



February, 2023

To Our Boulders Community:

Happy February! This comment response will address feedback we've received in the months of December and January.

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: *Several of your ropes are too short + to tie in, it is impossible to get a long enough tail. Please get longer ropes*

Response: Thank you for this feedback! It's been sent to the appropriate staff and you should see an improvement in this area. Please always feel free to let staff know when you're in the gym if a rope is too short, so they can either address it in the moment, or mark it to be addressed quickly.

Comment: *Please please please throw a clock up in the back of the (downtown) gym <3 thanks*

Response: Good idea! We passed this along to our facilities manager and can hopefully make this happen!

Comment: *For such a high membership cost the membership benefits could be improved substantially. The east side gym training/weights area is minimally stocked. Many climbing gyms have a full weight area plus cardio machines. It's hard to justify an expensive membership when there aren't alternatives to exercise offered by the gym. If there were more offerings for exercise (additional treadmills, stationary bikes, stair stepping machines, etc) it'd be more appealing to maintain a membership because it could largely replace a*

normal gym membership. Even adding mirrors on the walls would be an improvement so people can check their form. Ideally a full gym with a variety of machines would be the minimum expectation, but I understand the east side gym has limited space. Improving the weight room as much as possible would be a huge benefit to members.

Response: Thank you for taking the time to write this comment. We hear you, and appreciate your frustration that our smaller gyms aren't able to fit in the large-scale workout space you're hoping for. We've passed some of your specific suggestions on to our facilities manager, and can hopefully make some of the improvements you've requested. While we do agree that improving that workout space is beneficial, we are also trying to balance that with our long-term goals of opening a larger gym that will have space for all the amenities you mentioned. In the meantime, we also do have a partnership with Pinnacle Health and Fitness, which allows you to purchase a bundled membership for cheaper than the price of both memberships combined (you can find more info on that [here](#)). We hope these short and long term solutions will help, and please feel free to reach back out with any additional questions or suggestions.

Comment: *At the Downtown gym, it seems like there's been an increase in filming -- not by Boulders staff but by climbing "influencers." I don't have an issue with filming in general, especially for marketing/promotional purposes or for folks who prop their phones up against a chalk bag to record their climb, but the people making influencer-type-content make disruptive and startling noises (screams, screeches, etc.) and occupy a LOT of wall space. I, and probably others, don't enjoy being on camera while getting a workout in, and I can't climb near or around them because of this. It would be great to suggest to the influencers to come in during members-only hours or to create specific hours for this if it's a strong desire within the community. Or just remind them that they're not the only people in the gym. Thank you!*

Response: Thanks for bringing this to our attention! We agree that this type of content creation can be frustrating, and everyone needs to be considerate of the space they're taking up in the gym. We've discussed this as a management team, and will be bringing it to the attention of our desk staff so they can be on the lookout for this type of behavior as well. While we're not going to implement a ban on filming generally, we will work to increase awareness about this type of disruption. If you're ever in the gym and are being made to feel unsafe or uncomfortable by someone's filming or content creation, please let desk staff know so we can handle it in the moment.

Comment: *My experience here was fun and I was never bored but the paper towel machine barely worked*

Response: Thanks for this feedback! We passed this along to our facilities manager.

Route Setting Feedback:

Comment: Love the route setting. More brushes and train people to use them :)

Response: We're glad you like the setting, and we can look into adding more brushes, thanks!

Three comments, addressed together: #1 *Bring spray wall back.* #2 *FUN Back set. Will the spray wall be coming back?* #3 *Great setting! Spray wall, plz :)*

Response: It's back, thanks for the feedback!

Comment: *Some (or many) of the climbs are inaccessible to color blind people. Naming the routes with cool names would be fun! (A piece of tape w/ name)*

Response: All of our tags should have the color written on them. If you see tags missing their color, please let staff know so we can fix it!

Comment: *Please consider changing up the kids routes. I understand nothing there is groundbreaking but I don't think the holds have moved in over a year. Most notably by the back corner with the ledge. Might be a little more stimulating for the kids even if the same holds we're just shifted around the same wall periodically*

Response: Thanks for this suggestion! In the past we've gotten comments that folks like those walls staying the same so they can make up consistent routes to check their progress against, but we'll take this suggestion into consideration as well.

Comment: *I love the pink routes!*

Response: We're so glad!

Comment: *Loving the crack climbs, and would love to have some longer ones on at least partly vertical terrain*

Response: Noted, thank you!

Two comments, addressed together: #1 *I've found that in the past few months the problems have started getting more reachy.* #2 *please make more climbs accessible for shorter climbers/kids*

Response: We can take a moment to check in with our height distributions, thanks!

Comment: *Are the routes getting harder? JK you're awesome :) But really?*

Response: We hope not, but we can check in with our grades, thank you and we think you're awesome, too :)

Comment: Please do not set pink and red together. Once chalk is on them it is hard to tell apart especially from above!

Response: Good reminder! As a general rule, each route should be set with holds from the same “set” so their texture/general shape should be fairly consistent, which *should* help. That said, we can still be more conscious of this, thank you!

Comment: *I'd like to see some easier climbs (pink, red, orange tags) on harder walls (overhung areas) as a new climber working on engaging my core/pelvic floor to keep me on the wall on these problems. Juggy holds on overhung walls = strong cores for new & experienced climbers alike :)*

Response: Great suggestion, we can add some of these to the rotation!

Safe Space Feedback:

All comments from this section were addressed immediately and individually.