



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) from 16:00.
You can check in without an appointment until 3:30 pm!
 - All day on weekends and public holidays
 - 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 + one accompanying adult. 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.

- **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 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!