



FAQ

Booking a date / general information about your visit

- **What are the conditions for a visit to Boulder Garten?**

As of 01 April 2022, there are no longer any access restrictions with regard to your status of vaccination or convalescence.

The **obligation to wear a medical mask**, preferably FFP2-/KN-95 certified, remains in place.

- **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

- **How long can I climb/boulder within a slot?**

- You can spend 3h 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
- 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?**
- YES! It is compulsory to wear a medical mouth-nose-covering (preferably FFP2 /KN95 certified) during the entire stay in the hall - also on the mats! For a go in your project you can take off the mask for a short time.
- **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?**
- 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?**
 - 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?**
 - Yes! The full program of classes is available again!