



# FAQ

## *Booking a date / general information about your visit*

- **What are the opening hours?**
  - Weekdays (Mo-Fr) from 10:00 - 23.00 o'clock.
  - On weekends and public holidays from 10:00 - 22:00 o'clock.
  
- **For which times does the appointment booking apply?**
  - Weekdays (Mon-Fri) you can check in without an appointment!
  - All day on weekends and public holidays you need to book an appointment.
  - For visits with children under 14 years, the appointment booking always applies!
  
- **How long can I climb/boulder within a slot?**
  - You can spend 3h hours at Boulder Garten
  
- **How many slots can I book?**
  - Maximum 1 slot per day
  - That's how we ensure that many athletes can come to us.
  
- **What payment methods are there?**
  - On-site payment: you choose your rate when booking and pay the corresponding amount on-site at the counter in cash or by card.
  - Voucher: The entrance fee for the hall will be deducted from the voucher when checking in on site. Please bring the voucher printed out as a DIN A4 sheet with you.
  - Without presentation of the voucher in printed form, the entrance fee must be paid by EC payment.
  
- **Which tariffs can I book?**
  - adults: 10 €/3h
  - Reduced: 8 €/3h
    - Applies to students, Berlinpass holders, holders of a severely disabled pass, senior citizens, pupils aged 20 and over.
    - ATTENTION: the discount certificate must be presented at the check-in on site without being asked. If you can't show the proof, the difference to the adult rate has to be paid on site.
  
  - Students\*in: 6 €/3h
    - Applies to people up to the age of 20.
    - Children/young people up to 18 years of age may only use the facility if accompanied by an adult. For under-18s, the student rate can only be booked in conjunction with an adult rate! The following also applies: max. 1 under-18 per adult. Young people aged 14 and over with a bouldering licence may also boulder alone with the consent of their parents.
  - Season ticket: 0 €/3h

- Valid for holders of a season ticket (1-month ticket / 3-month ticket / 6-month ticket / annual ticket).
    - This tariff does NOT apply to 10er card!
    - The season ticket (barcode card) must be presented at check-in and is checked by scan. If the card cannot be shown, the normal entrance fee by EC-card payment has to be paid!
    - In case of no-show we reserve the right to charge the entrance fee, as the event is booked by you and is not available to any other person.
  - 10er card: 0 €/3h
    - The 10er card (barcode card) must be shown at check-in so that the entrance fee can be scanned from the card.
    - In case of no-show we reserve the right to deduct the entrance fee from your account.
  - USC member: 0 €/3h
    - This tariff can only be booked in conjunction with a membership of the Urban Sports Club. Your booking is binding.
    - If you do not show up, the entrance fee will still be deducted from your monthly quota.
  - Alpin-Club Member: 0 €/3h
    - This tariff can only be booked in conjunction with a membership of the Alpin Club. Your booking is binding.
    - In case of no-show we reserve the right to charge the entrance fee, as the event is booked by you and is not available to any other person.
- **Do I have to wear a mask?**
- No! Please respect other people's individual choices.
- **Can I change on site?**
- You can change on site. Our changing rooms are open.
  - For INTA\* persons there is also the possibility to use the small changing rooms on the ground floor or the barrier-free toilet / changing room on the sauna level.
- **Can I take a shower after the sport?**
- Yes! The changing rooms and showers are open!
  - There is an INTA\* shower in the barrier-free WC on the sauna level.
- **Is the cafeteria open?**
- Yes, our gastro is open. Besides cakes, coffee and cold drinks, we also offer hot food (lentil soup / knuperstangen).
- **Can I bring my children with me?**
- Yes! With a *Kinderwald ticket* you book a slot for one child & 1-3 non-climbing adult companions. The ticket is only valid for the children's area! Please read carefully the conditions for the Kinderwald-Ticket!
- **How do I proceed if I want to come with my child at the weekend and also boulder myself?**
- You book a ticket for the Kinderwald for your child and another accompanying adult. In addition, you book a slot for yourself under "Halleneintritt".
  - Your child must be supervised in the Kinderwald, so you need a second accompanying person if you are bouldering yourself.
  - You and the second accompanying person both want to go bouldering? You can share a slot (Halleneintritt) / i.e. use it alternately.

- **Can accompanying persons come with me to Boulderergarten without booking an appointment?**
  - Accompanying persons of people with impairments may come along without booking an appointment. However, the person to be accompanied must be registered.
  - If in doubt, send us an email at [kurse@boulderergarten.de](mailto:kurse@boulderergarten.de) to enquire about the possibilities in your specific case.
  
- **Can I rent shoes / rope / harness / GriGri / etc. on site?**
  - Shoes, belay tool, rope, harness, chalkbags can be borrowed.
  
- **I am a new customer. Can I still book a slot?**
  - YES. You can also come to us for bouldering as a new customer. Our staff will give you a short introduction into the bouldering sport.
  
- **Does Boulderergarten offer courses?**
  - Yes! The full program of classes is available again!