



October, 2023

To Our Boulders Community:

Happy October! This comment response will address feedback we've received in the months of August and September.

As a reminder, comments can be submitted anytime to our [three online comment boxes](#), and to our two physical comment boxes (one in each location). We do our best to respond as frequently as possible in a public forum, and for urgent or easy-to-take-care-of matters, we often fix things on the fly. While we don't address every comment in our public responses, we do try to get the gist of all the comments represented, either through combining comments or addressing a concept more generally. If you have a question about how your comment was (or wasn't) responded to, or the response process in general, feel free to email community@bouldersgym.com.

We can't thank you enough for contributing to improvement at Boulders. We really appreciate the comments, especially the ones which spark thoughtful internal conversations and engagement with our community. We're happy and privileged to serve each and every one of you.

Sincerely,

Boulders Climbing Gym

General Feedback:

Comment: *West side location when?*

Response: We're glad you're excited, we are too! We promise to let you know as soon as we know more :)

Comment: *I love climbing in the morning before work but it's hard to get a great sesh in cause I work a 8am. If Boulders could open at 6:30am or if there were more morning yoga that would be amazing.*

Response: We're glad you're enjoying morning yoga and members hours! Opening at 6:30 means an earlier start time for our staff, but we can look into it!

Comment: *This place rocks! - haha :)*

Response: You rock!

Comment: *The size 14 rental shoes at the downtown location have large holes in the toe. It's be great to see those replaced. Also having an additional pair of 14s on the floor would be nice. Often times if I come to the downtown after 5, that size isn't available and I wind up having to head over to the east side location which is inconvenient*

Response: We got new rentals and there are even more on the way! We hope you've already seen

an improvement in this area.

Comment: *Could the admin staff of the gym please *consistently* and *accurately* announce gym closures to members by *email*?*

Response: We always post closures on social media and have them listed on our website. You can also always call for the most up to date information from staff. We hear you though, and can make an effort to add emails to our closure announcement list.

Comment: *would be cool if guest passes were allowed during member hours (to bring our friends into the sport)*

Response: That would be cool! We don't currently allow guests for two reasons. First, we try to keep numbers at members' hours low to improve the experience for our members. If everyone at members' hours brought a guest, we'd suddenly have double the climbers and it'd change the experience quite a bit. Secondly, our staff use members' hours to get more intensive cleaning done since climbers in that time won't be needing orientations or first-time walkthroughs. Allowing guests would mean that staff would need to be giving orientations at the same time. We can keep it in mind, however, for future iterations of members' hours!

Comment: *I like your newest Boulders merch, but my friend and I were hoping for that design on some long sleeve t-shirts! Currently you just have short sleeves, or sweatshirts*

Response: Thanks for this feedback, we can try to get some long sleeve shirts on order in the future!

Comment: *Please get a new vending machine or fix the cash thing please.*

Response: We're sorry the cash intake isn't working right now at the east side and are looking into solutions! For now, the card payment option is working.

Comment: *Can we add a stair master (please)*

Response: It's on our list! We'd love to add one at some point :)

Comment: *Can you please start enforcing the no bare feet rule? I see people w/o shoes almost every time I'm here and it's gross*

Response: Yes, we will send out a reminder! Also, if you see this happening in real-time feel free to tell staff about it so they can take care of it in the moment.

Comment: *I just want to say I love your lgbtq stuff*

Response: We love the LGBTQIA+ community!

Comment: *I like my counselors, give them a raise or a promotion*

Response: We're so glad, the camp counselors are amazing!

Comment: *[Staff member] is a wonderful employee*

Response: We think so too! We'll make sure to pass this along :)

Comment: *Bring back belay partner board*

Response: Ok! We can get on that!

Comment: *I think you should add more to the training room*

Response: We like to have some open space for folks to do their workouts, but we can keep this in mind!

Comment: *I feel like when I go climbing I'm happy and free. As soon as I put on the climbing shoes, I'm more confident and want everyone to feel that way.*

Response: We're so glad that climbing makes you feel that way. We also want everyone to get that experience!

Comment: *your staff has been so friendly. Everyone including other customers have been willing to help when needed*

Response: We're so glad you love our staff and community of climbers, we're big fans of them as well :)

Route Setting Feedback:

Comment: *Visiting from out of town. The boulders were often awkward and dangerous across the grade ranges. It mostly felt the boulders were set once and then holds were turned to achieve the desired difficulty. You seem to have access to reasonable holds but the feet were often needlessly bad and the holds were often positioned poorly just for hardness sake rather than for interesting movement. I would encourage the setters to check out other gyms, because it's hard to explain as a non-setter how to improve.*

Response: We're sorry you had this experience! If you had any specific feedback about a

climb you believed to be dangerous we'd love to hear it. As for the rest of this comment, it's totally normal for it to take a moment to adjust to the setting of a new gym and setting crew as each gym has its own unique movement and style. However, we are incredibly proud of the product our setting team creates, and assure you that they *have* traveled to many other gyms (and outdoor climbing locations). Our head setter regularly attends setting clinics and is committed to continued improvement of his craft, and has been repeatedly nationally recognized as a stellar setter. In the future, please feel free to ask staff for beta if you're feeling confused about a climb.

Comment: *This is the best collection of 5.7's that I have seen since starting here 2 + years ago. Thank you! Please keep it up!*

Response: Woohoo! Thanks for this feedback, we appreciate it and are glad you loved this set!

Comment: *Could we have a bat hang*

Response: The setters will keep that in mind!

Comment: *Thanks for the beginner roof problem opposite the cave*

Response: You're welcome, we're glad you like it!

Comment: *I would like to request that you please keep the dyno driving range, thank you*

Response: We're so glad that you like the dyno driving range! We may have to look into how and when to bring this back :)

Comment: *The crack boulder is awesome*

Response: We're glad you like it!

Comment: *Back 9 challenge- as solid 5.7/ 5.8 climbers, my son and I have had a really hard time on these level one climbs. In fact weeks 4 and 5 have been impossible. Even with permission to rainbow to the red line we failed both weeks. I think this is a very unique and fun concept but as casual climbers it has been somewhat demoralizing.*

Response: We're sorry you had this experience! This was passed on to our setters right when you submitted it, so we hope you saw an improvement right away.

Comment: *please set 5.7 for auto belays*

Response: Will do!