your health and safety; however, we will have igloos stationed around campus to refill water bottles.

Emergencies: In the event of an emergency, call 911 from your mobile device. Be prepared to state the nature of the problem and your location (*70 Darom Lane, Clayton, Georgia 30525*). Please also notify a staff member of the situation by calling Eliana Leader at 678.367.8416. Should you not be carrying your mobile device, there are landlines in the Welcome Center office, at the pool and in the kitchen. Note that a medical professional will be onsite during Getaways for emergency needs, and the hospital in Clayton is about 15 minutes away.

Family Box of Fun: Every family will receive a "Family Box of Fun" including art supplies, sports equipment, games and more. The Fun Box will also include a Resource Guide with art projects, activity ideas on campus, excursion recommendations in the area and more. If there are other supplies you need, please stop by the Concierge Desk and we will do our best to assist you. We ask that you leave the physical box and any art supplies in your room at the end of the Getaway. All other items in The Fun Box are yours to keep.

Family Porches: Each family will have access to a private screened-in porch throughout the Getaway equipped with tables, chairs, WiFi and a trash can. This is space to relax, play board games, get creative with arts & crafts or escape a summer rain shower. Note that porches will not be cleaned by our staff during the getaway.

Should you need your porch trash collected during your getaway, please send a maintenance request via RamahDarom.org/Maintenance.

Kashrut: Ramah Darom is a strictly kosher facility. Kashrut of all food and beverages served at Family Getaways is under the supervision of the Atlanta Kosher Commission (AKC). If you are planning to bring your own snacks, please be sure they are *hekshered* (kosher certified). Note: To maintain our strict Kashrut standards, no personal food or snacks may be brought into the *chadar ochel* (dining room). Similarly, we ask that no utensils or cups be brought out of the *chadar ochel*. All wine brought into the *chadar ochel* must be *mevushal* and unopened before entering. If you have any questions, please ask.

Meals, Snacks & Beverages: *Mishpachah B'Ramah* is an all-inclusive experience offering three delicious kosher meals a day prepared by our executive chef, plus a daily snack option. Guests will enjoy a continental breakfast daily and menu options to choose from for lunch and dinner.

Each Household will be assigned a table in the *chadar ochel* (dining hall) for their entire stay and all meals will be served family style. Upon entry to the *chadar ochel*, all guests must wash their hands with soap and water for 20 seconds.

To-go boxes will be available on tables for guests to choose if they want to take their food outside of the *chadar ochel* to eat at a picnic table, in their room or assigned porch. Meals-to-go are also available for off-campus excursions upon request.

Daily complimentary snacks are available for pick-up between 2:00-3:00pm at the Concierge Desk. Cold drinks are available for purchase at any time throughout the day at the Concierge Desk.

Please note that Ramah Darom will not be providing alcoholic beverages at Family Getaways, but you are welcome to bring your own.

Housekeeping: For the health and safety of our guests and staff, daily housekeeping will NOT be provided during Family Getaways. All linens and bath towels for your stay will be in your room when you arrive. If you have an urgent housekeeping need, please complete a request at RamahDarom.org/Maintenance or visit the Concierge Desk.

Laundry: There is NO laundry service and there is NO access to washing/dryer machines during Family Getaways. Please pack accordingly.

Maintenance Requests: Please submit any maintenance requests or needs at RamahDarom.org/Maintenance or visit the Concierge Desk.

Medical Emergencies & Medication: In case of an emergency, the hospital in Clayton is about 15 minutes away. Please bring any prescription medication and over-the-counter supplies your family may need. A medical professional will be onsite during Getaways for emergency needs.

Room Keys: In general, it is a common practice not to lock doors on campus. However, hotel room keys are available upon request. Keys must be returned to the Reception Desk at the Welcome Center before checking out or a charge of \$50 will be assessed.

Shabbat: Shabbat is a sacred time each week at Ramah Darom. We encourage a screen-free Shabbat environment and an *Eruv* surrounds our campus. While we will not be facilitating a typical Ramah Darom communal Shabbat experience, we will start and end Shabbat together with an outdoor Kabbalat Shabbat on Friday evening and *Havdallah* under the stars at the conclusion of Shabbat. Shabbat candles, kiddush and challah will be available.

Please note that while the pool is available for reserved time on Saturday afternoon, the lake is not open on Shabbat.

Smoking: Smoking is not permitted inside nor within 15 feet of any building on campus. Designated smoking areas are available in the Welcome Center parking lot and behind the *chadar ochel* (dining hall).

Telephones: Cell phone service can be spotty up in the mountains. We recommend turning on the WiFi Calling feature on your phone, which will allow you to continue making and receiving calls over the WiFi network. In the event of an emergency, there are landlines in the Welcome Center office, at the pool and in the kitchen.

Toys & Sporting Equipment: Please bring any labeled toys, games and equipment that you would like to enjoy during your time at Ramah Darom (fishing gear, pool toys, musical instruments, balls, frisbees, yoga mat, etc.). Board games are great in case of rain. You can also check-out games at the Concierge Desk. Please note that we do not allow water guns or other toy weapons on our property.

Travel: Unfortunately, Ramah Darom is not able to provide or coordinate any transportation to or from our campus at this time.

Valuables: Ramah Darom is not responsible for any missing or lost items. If you are uncomfortable leaving valuables in your room, please leave them locked in your car (at your own risk).

Wildlife: Ramah Darom is fortunate to be surrounded by the Chattahoochee National Forest and we share our beautiful property with a variety of local wildlife. Please keep your eyes open, particularly when walking at night, and let a member of our staff know if you spot any wildlife that could pose a threat to our guests.

Wristbands: Every individual will be given a plastic wristband upon arrival. Each Household will have a different colored wristband to identify members of the same family together. Please keep these wristbands on for the entirety of your stay.

WiFi: Wireless internet service is available throughout the facility via RetreatGuestWiFi. If you have any issues connecting to the internet, please call the customer support line at 1.800.257.6290 or inform a member of the Ramah Darom staff.

Submit any maintenance requests or needs at RamahDarom.org/Maintenance

Should you leave our campus during your Getaway, the code to open the main gate on your return is 9300, then press the bell key.