

FAQ Booking a date

- **What are the opening hours?**
 - Weekdays (Mo-Fr) from 10:00 - 23.00 o'clock. This results in 22 possible Start times at half-hour intervals.
 - On weekends and public holidays from 10:00 - 22:00 o'clock. This results in 20 possible start times at half-hour intervals.
- **How long can I climb/boulder within a slot?**
 - You can spend 2h hours at Boulder Garten. Please note that also your stay in our cafeteria is only possible within your appointment!
- **How many slots can I book?**
 - Maximum 1 slot per day
 - Only in this way can we ensure that, despite the time limits, many athletes can come to us.
- **What payment methods are there?**
 - Paypal / credit card / direct debit. All three payment methods are combined in Paypal+ and can be selected under "Paypal".
 - 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 €/2h
 - Reduced: 8 €/2h
 - 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 €/2h
 - Applies to people up to the age of 20.
 - Young people between 14 and 18 years of age may only use the facility when accompanied by an adult. For 14-18 year olds the student tariff can only be booked in connection with (at least) one adult tariff! The following also applies: max. 1 youth*r (14-18 years) per adult*r.
 - Season ticket: 0 €/2h
 - 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 without prior cancellation (at the latest 48 hours before the start of the event) 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 €/2h
 - 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 without prior cancellation (at least 48h before the start of the event) we reserve the right to deduct the entrance fee from your account.
 - USC member: 0 €/2h
 - 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 without prior cancellation (at least 48 hours before the start of the event), the entrance fee will still be deducted from your monthly quota.
- **Do I have to wear a mask?**
 - At the counter please wear a "mask". While bouldering or climbing, wearing a mask is voluntary.
- **Can I change on site?**
 - You can change on site. However, only the two small changing rooms on the ground floor are available for this.
 - It is better to come to us already in your sports clothes.
- **Can I take a shower after the sport?**
 - NO. The showers are CLOSED!
- **Is the cafeteria open?**
 - Yes, our cafeteria is open, but very limited. We do not offer hot meals at the moment. Cake, coffee and cold drinks are available. Please note that your stay in the cafeteria is also only possible within your appointment!
- **Can I bring my children with me?**
 - Unfortunately NO, as long as your children are under 14 years of age. We hope that we will be able to open for the younger athletes soon. At the moment the hygiene regulations and distance rules unfortunately do not allow it.
- **Can accompanying persons come with me to Boulderergarten without booking an appointment?**
 - NO. Every person entering the hall must have booked an appointment in advance using the online booking procedure. Otherwise we cannot control the occupancy of the hall.
- **Can I rent shoes / rope / harness / GriGri / etc. on site?**
 - Shoes, belay tool, rope, harness can be borrowed. We still do not lend chalkbags. However, there is LIQUID-Chalk for rent.
- **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.
 - During the conversation with our staff please wear a mask.
- **Does Boulderergarten offer courses at the moment?**
 - YES! We slowly start again with our course offer. Please check the website for available dates.