



July, 2023

To Our Boulders Community:

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

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: *So fun! I can no longer hold anything*

Response: We're so glad! That's how you get stronger!

Comment: *I took a class with [STAFF] and learned a ton! His attention to detail and patience was so appreciated. I felt safe to ask questions!*

Response: Yay! We passed along this along to the staff you mentioned :)

Comment: *Fix the lights on the tension board.*

Response: It works! It just needs to be turned on. If you are having trouble, feel free to ask desk staff!

Comment: *Could you consider making this seating area into a training zone with a treadmill :) Thanks!*

Response: Thanks for the suggestion! We like our seating area, but we'll keep this in mind.

Comment: *For the price of the membership, there should be parking validation due to the lack of parking available. The lack of amenities provided is...very lacking*

Response: We like to promote the non car-based modes of transportation to our downtown gym, but we understand that for some folks, driving is the only option. We recommend finding street parking after 6pm (which is free), or parking in the garage on the corner of Doty and Carroll, which has a low flat rate after 4pm. Otherwise, our east side location always has free available parking!

Comment: *super fun*

Response: We think so too!

Comment: *i think a lotion pump in the bathrooms/front desk would be a great addition to the climbing gym!*

Response: We like this idea too and passed it along to our facilities manager. Thank you!

Comment: *West side gym?*

Response: Stay tuned!!

Routesetting Feedback:

Comment: *Could you set more downclimb holds? I don't always feel comfortable jumping but sometimes there aren't enough good holds for me to safely downclimb.*

Response: Yes we can, thank you for bringing this to our attention!

Comment: *As a colorblind individual, I've noticed many instances of similarly-colored holds and routes right next to each other (red near green, blue near purple, etc) This makes it nearly impossible to determine what is on route if I'm climbing solo.*

Response: We're aware of this issue and appreciate you highlighting it again. Our routesetters try to limit the crossover of similar colors, but unfortunately due to limited wall space and hold colors it's sometimes necessary. However, each route should typically have only holds from one particular hold "set" on them, meaning that the holds should be similar to each other in terms of form and shape. Desk staff are also always happy to help clarify hold colors for you, and we suspect most other members in the space would also be game to help point things out for you if you ask. We know this isn't a perfect solution, and we will make sure routesetters keep this top of mind. Thank you for bringing it up!

Comment: *Very fun boulder problems. All challenging in their own ways. Love the variety <3*

Response: Yay, we're so glad you enjoyed them!

Comment: *I like the pink routes but sometimes I wish the routes were set for kids!*

Response: There should always be some routes that are accessible for kids at both locations, and at the east side location there are walls that are particularly kid-focused. Staff can point them out for you!

Safe Space Feedback:

There were no comments in this section at this time.