



May 2022

To Our Boulders Community:

Happy May! This comment response will address feedback we've received in the month of April.

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: *More auto belay options and less ropes*

Response: We're glad to hear that you're enjoying the auto belays! For those who like to project (work on one part of a route for a while), the toprope options we have are still important, so you likely won't see a major decrease in topropes. However, stay tuned for future locations with more auto belay space!

Comment: *I love your gym*

Response: Our gym loves you too! <3

Comment: *I'd love to see more workout equipment in the Eastside training room. Things like a fat barbell, boxes (for box jumps), different sizes of resistance bands (small ones to go around your ankle, etc.), a few stationary bikes, and some pinch training equipment (different sized pinch blocks + weights to attach to them) would be helpful. I'd also love a better solution for barbell storage - it seems like there's enough space for a regular barbell rack to hang on the wall. Also more stools (to help short people reach the pullup bars) would be helpful.*

Response: Thank you for all of these suggestions! We've passed these on to our facilities manager, and will take them into consideration when making our next training room purchases :)

Comment: *You should put a kids area for little little kids*

Response: Nice idea, we love to make our kids feel welcome! We don't have a ton of physical space (as you may have noticed), so having a designated kid area is a bit tricky. However, we are talking about adding some kid-specific routes, designed with their shorter reaches in mind. We'll keep a kid-specific area in mind for future gyms!

Comment: *I know Boulders is working hard to find other businesses to serve as partners so that members can find benefits at other businesses. However, I'd rather that benefit translate into something more related to my Boulders membership. Perhaps each member could have a free garage parking benefit, similar to a free shoe rental and guest pass? Or maybe a "frequent buyer" card for chalk? I always buy chalk from Boulders, and I know others do, too. "Buy 10 bags of chalk, get the 11th free" or something like that. I know I go through one package of chalk a month, so it would keep me shopping at Boulders rather than Amazon, which, sadly, I'm about to do for bulk.*

Response: Luckily this shouldn't need to be an either-or situation. We are excited about the partnerships and deals we're able to offer members, AND we love these suggestions for added member perks! We especially love the frequent chalk buyer idea, and are bringing it up to our pro-shop manager. Thank you! Remember, if you're looking for extra perks, including extra discounts in the pro-shop, you can always sign up for a #climb4community membership too!

Comment: *I know that you're trying hard to make climbing safe and fun for people of all levels. Perhaps extending members-only hours to 6 am would help those of us who work 8-5 jobs and find the busy-ness of evening climbing too distracting with more opportunities to climb? Is there any way to limit the number of non-members in the gym at any one time? New and "checking it out" climbers can really be dangerous, especially when the gym is packed. Perhaps you could also change your intro classes to times when the gyms are less likely to be busy.*

Response: We really feel this comment, and are working hard on expansion projects to address the root cause here, which is just lack of total space. In the meantime, thank you for reopening the discussion of opening earlier (or staying open later), both of which we've toyed with in the past and will discuss again now that the gyms are filling back up.

We appreciate your courtesy and patience as we welcome new climbers into the space. After all, we all had to learn the rules and etiquette of the gym at some point or another. You can always feel free to (kindly) remind new climbers to give you enough personal space, and please always let a staff member know if you witness unsafe behavior.

Comment: *I would love to see more shoe options available for purchase at the gym, or even some sort of consignment/ garage sale type location where we can connect better to exchange gear with each other as climbers.*

Response: We have a gear exchange program in the works that you'll be hearing more about soon, thanks for this suggestion! In the meantime, staff are always happy to talk climbing shoes and offer recommendations, even though we don't carry a huge inventory ourselves.

Comment: *More fans more cold air please*

Response: Can do! Please also always let desk staff know in the moment if the gym is particularly warm, there is sometimes an additional unused fan they are able to add.

Comment: *The intro class was awesome! I feel much more comfortable just being in the gym. You guys rock! <3*

Response: Thank you! We are so glad you had a wonderful time- our instructors are pretty awesome and we'll make sure to pass this along to them :)

Routesetting Feedback:

Comment: *Could we have more harder routes on auto belays? (5.10-5.12) Thanks!*

Response: Because our auto belays are the most accessible form of rope climbing we have, we need to make sure there are enough accessible routes on those walls. For young kids or new climbers, auto belays are often the only option.

However, feel free to ask desk staff if you're looking for ways to challenge yourself, they've always got good ideas up their sleeves, and please consider signing up for a learn to belay class to open up all of the routes in the gym! If pricing is an issue, don't hesitate to shoot an email to community@bouldersgym.com and we'll be more than happy to work something out.

Comment: *Could you put some 5.6 routes up for those who are 'hand'icapped. Also, the 5.7 routes - especially one on the slab - are too reachy. each hold is a little bit too spread out -> again not good for small women who are handicapped*

Response: Thanks for letting us know, our setting team is on it!

Safe Space Feedback:

There were no comments in this section at this time.

Big Picture Feedback:

Although we did not receive any formal feedback through our feedback channels on this subject, we would like to address the outcome of our recent downtown competition and some of the emotions it may have sparked for folks.

As many of you know, we have been trying to address the various ways climbers are gendered in our space. This past competition was our second genderless comp, and had the unintended consequence of diminishing the prestige of some of our strongest and most talented femme+ competitors.

We know that genderless competitions are still new in the climbing world, and appreciate your patience as we continue to figure out how to host competitions that are as safe and inclusive as possible. While we do not believe that binary categories accurately represent or include everyone our community, we also recognize that femme+ representation in climbing is critical to the betterment of our sport. It was not our intention to de-emphasize the prowess of the strong women and femme+ folks who climb in our gym, and we are heading back to the drawing board to re-imagine what these competitions can look like to avoid this outcome in the future.

We appreciate the collective shouldering of growing pains as we continue to sort through these complicated gender issues. We will continue to be a pro-femme, pro-trans, and pro-nonbinary space to the best of our ability, and welcome any further comments or suggestions anyone has to that end.