



May, 2023

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: *"This place is...AWESOME!!!! I've done all of the climbs that I can do at the other boulders so I had so much fun! I did so so so many hard climbs!"*

Response: We're so glad you're having fun!! Now that you've done all the climbs you can do, be sure to ask staff about our routes (all the colors on the wall) to keep increasing your challenge level! Keep it up!!

Comment: *"I love boulders because there is so much to grab and hold onto! -[NAME]<3 (I'm a kid)"*

Response: Yay! We're so glad you had a fun time at Boulders!

Comment: *"You should get an industrial fan to dry the floors after you mop in the morning...please :)"*

Response: Great idea! We already have a big fan at east side that could be used for this purpose, we'll look into getting one downtown too!

Comment: *"Great gym :) Wish you had a lower \$ option for day pass climbers with their own gear, I only ever visit Madison"*

Response: We're so glad you like the space! Be sure to pay attention to our punch pass sales, which lower the cost of each visit, and for our discounted days (all info can be found on our

website). If cost continues to be a barrier, reach out to us at community@bouldersgym.com and We'd be happy to work something out!

Comment: *I just have an idea I wanted to share. I am in my 50's. Boulders of course always feels very warm and inviting. I always feel at home here. But I do find that I'm much older than the average climber at the gym, and I would enjoy getting to meet other climbers closer to my age. Young people are awesome, but just nice to be with peers sometimes. I've noticed that Boulders has meet-ups for LGBTQ climbers, sober climbers, women climbers. It would be super cool if there was a 40+ meetup. I would totally go.*

Response: Wow we LOVE this idea!! All of our affinity groups are led by members of the affinity community, not by Boulders staff, so we generally wait for these groups to happen organically, and then provide whatever resources the group needs. If you'd be interested in starting a group like this, we would absolutely love to work with you to make it happen. Please reach out to us through this same feedback channel, or directly at community@bouldersgym.com, so we can help get this off the ground!

Comment: *Downtown needs a chalk eater*

Response: Downtown actually has a much more sophisticated air filtration system that removes chalk at a greater rate than a chalk eater could. We know that no system is perfect, but we do have something in place there!

Comment: *One of the staff members kicked me out of the training room while I was trying to use the space. She's always rude when we interact with her. Today I was lifting weights and she came up and told me "I don't know if you're setting up or taking down but we'll be using this whole space" then walked away. No offer to try and share the space, or an idea of where I could move in order to be out of their way. I don't know why anyone gives this gym money when we can be treated with such disregard by staff. The kids take up SO MUCH space, and I was trying to use the smallest space I could to still get my workout done.*

Response: We're sorry you've had such a negative experience with one of our staff members! We will certainly figure out who you're referring to here and make sure we have a discussion with the whole team about tact and tone. That said, the kiddos do get priority during the (very narrow) hour or so that they're using the training room. The times and days they'll be in there is posted on the door in order to give folks a heads up, and it is true that they occasionally need the entire training room space. Regardless, you shouldn't have been spoken to in a way that was disrespectful, and we will work with staff to make sure that doesn't happen again.

Comment: *The rope on anchor #18 is way too short*

Response: Thanks for the heads up! We'll take care of this right away.

Routesetting Feedback:

Comment: *Please set more climbs that are less reachy but still hard. Like yellow grade but reachable for short climbers*

Response: This is absolutely something we aim to do and are sorry that you feel we've missed the mark! We will pay close attention to this specific grade range going forward.

Safe Space Feedback:

There were no comments in this section at this time.