



December, 2023

To Our Boulders Community:

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

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:** It was extremely fun and hard, in a good way. I wish there was a traverse bouldering wall.*

Response: We're so glad you had fun! While we don't have an explicit traverse wall, you're welcome to traverse any walls that are open to Bouldering!

***Comment:** The sign-in webpage is not loading*

Response: We fixed this right away, thanks!

***Comment:** Boulders is becoming exorbitantly expensive without providing nearly the amount of amenities almost every other gym provides.*

Response: We know that price increases are no one's favorite, and believe us, if we didn't have to do them we wouldn't. Unfortunately, we are subject to all of the same inflation and rising costs as every other business and we need to occasionally revisit pricing to keep up with costs. We know that we don't have the same space available to us as some larger corporate gyms, but we hope to make up for that with excellent walkable location, stellar staff, and a lovely community. For those who are unable to afford our prices, we do have other options. Please check out our website for a full list of membership choices.

Comment: *As a newbie it was sometimes hard to figure out the difficulty of the routes when they weren't marked with cards.*

Response: We hear this! Typically only one section will be unmarked, the newest set, as we want to encourage folks to read routes and judge them based on how they feel, rather than a grade. We know this can be a little more challenging for newer folks, however, and staff are always happy to help direct you to climbs that should be right for you! Additionally, all our climbs are on the KAYA app and list the actual grade from the first day.

Comment: *Ropes have been fairly short*

Response: Thanks for this feedback! We have passed this on to our facilities manager and he will get right on it.

Comment: *Hi there! I had a concern regarding the small small children at Boulder's East that are present till 6PM. Several times I come around 5PM to top rope, and find that my experience is impacted due to having to be on high alert for children. For instance, today I was climbing an overhang route and when I fell I swung out. My belay partner was unable to catch me, and if I didn't drop my knees I would have kicked several young children. Similarly while belaying, they proceeded to rough house on the end of the belay rope, and knock into me while belaying. It was just a little frustrating having to be aware of the small children that didn't seem to have a lot of cognition of what was happening around them. Point being, it seemed like a large safety hazard for not only myself, but the small children. Thanks!*

Response: Thanks for taking the time to write this out! While you can expect to have kiddos in the gym on weekday evenings, this behavior seems clearly dangerous and we're very sorry you experienced it. We have brought this to the attention of the relevant supervisor, and the coaches will all be informed that this was your experience so they can make some changes. In the future and if you feel comfortable, please don't hesitate to mention this to staff in the moment so they can make immediate improvements. While we value having kids in our space, our first priority is, of course, the safety of everyone in the gym.

Comment: *the new CLCG thing is really confusing. I can never remember what it stands for and the graphics aren't clear at all. Just wanted to share that*

Response: Thanks for sharing! CLCG has been our push for the last several years to get away from Black Friday and move folks towards more community focused holiday traditions. It seems that perhaps we have fallen off explaining this as well since it's been running for a few years now. We can correct that! Thank you!

Comment: *Waiver form broken on mobile and tablet. On my phone, I can't hit the waiver button to start the process. On my tablet, and can't reach the final accept button on the form.*

Response: We fixed this right away, thanks!

Comment: *Route re-setting is inconsistent. Not in terms of the quality of the setting but the time when new routes are set. Stuff is suuuuper stale at the east side location. It seems like there will be stretches of time where routes/boulders are re-set consistently then there will be long stretches where nothing is changed for what seems like months. Several of my friends feel the exact same way and it causes a lot of frustration. Having a more transparent setting schedule would help mitigate this frustration greatly. Please, please,*

please start publishing when routes will be set; not just on social media but maybe have a calendar or something at the physical locations that climbers can glance at when they are wondering when stuff is going to be re-set. Thanks!

Response: Hey! We hear this frustration! Normally our setters are at the east side every week, but sometimes timing does get thrown off with competitions or holidays. Generally, most weeks we set Monday and Tuesdays Downtown, and Thursdays and Fridays at the Eastside, and in both gyms we replace about 20% of our routes or problems each week, so that the gyms turn over completely every five weeks or so. About the time we received this feedback, it was adjacent to our last competition, so the setting schedule had been altered in advance of this and after. We used to have a small sign near the front desk at both locations that says what the new set is and what is about to be reset, and we can look at bringing that back. Additionally, our website posts the latest social media updates on the setting schedule, so you can always look there. If all else fails, you're welcome to check in with the desk staff about changes! Thanks for expressing your concern!

***Comment:** Please implement mailing lists. I am a sad little office worker I don't want to unsubscribe, but I'm tired of emails about children's camps & student memberships. It would be good for your marketing metrics.*

Response: We do have mailing lists, but it seems as though you are in the wrong segment! We've passed this along to our marketing team so they can see what's going on.

***Comment:** Gym lotion*

Response: We have it at both gyms! We sent a reminder to folks to be refilling them, but both gyms should already have them.

***Comment:** Singles night would be fun*

Response: That does sound fun! We passed it on to the relevant managers for consideration!

***Comment:** Could you restock the pro shop and the vending machine? They haven't been restocked in over a month. Thanks!*

Response: Thanks for the feedback! We were going through some staffing changes that may have delayed this process but you should see an improvement soon!

***Comment:** No toilet paper in bathroom*

Response: Oh dear! For issues like this it's always best to let staff know right away so they can fix the issue in the moment. Thank you!

Route Setting Feedback:

***Comment:** You need new holds*

Response: We'll be getting new holds in when we can, thanks!

***Comment:** Write grade ranges on tags. It's confusing and like I have to learn a whole new language. It makes me angry when you could just be less lazy. Also, the colors are not good for color blindness. Be more inclusive with your color choices please.*

Response: Well, we can guarantee you that our setters aren't lazy, they're some of the hardest working members of our staff! The colors go in rainbow order of difficulty, and there are posters throughout the gym to help if you get confused. Additionally, per your request, our head setter took the time to write grade ranges on the tags. Our setters will be sure to continue keeping colorblindness in mind when setting, but do remember that they're always a bit constrained by wall space and hold type. If you ever need help differentiating hold colors, feel free to ask staff.