# OPERATION AND MAINTENANCE MANUAL

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WELCOME TO YOUR ELDORADO CLIMBING WALL

The Eldorado Climbing Walls provides its customers with the most complete customer service, training, and consulting services in the industry. Our office is located in Boulder, Colorado and we strive to maintain close contact with all the walls we build. We enjoy an excellent synergistic relationship with the Boulder Rock Club and many other climbing programs, which allows us to stay on the cutting edge of innovation and programming information.

Your choice of Eldorado Climbing Walls is your passkey to the most complete rock gym information, consulting, and training available. The Eldorado management team, combined with our outstanding job leaders, road crew, and shop staff, are all passionate about climbing and the walls we build. **Call us at 303-447-0512 or contact our staff:**

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BUILDING YOUR OWN PROGRAM

The materials in this training package will provide you with information and ideas that you can use to set up your own facility procedures. Some of the programs and protocols will work for you as is, and some will not apply to your facility at all. This is a starting point for launching your program, and you will need to select and modify your programs now and in the future.

The programs and procedures described in this package have been developed by the Eldorado Climbing Walls and The Boulder Rock Club, and work well for our past customers and us. However, there is no guarantee that by following these programs and procedures that you will have a successful program. Each facility is different, with different goals and participants. You should tailor your own program with these in mind.

Feel free to use the language and layout of any or all of the documents in this package. Copy them directly and use them in your programming if you so choose. As an Eldorado Climbing Walls customer, you may use any of this information for your own in-house program needs. However, do not copy or distribute any of the information outside your organization. This is copyrighted material intended for the use and benefit of our customers only.

AN IMPORTANT NOTE ABOUT RISK AND LIABILITY

Managing a climbing wall involves managing risk. How you manage risk and liability for your facility is your responsibility. The material contained in this manual is for your reference and is provided as an example on how other climbing wall managers have approached risk management, maintenance, and programming.

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Eldorado Wall Company assumes no responsibility for the use of the information contained in this manual and for the on-going risk management, liability, and operations at your climbing wall facility.
ADMINISTRATION, OPERATION AND PROGRAMMING

The end result of a rock climbing program is people climbing on the climbing wall. In order to get to this end result, work and planning must go into designing and implementing systems to oversee the smooth, safe, and profitable operation of the facility.

There are many ways to run a rock climbing facility. From a one-person owner/operator of a small rock gym, to a large company that may own several rock climbing gyms around the country, to a university serving students and staff. All have the goal of putting customers on the climbing wall, and all will have different systems in place to maintain the steady flow of operations.

This training program will break the on-going operation of a rock climbing facility into three areas. These are Administration, Operation, and Programming. Some of the activities and responsibilities for each of these areas are:

ADMINISTRATION
- Oversees the whole organization - Operation and Programming areas included
- Hires staff and allocates resources to the rest of the organization
- Creates policy and takes care of “big picture” issues
- Responsible for financial oversight, payroll, insurance, etc.
- Responsible for advertising and membership sales

OPERATION
- Covers route setting and front desk functions
- Covers the physical operation of the climbing wall and facility
- Route setting
  - Setting routes and ropes
  - Maintaining the climbing wall and all associated hardware
- Front desk operations
  - Signing up new members & collecting money
  - Checking in current members
  - Administering safety checks
  - Renting gear and maintenance of all climbing gear and ropes
  - Overseeing the wall during use
  - Answering questions and providing customer service
  - Cleaning the facility and noting repair items

PROGRAMMING
- Covers all instruction and classes
RECOMMENDED LIBRARY LIST

The Eldorado Climbing Walls recommends that new gym owners acquire rock climbing references that will provide them with information on the safety and sport of rock climbing. Below is a comprehensive list that we recommend using. Please note our star (*) rating system explained below.

From Falcon Publishing (www.falcononline.com) you can order the “How to Rock Climb Series.” These include:

<table>
<thead>
<tr>
<th>Title</th>
<th>Author</th>
<th>Intro for Staff and Climbers</th>
<th>Advanced Reading &amp; Reference</th>
<th>Educational Programming</th>
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<tbody>
<tr>
<td>Better Bouldering</td>
<td>John Sherman</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clip &amp; Go</td>
<td>John Long, Duane Raleigh</td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>Gym Climb!</td>
<td>John Long</td>
<td>X</td>
<td></td>
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<tr>
<td>Knots for Climbers, Revised Edition</td>
<td>Craig Luebben</td>
<td></td>
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<tr>
<td>Advanced Rock Climbing</td>
<td>John Long, Craig Luebben</td>
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<tr>
<td>Climbing Anchors</td>
<td>John Long</td>
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<tr>
<td>How to Rappel!</td>
<td>Craig Luebben</td>
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<tr>
<td>Top roping</td>
<td>S. Peter Lewis</td>
<td></td>
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<tr>
<td>Coaching Climbing: A Complete Program for Coaching Youth</td>
<td>Michelle Hurni</td>
<td></td>
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<td>X</td>
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<tr>
<td>How to Climb 5.12</td>
<td>Eric J Horst</td>
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<tr>
<td>Sport Climbing</td>
<td>John Long</td>
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From The Mountaineers Books (www.mountaineersbooks.org) you can also order:

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<thead>
<tr>
<th>Title</th>
<th>Author</th>
<th>Intro for Staff and Climbers</th>
<th>Advanced Reading &amp; Reference</th>
<th>Educational Programming</th>
</tr>
</thead>
<tbody>
<tr>
<td>Climbing: From Gym to Crag</td>
<td>Peter Lewis, Dan Cauthorn</td>
<td></td>
<td>X</td>
<td></td>
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</tbody>
</table>
CLIMBING WALL INDUSTRY AND MEMBER ASSOCIATIONS

Updated July 2010

It is important that any manager or owner of a new climbing wall stays current with trends and industry standards in climbing wall management. This is important for minimizing risks and insuring that your facility’s practices and policies mirror what is standard in the industry of climbing walls.

Becoming a member of one or more national associations that have members including climbing wall managers is a viable way to stay abreast of trends, practices, and standards of others in the field. Some associations may have published guidelines for their members, while others offer networking opportunities, insurance programs, continuing education, member benefits and communication with others in the profession.

Eldorado Climbing Walls is also available to answer questions you may have about industry standard practices, trends, and issues that affect you and your climbing wall.

Climbing Wall Association (www.climbingwallindustry.org)
Phone: 720-838-8284, Fax: 720-528-8200

Association of Outdoor Education and Recreation (www.aore.org)
Includes a Climbing Wall Committee
Phone: 309-829-9189

Professional Climbing Instructors Association (www.pcia.us)
Phone: 310-455-1830

American Mountain Guides Association (www.amga.com)
Phone: 303-271-0984, Fax: 303-271-1377

National Intramural Recreational Sports Association (www.nirsa.org)
Phone: 541-766-8211, Fax: 541-766-8284

International Health, Racquet and Sportsclub Association (www.ihrsa.org)
Phone: 800-228-4772

Association for Experiential Education (www.aee.org)
Phone: 303-440-8844, Toll Free: 866-522-8337, Fax: 303-440-9581

American Camping Association (www.acacamps.org)
Phone: 765-342-8456, Fax: 765-342-2065
GENERAL OPERATIONS AND ADMINISTRATIVE ISSUES

OPERATIONS

Front Desk
- Staffing
- Membership Sales
- Daily Guest Pass Options
- Safety Tests
- Signage
- Waivers
- Staff Manual
- Emergency Procedures
- Means for Staff Communication
- Equipment Rental Programs
- Rope Distribution / Rental
- Customer Relations / Communication
- Staff Meetings

Retail
- What to Sell
- Keeping Inventory
- Displaying
- Stock

Route Setting
- Determining Proper Density
- Determining Route Curve – what grades are appropriate and numbers of routes necessary at a particular grade
- Conducting Route Change-Over
- Route Setting Efficiency
- Cleaning of Holds
- Hold / Bolt / T-Nut Maintenance

Wall Maintenance
- Quick Draws
- Top Ropes / Lead Ropes
- Texture
- T-Nuts
- Top Rope Anchors
- Communication with Route Setting Staff
- Ladders vs. Setting on Rope / Quick Draws

General Building Maintenance
- Dust Problems
- Stereo
• Group Meeting Areas
• Flooring
• Storage
• Heating / Air Conditioning

**Additional Features**
• Campus Board / Systems Board
• Cardio Equipment
• Weight
• Finger Boards
• Stretching Area

**ADMINISTRATION**

**Budgets - Income**
• Evaluating Profit Centers
  - Youth Groups
  - Birthday Parties
  - Membership
  - Guests
  - Special Events
  - Retail Program
  - Indoor Classes
  - Leased Property
• Determining Price Structure of Memberships / Guests
• Determining Price Structure for Classes
• Viability of Special Events

**Budgets - Expense**
• Evaluating Payroll
• Operating Expenses
  - Phone
  - Utilities
• Determining Hours of Operation
• Supplies / Equipment
• Accounting for Competition
  - Other Gyms
  - Natural Resources
  - Weather

**Marketing**
• Determining the Demographic
• How to Best Reach Them
  - Print Ads
  - Radio
  - Television
- In House Advertising
- Chamber of Commerce
- Web Site
- Direct Mailing
- Cold Call Telemarketing
- Joint Events (with like businesses)
- Open Houses
- How to Create a Budget
- Tracking Success / Failure

**Advancing the Industry**
- Evaluating Operations and Upgrading
- Increasing Standardization
- Joining the Climbing Wall Association
- Climbing Gym Association Accreditation
CLIMBING WALL MAINTENANCE LOG AND HANDBOOK
CLIMBING WALL MAINTENANCE LOG AND HANDBOOK

This maintenance log and handbook will prove invaluable in keeping your climbing equipment in top operating condition. After building numerous walls of all shapes and sizes servicing all types of users, the staff of Eldorado Walls has compiled this sample handbook. Each facility will need to edit and compile their own maintenance program that fits their specific needs.

Each section addresses a different area of wall maintenance. Where applicable, the section includes weekly / monthly tracking sheets for the condition of the equipment, order forms with the contact information for the suppliers recommended by Eldo Walls, and a simple, easy-to-follow process for checking each particular maintenance area. Those areas that require consistent monitoring are addressed in the Maintenance Schedule section of this manual.

ORDERING EQUIPMENT

Eldorado customers receive a 20% discount on most equipment sold on our online store (http://store.eldowalls.com), a one-stop shop for climbing wall equipment. Contact Leslie Rasch, Sales Manager, at leslier@eldowalls or 303-447-0512 x109 to set up your online account.

AN IMPORTANT NOTE ABOUT RISK AND LIABILITY

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Please refer to your equipment manufacturers’ instructions for specific details on inspection, maintenance, and replacement of equipment.

Some documents contained in this manual have legal ramifications and it is important to note that laws differ from state to state and in foreign countries. Eldorado recommends that an attorney familiar with the law in your area review any documentation, policy and procedures you choose to use in the management or promotion of your climbing wall facility.

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CLIMBING GYM MAINTENANCE SCHEDULE AND OUTLINE

The following are mandatory tasks for the maintenance staff to undertake according to the following schedules:

**DAILY**
- Lead Ropes - May inspect less frequently if not highly used
- Auto belay equipment - Some mfrs require daily inspection of lines
- Top ropes - Visual inspection

**MONTHLY**
- Rental Harnesses, Instructional Harnesses, etc – Replace should equipment display high signs of wear, or after 3 years of use (as per mfr. recommendations).
- Belay Devices, Carabiners and other Hardware – Inspect for cracks, wear or deformations, retire and replace as needed.

**EVERY SIX MONTHS**
- Belay Bars – Inspect for wear and tightness/integrity of fasteners
- Lead Bolts and Double Top Anchors - Inspect for wear and tightness/integrity of fasteners and hardware
- Quickdraws – Inspect for wear and replace as necessary. Inspect carabiners for wear, and integrity. May inspect areas of high chafe more frequently
- Floor anchors – Check for excessive wear of daisy chains, check integrity and tightness of quicklinks, bolt hangers and fasteners
- Shoes and Helmets – Inspect for wear, replace as needed
- Auto belay maintenance (as per manufacturers requirements)

**ANNUALLY**
- Tighten Panel Bolts (if applicable, as per mfr’s. requirements)
- Belay Bar Weld Inspection – Check inside and outside welds for integrity and cracks, judge any looseness
- Primary Structure Inspection: Inspect fasteners from structure to parent structure, inspect ledgers, girts columns
- Weld inspections of structure
- Surface patching – Patch aesthetic surface blemishes, if necessary

**AS NECESSARY**
- Holds: inspect prior to route setting – Replace when cracked or broken
- Replacement of handhold fasteners
- Replacement of missing route marking tape
- 3rd party Inspections – every 3 years per CWA standards (or more often if required by your state)
CHECKING TOP ROPES AND LEAD ROPES
The process for checking both of these is about the same. Keep in mind that retired lead ropes do have some life left in them as top ropes, but any questions about a lead rope’s quality should result in retirement of that rope from lead duty.

Manually run over the entire length of rope by pulling through your fist. Flat spots will be very apparent. Any rope with a foot or longer flat spot should be retired from leading. The sheath should remain fairly tight, with a minimum of fuzzing. Any ropes resembling a caterpillar should be retired from any active duty. They heat up very fast in belay devices and weaken quickly. Keep in mind that the first 8 feet of any lead rope, on either end, is the most abused. When it becomes soft, it may still be safe, but it does make clipping harder, and in the event of a fall, a soft rope becomes very hard to untie.

Although the rope is safe, it may be in your best interest to retire it, simply for the satisfaction of your customers. All top ropes should be inspected for sheath slippage. Do not cut the sheath. Instead, knot it to keep track of stretch. If you can tie 2 overhand knots in the sheath before getting to the core, then the rope should be retired, but it is safe until that point.

CHECKING LEAD ANCHORS AND BOLTS
Due to the shock loading and abuse these safety features endure, it is necessary to go over them regularly and thoroughly. The two most noticeable wear factors on your quick draws are the slings and the gate action of the carabiner. As slings rub against textured walls, they will fray. You can protect slings with duct tape, but it becomes a little ratty. Slings do last for a very long time, but once it is easy to spot a wear area, replace the sling.

Gate action should be dealt with quickly, as it is one maintenance area your customers are very aware of. Use powdered graphite and work it into the gate hinge.

Make sure hangers are not bent or loose. This job usually requires two people, one behind the wall and one in front. The person behind the wall tightens the bolt and makes sure the wood under the washers is in good condition. The person in front of the wall simply holds the bolt in place and makes sure the texture under the hanger has not become fractured or broken. It is very helpful to go out and buy a cheap set of walkie-talkie radios for this job. It makes communication easy and saves a ton of time.

CHECKING BELAY BARS AND TOP ROPE ANCHORS
Since these bars and anchors see so much usage, monthly checks are mandatory. If you notice a particular rope fraying more often, check that anchor for a small bur or rough spot and buff it out. Based on how your anchors are mounted, check the entire apparatus and make sure it is tight and secure.

ROUTE SETTING TAPE
One thing that keeps a gym looking clean is replacing ratty or missing route setting tape. Also, it allows customers to easily identify and climb routes. Once a week the setting or maintenance staff should cruise the gym and inspect the bouldering areas and the roped routes and look for missing or destroyed tape and replace it as needed.
T-NUTS
One of the most common maintenance issues in a rock gym or climbing wall is a stripped t-nut. Either the threads become stripped due to cross threading or over-tightening, or the actual t-nut is stripped from the wall, meaning the prongs or screws that hold it in place have broken or torn through the wood. Fixing these can actually be pretty frustrating, but these steps can make it easier for you:

**Stripped threads**
Tap a bolt into the t-nut as far as you can without the bolt becoming stuck. Hammer the head of the bolt to dislodge the t-nut from the back of the wall. A second person should remove the stripped t-nut from the bolt, and thread on a new t-nut. The person behind the wall should hold the t-nut stationary as the person in front of the wall tightens the bolt, drawing the prongs in deeply and anchoring the t-nut. If the t-nuts are the screw-in kind, simply go behind the wall with a bolt. Remove the anchor screws, thread the bolt in a turn or two, and pull out the t-nut. Replace it with a new one and drive in the anchor screws.

**Stripped/broken prongs/screws**
This is a little more complicated. Prongs and screws usually strip when a hold is over-tightened, meaning a bolt is in there and in tight. This is usually a two-person job. Have one person go behind the wall and attach a large pair of vice grips to the stripped t-nut. The person in front of the wall should then slowly back the bolt out of the t-nut. Again, small 2-way radios will ease this aspect of wall maintenance. Replace the t-nut according to the steps described under “stripped threads.”

Often it is difficult or impossible to grab hold of the t-nut with vice grips, due to the t-nuts proximity to a stud or steel beam. This is the worse case scenario. The only real option is to use a commercial angle grinder to cut through the attached hold, and then cut the head off of the bolt. Again, use the above steps to replace the t-nut. DO NOT leverage the hold back and forth to break it off the bolt. This will damage the wood and texture underneath. Always cut it off. Grinders are pretty aggressive and powerful tools. Always wear safety goggles when using them. Also, the smell of cut holds is pretty horrendous, so if you can, do it after-hours or when you can ventilate the space.

**MAINTENANCE EQUIPMENT**
We recommend the following items be included in your facility’s maintenance kit. These tools will expedite repairs and make it easier on your staff:

- A 12’ step ladder
- 1-2 extension ladders that reach within 5’ of your climbing surface maximum height
- 4 large (3/8”) t-handle hold wrenches
- 4 large (5/16”) t-handle hold wrenches
• AC powered full size rotary grinder
• 1 pair needle-nosed vice-grips
• Cordless clutched drill
• Handheld 2-way radios for working behind wall
• Large clawed carpenter hammer
• Large Phillips-head screwdriver
• Small Phillips-head screwdriver
• Large flat-head screwdriver
• Hot knife (for cutting rope and sealing harness ends)
• 80 extra t-nuts for future replacement

ROPES

Without a doubt, ropes are the most abused piece of safety equipment in any climbing facility. Multiple falls, friction, dust, abrasion, and heat all take their toll on indoor climbing ropes. Constant checks are necessary to make sure that the sheath has not slipped or worn and that the core has not been compromised or flattened. Remember that top ropes will last longer than lead ropes. In many smaller facilities, retired lead ropes can function for several months as safe top ropes, because the level of dynamic impact is so much less. The following tips will help you maintain a safe fleet of ropes:

TOP-ROPES

The most important things to check for with top ropes are sheath slippage and sheath abrasion. The new breed of gym-specific ropes on the market has introduced a new weaving pattern that provides greater durability and less slippage. The easiest way to check for slippage is at the end of the rope. Retire any ropes with slippage greater than five inches. Do not cut the sheath as it slips, for it is hard to keep track of. A good golden rule: If you can tie 2 overhand knots in the sheath without hitting the core, retire the rope.

Abrasion is easier to check for. Just look at the rope over its entire length. If there are sections that look like a "fuzzy caterpillar." Retire the rope. Remember, the sheath's function is to protect the core. It is not load bearing. A rope is still safe with a considerable amount of sheath fuzzing, but at a certain point abrasion makes ropes difficult to handle and untie, a good enough reason to retire them in itself.
LEAD ROPES
Lead ropes take the majority of their abuse in the first eight feet from either end. Hand check the ends of lead ropes for soft, spongy, flattened cores. If this is the case, retire the rope immediately. Indoor lead ropes can safely handle about 100-150 short leader falls. However, a soft core at the end makes for difficult clipping and is considerably weaker than standard round, resilient core. Abrasion is an issue as well. Use the same guidelines as for top ropes. Another important factor is that lead climbers are often lowered off an anchor of smaller diameter than a belay bar. This flattens cores faster, requiring staff to check them more often.

REPLACING ROPES
Most of the time, replacing the ropes in a facility is a one-person job. For top ropes, simply tape the end of the new rope to the end of the rope to be retired. As you pull down the old rope, it will drag the new one into place. Cut top ropes so that there is at least eight feet of additional rope, four feet on either end (wall is 30' tall, cut TRs to 68'). This allows for climber/belayer mobility, such as traversing into a route from either side or belaying a good distance out from the wall.

As for lead ropes, they do need to be considerably longer than the top ropes. Lead ropes must allow for the climber to climb the longest potential line in the gym and be lowered safely. Overhanging sections of the walls greatly increase the linear footage of climbing available, so make sure lead ropes can handle that. For example, in a facility 35-40 feet tall, lead ropes should be about 100 feet in length.

Use a hot knife to cut ropes and really melt the end over itself. This will help prevent the sheath from slipping. This is a nasty job, as the fumes from cutting rope are horrible. Try to do it outside or when the gym is closed, with ventilation.

For the most part, it is more economical to purchase rope in spools. You will be able to get a better price. Always have at least one tope rope spool and one lead rope spool on hand in order to replace retired ropes.

LABELING ROPES
For the most part, there is no need to do this. However, if you would like to label your ropes for security or maintenance, there is really only one way that will last: use a hot awl and melt a hole in one end of the rope about a ½” from the end. Thread a key chain ring through the hole, and put a marker device on the ring, like a numerically engraved dog tag. This does not hinder usage, and will last as long as the rope does.

More importantly, make sure lead ropes and top ropes are of different colors. This will prevent an accident from occurring if a top rope is pulled down from the bar. A user may mistake it for a lead rope if they are the same color, and could run into trouble leading the longer routes in the gym on the shorter rope. Just a good way to avoid a potential problem.
SAMPLE MAINTENANCE LOGS

Daily Inspection Log

Week of _________________________________

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<th>TUE</th>
<th>WED</th>
<th>THU</th>
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</tbody>
</table>

Inspected by (Initials)

Problems observed:

Actions Taken:

Most climbing wall equipment can be ordered directly from Eldorado Climbing Walls. Visit our online store at http://store.eldowalls.com

Eldorado customers receive a 20% on most equipment.
Contact Leslie Rasch, Sales Manager, at leslier@eldowalls.com or 303-447-0512 x109 to set up an account
SAMPLE MAINTENANCE LOGS

Monthly Inspection Log

Month/Year  

| Inspected by (Initials and date) |
|------------------|---|
| Harnesses        |   |
| Top Ropes        |   |
| Carabiners       |   |

Problems observed:

Actions Taken:

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Eldorado customers receive a 20% on most equipment.
Contact Leslie Rasch, Sales Manager, at leslier@eldowalls.com or 303-447-0512 x109 to set up an account
SAMPLE MAINTENANCE LOGS

Six Month Inspection Log

<table>
<thead>
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<th>Six Month Period</th>
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<tbody>
<tr>
<td>Inspection Date</td>
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<tr>
<td>Inspector Name</td>
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</tbody>
</table>

| Belay Bars       | ______ |                |
| Floor Anchors    | ______ |                |
| Shoes            | ______ |                |
| Helments         | ______ |                |
| Auto Belay       | ______ |                |
| Lead Bolts:      | ______ |                |
| Bolts            | ______ |                |
| Washers          | ______ |                |
| Nuts             | ______ |                |
| Bolt Hangers     | ______ |                |
| Nylon Slings     | ______ |                |
| Carabiners       | ______ |                |
| Carabiner Gate Action | ______ |        |
| Texture under hangers | ______ |          |

Problems observed:

Actions taken:

Most climbing wall equipment can be ordered directly from Eldorado Climbing Walls. Visit our online store at http://store.eldowalls.com

Eldorado customers receive a 20% on most equipment. Contact Leslie Rasch, Sales Manager, at leslier@eldowalls.com or 303-447-0512 x109 to set up an account
SAMPLE INSPECTION LOG

Annual Inspection Log

Year

Inspection Date

Inspector Name

Tighten panel bolts

Belay bar weld inspection

Primary structure inspection

Structure weld inspection

Initals

Problems observed:

Actions Taken:

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HOLDS

One of the most important elements in keeping a gym exciting and interesting to your users is the selection of holds your staff has to work with when setting routes. Eldo Walls manufactures the entire Franklin line of holds (over 1200 individual shapes). Some maintenance issues regarding old holds are:

BROKEN HOLDS
Most often due to over-tightening, climbing holds will break. It is recommended that these holds be returned to the manufacturer for replacement. Often, broken holds will be replaced free of charge as per their warranty. It also helps the hold company improve and strengthen their mix.

SPINNING HOLDS
Often holds will spin, especially in the case of large jugs on steep walls when the best part of the hold is off-center from the mounting bolt. If the back of the hold is very smooth, rough it up a bit by lightly hitting it with a hammer to create small dents in the plastic. If that doesn’t work, and the hold is essential for creating the desired route grade and effect, a small foothold can be placed by the hold that will prevent it from spinning, like a doorstop. It sounds funny, but this is an excellent way to use the hold you want.

CUT HOLDS
Many times, the consistent friction of a rope rubbing against them will cut holds. Keep a close eye on this. First of all, it is damaging to the rope. Second, the grooves the rope will create can be very sharp and therefore painful and dangerous to the climber. This is not a warranty item, so you basically throw the hold away. Keep this in mind when route setting, and try to avoid high-profile holds in areas where the rope comes in contact with the wall when weighted.

NEW HOLDS
When ordering new holds, keep the following in mind:

SIZE: Large holds are exciting and basically become bolt-on features for your facility, increasing interest. However, they are also very heavy, take up considerable wall space, and are difficult to set with, especially high on the wall (read: dangerous). Limit the number of large holds in the gym, especially facilities under 5,000 square feet. When mounting them, make sure you are on a ladder. They are too heavy to easily manipulate and hold in place hanging in a harness. Also, make sure the area below you is clear of people. The very fact that these holds are awkward means you will drop them more often, and their size makes them considerably more dangerous.

YOUR CLIENTELE: Order holds in the shapes and sizes that suit your users. Difficult routes can be set with positive holds if done correctly, but moderate routes will be easier to set with a large selection of good, in-cut holds. Also, monitor your foothold inventory. Because they are small, they break more often, and having a good foothold selection facilitates route setting and improves quality.

DIVERSITY: Order all types of holds: Pockets, slopers, edges, and pinches. Variety is the spice of route setting, and different types of holds keep both the staff and users motivated. Also, experiment with different companies. All hold manufacturers have individual styles, which translates to more interesting indoor climbing.

Franklin Handholds can be ordered directly from Eldorado Climbing Walls. Visit our online store at http://store.eldowalls.com

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Contact Leslie Rasch, Sales Manager, at leslier@eldowalls.com or 303-447-0512 x109 to set up an account.
**BOLTS**

This may be the smallest aspect of gym maintenance, but it is important to keep an eye on. Organizing bolts by type facilitates route setting. Don’t worry about organizing by size, but rather by type. Perhaps two large bins each of socket-cap bolts and taper-head bolts. This will work for any climbing wall, regardless of size. The setter usually eyeballs bolt length, so having them divided by actual length is unnecessary.

Here are some things to look for in terms of keeping a good operable selection of hold bolts:

**STRIPPED BOLTS**
Throw them away. Keeping them will only damage t-nuts and cause larger headaches in the future. Toss them out.

**TAPER-HEADS**
To prevent stripping the Allen socket, and to prevent the hold from spinning, it works well to spit in the bolt hole of holds requiring taper-head bolts. Because of the greater surface area contact with taper-heads, it is often difficult to tighten them enough, and within a day or two the hold will spin. Spitting in the bolt hole lubricates it just enough to crank on the hold properly. It also prevents over-torquing your wrists, which become pretty evident quickly when setting.

**LENGTH**
Don’t buy overly long bolts. It adds to setting time. Holds are more than secure if the bolt fills the t-nut. It does not need to go 2 inches out the back. After setting for two months, the staff will appreciate this a lot.

**ORDERING**
The best time to get new bolts is when you order new holds. Hold companies usually provide the best price when bolts are provided with holds, and you get the correct lengths and head type. If simply ordering a bulk selection of replacement bolts, use the information on the ordering form to describe the head and thread type. Length is the easy part.

_A full line of bolts & fasteners can be ordered from Eldorado Climbing Walls._
Visit our online store at [http://store.eldowalls.com](http://store.eldowalls.com)

_Eldorado customers receive a 20% on most equipment._
Contact Leslie Rasch, Sales Manager, at leslier@eldowalls.com or 303-447-0512 x109 to set up an account.
TAPE

Since one of the most important products you provide your clientele is quality indoor routes, tape maintenance is important, both for climbing enjoyment and overall facility aesthetics. Ratty tape looks just that, ratty. The following are just a few things that will help you keep route-marking tape in good condition in your gym:

UNDER THE HOLD
It helps to place the tape a small ways under the hold before tightening it down. This will secure the tape in place and prevent it from being kicked off easily.

APPLICATION
One way to really get tape to adhere to an Eldo wall well is to run over it with a stiff plastic brush. Once on, run the brush over the tape a couple times. This helps set the tape into the small ripples in Dude-Tex, and again prevents it from being easily kicked off.

CLIMBER VISIBILITY
The climber wants to know which holds are on their route, and should be able to easily identify them. When applying tape, make sure the climber can see it from above AND below. If necessary, add another piece of tape to increase visibility. For holds around corners, indicate them by wrapping tape around the corner.

COLORS
Keep in mind that some of your users may be color-blind. Red is very difficult to discern from orange, as is black from brown. Using creative combinations works well, but is time consuming. Often, using a black permanent marker and striping the tape helps differentiate similar colors, and takes less time than creating multi-tape combinations.

REPLACEMENT
Every week, do a good walk-through of the climbing facility and look for worn or missing tape. Replace as needed. It helps to simply stick strips of the proper colors to your chest and climb up or use a ladder to replace where necessary.

SIZE
When ordering new tape, purchase 1” wide tape. Anything wider takes up wall space, is quickly kicked off, and is visually overwhelming. Purchasing 2” rolls, the size most commonly found in hardware stores, and tearing them down the middle is annoying and results in a lot of wasted tape.

A full selection of tape in a wide variety of colors can be ordered directly from Eldorado Climbing Walls. Visit our online store at http://store.eldowalls.com

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HARNESSES

Harnesses also require very little actual maintenance. Other than monthly checks to determine if the webbing is in good working condition and is easy to slide through the buckle, and that the buckle has not been damaged in any way, harnesses are incredibly durable and will require little attention. Other important areas that will wear on a harness are the tie-in points. Make sure to check for excessive abrasion in these areas during your monthly checks. Replace should equipment display high signs of wear, or after three years of use (per manufacturer recommendations).

WEBBING

The one thing that will require periodic maintenance is the end of the webbing that is inserted into the buckle. When the harness is shipped from the manufacturer, the end of the belt is heat sealed and usually cut at an angle or a point to facilitate entry into the buckle. Over time, the heat seal will break and the nylon will fray, making it difficult to pass through the buckle. With very sharp scissors, trim the belt a very small amount, then reseal with a rope cutting hot knife. Use the knife to flatten the edge as you melt it, creating a nice tapered edge that will last for quite a while and thread the buckle easily.

A variety of harnesses can be ordered directly from Eldorado Climbing Walls. Visit our online store at http://store.eldowalls.com

Eldorado customers receive a 20% on most equipment. Contact Leslie Rasch, Sales Manager, at leslier@eldowalls.com or 303-447-0512 x109 to set up an account.
SHOES

Maintenance of your rental shoe fleet is pretty straightforward. Other than spraying them daily with a deodorant / disinfectant, the only real maintenance issues are laces and determining which pairs are ready for resoling.

SPRAY
Any standard bowling spray will work, and you can purchase it from an athletic supply company. It keeps the lobby of your facility smelling nice and also prolongs the life of the shoe. If you really want to make the uppers of your rental fleet go the distance, require customers to wear socks.

LACES
Simply purchase these in bulk from your rental shoe manufacturer. Having about 10 pairs on hand is usually enough. Climbing shoelaces are pretty sturdy. If you notice the ends starting to fray, melt them down to keep them in good condition.

RE-SOLING
This is the main maintenance issue. Inspect your shoes monthly for rubber wear. If leather is showing anywhere from under the sole or rand, take them out of the rental fleet and resole them immediately. You do not want to wear through the leather or the shoe will be permanently damaged and uncomfortable to your customer. Shoes that start to delaminate (sole peeling away from the base or rand peeling away from the leather) should be resoled free of charge by the manufacturer unless the sole rubber is less than 2mm thick. When the sole rubber is that thin, it is a wear issue, and the shoe should be removed from the rental fleet and resoled immediately.

You will obviously have sizes that see more wear and tear than others. It is better to resole a shoe early than to wait, and have all of your Men’s 9.5 – 10.5 shoes needing repair. Make sure you can resole some of your fleet without leaving large gaps in your more popular sizes.

A variety of climbing shoes can be ordered directly from Eldorado Climbing Walls. Visit our online store at http://store.eldowalls.com

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FLOORING

If Eldorado installed the ProTec carpet padded flooring system at your facility, there are a few things to keep in mind in order to keep the surface clean and safe.

CLEANING AND CARE

1. Prevent tracking from an outside surface directly onto the ProTec surface.
   a. Position doormat style mats around the ProTec floor and have all participants wipe their feet before walking on the ProTec surface.
   b. Do not use street shoes on the ProTec surface.

2. Vacuum regularly to control chalk to control chalk dust and keep a clean appearance. A commercial bag vacuum is recommended.

3. Steam cleaning 1-2 per year (depending on facility traffic) will prolong the life of the floor. Commercial cleaning is recommended.
   a. Do not use soap in the hot water extraction process. If all the soap is not removed then the floor will feel sticky and the remaining soap will attract more dirt and grime.
   b. The foam on the back of the floor will not absorb water like the carpet pad in your home or office.
   c. Since the water will not soak through the carpet into the pad, more water may be used. **CAUTION** Water will leak through the seams to the floor below.
   d. Be sure to vacuum the water out of the carpet. Place several fans to blow air across the surface of the floor.
   e. Use caution not to get the gym floor wet under the rolls. It is a good idea to roll the rolls up off of the floor to inspect for any water.

4. Sanitize the mat surface.
   a. Check with the athletic dept and see what they use in cleaning the training room tables and for sanitizing the areas.
   b. City health departments recommend a one to ten part solution of bleach to water to kill germs.
   c. A bleach solution of one to ten will not harm or discolor the carpet. The Velcro tape will be discolored by the bleach, therefore the Velcro should be removed prior to the bleach cleaning.
   d. The bleach cleaning may be used in conjunction with the hot water extraction. An extra rinsing might be required to remove the bleach smell.
   e. Use caution as the bleach will ruin most clothing in comes in contact with.

VELCRO

Over time, the Velcro that holds the seams together will rip from abrasion and wear. Replace the torn sections monthly with a patch the length of the tear. It is unnecessary to replace the entire piece.

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SAFETY/RISK MANAGEMENT PROGRAM
SAFETY/RISK MANAGEMENT PROGRAM

RECOMMENDED ROPE & WALL MAINTENANCE PROCEDURES
Staff should examine all ropes, equipment, and wall structures for possible problems. In addition to the scheduled maintenance checks, staff members should always be on the lookout for worn or damaged equipment and/or ropes. Any questionable equipment should be removed and replaced by the staff.

DAILY EQUIPMENT AND WALL INSPECTION
This inspection should be completed twice during a business day and once after each shift. Again, remember that we must always be on the lookout for problems. Check all top-ropes for signs of excessive wear and abrasion. Check all lead ropes for signs of excessive wear and abrasion. Make sure that all bolts on the wall have quick draws and that they are in good condition. Check for abrasion on the webbing and grooves in the carabiners. Make the proper notation in the Rope and Maintenance Logs.

WEEKLY EQUIPMENT AND WALL INSPECTION
Staff members will be given the duty of weekly scheduled maintenance inspections. Check all top-ropes for signs of excessive wear and signs of abrasion. Check all lead ropes for signs of excessive wear and signs of abrasion. Make sure that all bolts on the wall have quick draws and that they are in good condition. Check for abrasion on the webbing and grooves in the carabiners. Check all bolts and bolt hangers. Make sure the bolts are straight, not loose, and that the hangers are not bent. Check the anchors at the top of the lead wall. Check the top rope anchors. Make the proper notation in the Rope and Maintenance Logs. It will be every staff member's job to check equipment and correct any problems immediately.

WAIVER POLICY AND SAFETY POLICY
Anyone who wants to climb at the facility must fill out and sign a Waiver Form unless they already have one on file. It should be the facility's policy to hand out copies of the Waiver/Release forms to anyone if requested. This may include cases such as children's groups that need to hand the waivers out to the parents to sign in advance. If a member wishes to receive a copy of the safety rules you may copy that side of the Release Form for them to keep. All visitors will be required to pass the facility's skills tests in order to climb in the facility unassisted by the staff, and a system of logging these tests must be in place.

SAFETY & LEAD TEST PROTOCOL
All climbers who do not present a Safety Card when checking in must pass the safety test before climbing at the facility. The climber must demonstrate the ability to properly put on and tie in to their harness. The climber must also show proper belaying skills. These skills must be demonstrated without coaching by other climbers. Any climber who wants to lead climb must first pass the Lead Test. Anyone who does not have a Safety Card must fill out a Waiver Form before starting the test and using the facility.

Exception: A climber who claims to have filled out a Waiver Form and been tested can have his/her Waiver Form looked up from the file. Check for the Safety/Lead test notation on the form and reissue the proper card with a charge of $X. Once customers
have passed the test(s), make the proper notation on their Waiver Forms and issue them a card. Also note on the Waiver Form that a Safety Card was issued and when. Explain that they must bring it with them to use the facility in the future or be re-tested and charged.

**Safety Test**

**Tie-in:** Climbers must have a U.I.A.A. approved harness that fits and is being worn correctly. Check the buckle or knot used to close their harnesses. Climbers should properly tie in to their harnesses using a Figure Eight Follow-Through (Flemish Bend). These knots should be backed up with either a Double Fisherman Knot or an Extra Pass (at least seven inches of tail)

**Belay:** Check to see that climbers have set-up their belay devices properly. Is the carabiner locked? Is their belay device attached to their harness correctly? Are climbing signals being used and are the climber and belayer checking each other out before the climber begins climbing? Does the belayer maintain control with his break hand at all times while manipulating the rope? Does he give and take slack where necessary? Does the belayer arrest a fall? Does the belayer lower the climber to the ground correctly? The staff member performing the safety test must explain the bouldering policy to the climbers. Climbers may boulder outside of the bouldering area. When bouldering outside the bouldering cave, climbers may not boulder with their hands above the third panel. They should not climb under other climbers. The climbers should have a spotter while bouldering. The spotter will be responsible for protecting the climber in the event of a fall. The spotter will have to keep other climbers and/or objects that could pose potential problems clear of the landing area. Climbers must be aware of bad landing areas in the facility if they exist.

**Lead Climbing Test**

Any climber who wants to lead at the facility must first pass the Lead Test. Anyone who wants to belay a lead climber must first pass a Lead Belay check.

**Climbing Test:** The climber will be expected to lead the route set for the lead test. Watch the climber make his clips. Watch for skipped clips, back clips, or Z clips. Is the climber solid on his clips? Does he climb with slack for the next clip in his hand or mouth? The climber must be able to finish the route without falling, taking a hang, or grabbing quick draw. The climber should get the rope into both anchors at the top before being lowered.

**Lead Belay Test:** Check the belayer’s set-up. The belayer should check the climber's set-up before allowing them to climb. Are signals being used? Check the belayer's position in relation to the route and first clip. The belayer should be close to the wall and standing. Is the belayer clipped into a ground anchor (if necessary)? Watch the belayer manipulate the rope as the climber climbs. The rope should be fed in and out smoothly and when necessary. The belayer should maintain control with their break hand at all times. Is the belayer able to hold the weight of the climber and properly lower him off?
MEMBER / GUEST SAFETY GUIDELINES

TO CLIMB AT THE ____________________ , YOU MUST BE AT LEAST 18 YRS OF AGE OR HAVE WRITTEN CONSENT OF A PARENT OR LEGAL GUARDIAN. IN ADDITION, ALL CLIMBERS MUST FILL OUT A WAIVER, THOROUGHLY READ THIS SHEET AND PASS A SAFETY TEST FOR TOP ROPEING OR BOULDERING, AND A MORE RIGOROUS "LEAD" TEST FOR LEAD CLIMBING AND LEAD BELAYING.

All Climbers Must

- Be at least 18 years of age (or have written consent of a parent or legal guardian and pass the additional Youth Certification Test).
- Demonstrate how to tie a retraceable figure of eight knot (and use only this knot while climbing).
- Have a UIAA approved harness, belay device and locking carabiner - and know how to use them. No hip belays, swami belts, etc.
- Pass __________ 's "lead test" before climbing on lead or belaying a lead climber.
- Always have a spotter when bouldering and understand that you may be risking serious injury, death or dismemberment if climbing unspotted.
- Never boulder with any part of your body above a height of 12 feet.
- Use only __________ 's ropes and quick draws while climbing. (Personal ropes are allowed but must be inspected upon entry of the facility and are subject to stringent guidelines).
- Allow right of way to other climbers who were first on route on any given section of wall (this includes bouldering).
- Always stand clear of climbers’ fall and swing zones.
- Keep the walkways and exits clear of traffic.
- Place all belongings in lockers or proper storage cubicles.
- Stay clear of all climbing areas when not climbing, belaying or spotting - as other climbers may fall unexpectedly from above.

Lead Climbing

- All lead climbers and lead belayers must have first passed the "lead test".
- All clips must be made safely before the entire body passes them, and in the order that they appear on that climb. Also, the final anchor should be clipped before lowering.
- After all climbers in a party attempt ONE climb, the party should turn over their rope to any waiting parties.
- "Hang dogging," or hanging to work a route, will not be permitted when there are climbers waiting to use that rope or particular section of wall.
- Lead climbers must know how to recognize twist clips and Z-clips, and realize that they are dangerous and must be reversed before climbing on.
- If two conflicting climbs intersect, the second party to leave the ground must yield at a safe distance that won't endanger either party in the event of a sudden fall.
- Quickdraws or other hardware cannot be removed or replaced except by the Staff.
- If a second will be top roping the lead, a minimum of two anchors must be used for the top rope set-up.
ROUTE SETTING
ROUTE SETTING GUIDELINES AND PROCEDURES

The following chapter will outline those steps necessary to create a successful and organized route setting program in your facility. Live by this golden rule: Great route setting can make a 128 square foot bouldering wall the best place in the state to climb and bad route setting can make the most elaborate, large facility barely worth the drive. Route setting is the product a gym offers. Route setters are responsible for making the facility fun, exciting, fresh, and most importantly, the place to be CONSISTENTLY, not just for the first few months when you are new.

ORGANIZING YOUR ROUTE SETTING PROGRAM

Based on the type of facility you have, different aspects will have to be factored in to creating a successful route setting scenario for you, your staff, and your clients. Gyms can be classified into the following general areas:

Top Rope Only:
• This type of facility has specific difficulties as far as route setting is concerned. Due to the fact that climbers cannot stray very far to the left or right of where the rope is anchored at the top of the wall, route setting creativity is limited. Most routes will be straight up-and-down in order to prevent pendulum swings. This does put a lot of pressure on the setters to become experienced with different types of movement and develop an encyclopedia of moves to keep the routes interesting over time.
• This type of facility does greatly reduce the man-hours associated with route setting, however, as the walls are often not very steep, and the setters can set off of the top-rope. Eliminating the cost associated with ladders, power tools, etc., is substantial, not to mention that the actual time needed to set is less when compared to other facilities.

Gyms with Top Rope and Lead Climbing, where all the leadable terrain is also accessible with top ropes (An example of this type of facility would be the Double Roof Design offered by Eldorado Walls.):
• Perhaps one of the most common types of facilities, this scenario offers ease of setting variety with the ability for setters to be creative and break out of the “straight up-and-down” scenario, despite the fact that those types of routes will also have to exist. Walls that are equipped for leading allow for setters to trend left, trend right, and use a variety of different moves that might otherwise be considered unsafe on a top rope. On the other hand, since walls of this design are usually not excessively steep, setting, to a large degree, can again be done on ropes, without the necessity of a large number of ladders, power tools, etc.

Gyms with Top Rope and Lead Climbing, with certain areas designated to only ONE or the OTHER:
• This type of scenario is most common with facilities of 3,000 square feet or more. The pros of this type of scenario are extensive: Lead-only terrain tends to be steeper and more exciting, allowing for more interesting setting. It also naturally divides climbers by ability. However, this can rapidly become a problem if route setters start to “cater
to the elite", as we like to say. All terrain in a facility should be attractive to as many users as possible, and that is the setter’s job.

**Bouldering Areas:**
- These areas, often the smaller aspect of a climbing facility, can become the most valuable. If they are set in a manner to make them attractive to all abilities, you will create an inviting scenario for beginners and advanced climbers alike, as well as create a venue that a climber can use alone. After taking an intro class or looking into the facility, there is an important period of time when a new climber is meeting other climbers or working on their skills. The Bouldering Area provides a means to both ends, but only if it is set up so that even the greenest beginner can have fun and enjoy the sport.

**THE BASICS**
So, what needs to happen for a facility to have a successful route setting program? Several things and they are as follows:
- Determine who your users are
- Create an effective route-changing schedule
- Have the proper tools on hand to facilitate setting
- Create/hire a dependable setting staff / volunteers
- Have fun - continue to try new things
- Safety first - things to look out for

**Determine Who Your Users Are:** The most important aspect of route setting in any facility is determining who the median user is, and setting appropriately to meet their needs. If the average user in your facility climbs 5.9, allowing your staff to set the majority of routes in the 5.11 range will only frustrate them. Make sure the majority of routes suit the majority of users. Remember that they need things to warm up on and things to set their sights on. Determine how many routes your facility can comfortably carry, and then create a bell curve. If your facility can hold 35 routes, and the average climber climbs 5.9, you should have about 8 routes in that range, about 5 in both the 5.8 and 5.10 range, 3 in each the 5.7 and 5.11 range, maybe 2 5.12’s, and various easier teaching routes to round out the selection. By doing this, you are guaranteeing the enjoyment of your largest population, while still supplying the necessary routes for other users.

**Create an Effective Route-Changing Schedule:** Changing routes in a timely manner is vital to maintaining enthusiasm in your facility. Routes older than 6 weeks are a liability to your success. Users become bored and stop coming. Create a scenario, either through volunteers or staff, or a combination of both, to completely change out the facility every six weeks. Each week should provide new challenges for your users. It is not a wise thing to simply strip the entire gym and reset it if it is a small facility. Try to create something new on a continual basis.

Here at the Boulder Rock Club, due to our size, we have an extensive route setting scenario. Here is an example of how we approach each week. It can serve as a model to establishing your scenario:
Our staff consists of a Route setting Coordinator, four Route setters, and two Maintenance Personnel. At the beginning of the week, the Coordinator fills out the route setting log. We set routes Monday, Wednesday, and Friday mornings. The maintenance guys come in at about 7:00am, the setters at about 9:00am. The Coordinator chooses four routes to be taken down and replaced each day. Routes are chosen to be stripped by age, location (so the setters have room to work), and customer request. The maintenance personnel come in early, strip the routes and all the accompanying tape, then bring the holds to a self-serve car wash to clean them of chalk and shoe rubber (A dishwasher works well for smaller numbers of holds, as does a hose with a high-pressure nozzle). The clean holds are returned to the gym and displayed on a large tarp on the floor along with the other hold back stock to allow the setters to easily choose the proper holds for their respective routes. Bolts are kept in large rubber bins to facilitate carrying and organization. We have one bolt bin for each setter, to minimize them walking around. The setters then set about creating a quality route at the grade requested by the Coordinator. Take care to use different colors and mix up the grades if possible. For example, don't replace an orange 5.10- with an orange 5.10- in the same location. Believe it or not, your customers will just think it's the same route. Try to mix it up a little!! The Maintenance Personnel then address upkeep issues in the gym, such as inspecting (and replacing when needed) lead anchors, belay bars, top ropes, slings, belay anchors, existing route tape, and t-nuts. (Route setters should also have a thread tap on hand. T-nuts overtime will become cross-threaded, so to prevent the t-nut from tearing out of the wall, setters can use a tap to re-thread the t-nut. Any bolt that has trouble entering a new or re-threaded t-nut should be tossed.)

This scenario allows for our members to enjoy 12 new routes a week, and creates an almost entire gym turn-over in about six weeks, our goal. Your staff size and schedule will obviously be adjusted to your size and needs.

Have the Proper Tools On Hand to Facilitate Setting: The proper tools will make any job easier, and route setting is no exception. The following tools are used by the BRC to increase efficiency and safety.

- Ladders - Setting on ladders is faster, safer, and more comfortable. Setting by hanging on quickdraws or top ropes is painful, time consuming, and greatly detracts from creativity. Have at least two ladders that reach the top of your facility so that the stripping and setting the finishing holds are safe tasks for employees.
- Battery Powered Drill (Makita 6213DWBE) - This tool alone makes the stripping of routes and bouldering areas a task not to be feared. It allows for fast removal of holds without the risk of damaging elbows and wrists from constantly cranking on tight bolts. Also the tool to have for setting routes. It saves time and energy, increases reach, and prevents over-use injuries to elbows and wrists. A manual ratchet or T-handled Allen wrench should be used for the first 3-6 months of route setting so that you are less likely to strip a bunch of t-nuts.
- Colored 1” Duct Tape - Many things have been tried; this is what has stood the test of time for marking routes. Order in bulk to save money, and always order in 1” width.
• Setting Slings - Various length slings the setters can use to clip in to lead anchors when setting on steep terrain - THIS IS RISK MANAGEMENT - Simply put, just have them.
• Milk Crates - for easy storage and transportation of holds.
• Rubbermaid Bolt Bins - To organize bolts by length and style (Socket vs. Cap).
• Route setting Manual - An easy-to-read manual that allows for communication between maintenance staff, setters, and the coordinator. There is a sample page of the BRC manual in the Master Forms section of this Manual, please feel free to use and/or manipulate it to suit your needs.
• Grading Sign - Create a visible, easy to use grading board where members can get grade and route info, or indicate the above information on the tape designating the start holds.

Create/Hire a Dependable Setting Staff/Volunteers: Volunteers are just that - they can’t be fired, so it makes it hard to crack down on them. If it is in the budget, paid staff works better for this job. Remember that routes are your product. Do not skimp here or business will suffer. A quality route setter will have experience on a lot of different stone, which will in turn mean creative routes, and will be able to climb the grades you need. If you need to have 5.12's at your facility, your setters need to climb 5.12. They cannot guess about the grade. On the other hand, make sure they continue to dedicate themselves to quality moderates. If everyone is climbing on classics, everyone will continue to return.

Hold all setters and volunteers to their schedules. It is best to create a scenario that allows for all setting to occur when your facility is closed. This is a safety issue. There may be times when this is not possible. Inform all your patrons to the dangers of climbing while setters are working - falling holds, bolts, tape roles, proximity of ladders, noise, etc. It is not a good idea to allow any one setter to work alone when the gym is closed, or late at night. Any injury could go unreported for some time.

Have Fun: Continue to Try New Things! Route setters can become the most visible staff in your facility. Allow them to have fun and be creative, and have dialog with the customers. Setters should be encouraged to name their routes - allowing for joking with members, etc. (One of the BRC's favorite jokes is naming a route considered easy for the grade and "Investor" route, because we are always trying to make them happy!) If a member requests a certain route, maybe create a name that highlights that member, to create a community feeling. Setters will develop a pride in their craft, and will want to know what members think of their routes. The Boulder Rock Club has a Route setting Board, which allows for members to comment on routes, and the setters can answer back. It lets the setters know what the clients want, as well as receive praise and pressure, and it lets the members know their opinion is important to us.
As far as setting goes, push the envelope. Experiment with the lines in the gym. Try to recreate climbs you have done outside. Create long traverses into the start of a route; put a mantle up high. These are the things that will bring clients back to your facility - fresh ideas.

Also, climb in other facilities. Get an idea for what other gyms are doing, how they grade, etc. It helps spark the imagination; it might also prove to be a nice pat on the back when you realize the quality of your own setting!

Safety First: Route setters have the special responsibility of not only creating a fun atmosphere, but also a safe one. People that are having fun will always return. People who are scared or get hurt will probably never return. These are the Golden Rules that all setters should live by and management should enforce:

- CLIPS SHOULD NOT BE THE CRUX!! Lead climbers, even when pushing their ability level up a notch, should not be terrified of making the clips on a route. Granted, a 5.10 climber will have trouble making the clips on a 5.12, but that isn’t what we’re talking about. The hardest part of any indoor route should not be clipping. It should be the moves in between slightly better holds to clip from. Remember that the second clip is the most dangerous - the potential for ground fall from a substantial height is greater at this point than any other on the wall. All routes should allow for a comfortable second clip. Finally, all routes should have a substantial final jug for ease of clipping the anchors.

- CHOOSE SAFE ROUTE LINES!! Routes should take lines in the gym that provide ample quickdraws, eliminate swinging falls, and keep the climbers away from potential hazards, such as arêtes, stairs, ladders, campus boards, climbers on other routes, etc.

- HOLD SELECTION!! Injuring your members is just as bad as scaring them. Select holds wisely. A deeply incut mono or two-finger pocket does not belong on a vertical wall, slab, or even slightly overhanging wall. These holds are designed for very steep walls and roofs. Watch for rope wear spots on holds that create very sharp edges. Either grind them down with a power grinder or throw them out! Also, trend away from lots of small, sharp crimps. These can lead to finger injuries if they are constantly the make-up of your harder routes. Do not mount large protruding holds on slabs, vertical and slightly overhanging walls...you are asking for damaged elbows, knees, ankles, ribs and heads. Keep the hold profile in character with the wall and the falls customers might take.

- ROUTE GRADES!! Grading routes is tricky, and takes some mileage to get both consistency and accuracy. However, go to the high end when a route is questionable. Calling any 5.11 a 5.10 will lead to falls, frustration, and potential injury. If you are debating about calling a route 5.11+ or 5.12-, call it 5.12-. Stroking egos is better for business than people repeatedly falling on a grade they normally climb. Remember that grades should stand for all your users. Routes should not have reachy moves, dynos, or excessively powerful lock-offs and pulls. These things will frustrate youth, women, and guys all. Set consistently with all your customers in mind.
BOULDERING AREAS

Bouldering areas are a different ball of wax, and need to be dealt with as such. Bouldering areas are great tools for the beginner, but also tend to cater to the more serious climber who is looking to train more intensely. The best way to balance the two? Always make sure there are at least 4 easy problems (at least 10 moves) or traverses (At least 20 moves) in your bouldering area (Read - 5.7, 5.8, 5.9, 5.10). Any less and you might be turning people away. After that, fill in every t-nut possible. Bouldering areas are only as good as the number of holds in them. Try to fill it. This allows for members to create problems, play games, and stay excited over a long period of time because bouldering areas are usually changed out less often than routes. Set a number of shorter problems from easy to hard, but leave the area relatively open to interpretation and member creativity. Think of it this way: the more taped problems there are... the more taped problems they will get bored of. Fewer problems force them to be creative, make up new problems each time they climb, etc. It also keeps the cave looking clean. For most facilities, we would recommend completely changing all the holds three times a year (every four months). However, strip all the TAPE every two months and create new problems.

ROUTE SETTING SAFETY

Within the goals of creative, exciting setting is the goal of creating a scenario that is safe for your staff and volunteers. There are different ways of setting and policies that can be implemented to reduce risk:

Setting On Top-Ropes

Setting while hanging on tope-ropes, despite being uncomfortable and requiring a lot of time, tends to be pretty safe. The following guidelines will make it as safe as possible while increasing efficiency:

• Always use a Gri-Gri to set while on a top-rope. Tie directly into your harness with a figure-8 retrace knot. Attach the Gri-Gri directly to your harness with a locking carabiner. Once off the ground, always tie an overhand knot on a byte in the rope below the Gri-Gri. This will prevent rope from feeding through if the brake is accidentally depressed while hanging.

• It is a good idea to have a couple five-gallon “pickle” buckets on hand with a rope attached to the handle. The rope should be twice the length of the highest point on the wall. This facilitates lowering and raising holds for the setter. While setting the upper portion of any wall, it is not a great idea for others to toss holds to the setter. If dropped, they become missiles, not to mention they might break. Simply drop the needed holds and bolts into the buckets and let the setter haul them up. The bucket can be clipped to a quickdraw or tied off onto a hold. It also helps to have some bolt hangers and bolts on hand. These can be screwed into empty t-nuts so the setter can clip the bucket to them if there are no draws on that section of wall. Setters can also clip into these on overhanging sections to bring them closer to the wall. **NOTE: THESE ARE NOT LOAD BEARING!!** They just make the job easier. The weight should always be on the tope-rope.

• A route setting bag can also be useful, if not heavy and uncomfortable while hanging on a rope. A small courier-style bag with several pockets, slung over the shoulder, is
nice to organize bolts, small holds, and tools. It is a good idea to have one or two of these for the setters.

Setting on Ladders
Becoming comfortable on a ladder is an issue of mileage. Most people do not feel at home at the top of a thirty foot ladder, or even a twenty foot ladder. It is frightening, to say the least. There are steps that can be taken to make it a little more sane:

- Always wear a harness with two slings properly attached to the front. These slings should have locking carabiners on them to attach to quickdraws. In the event the ladder should fall, the setter will not. It should be required of all setters to clip in at heights over 15 feet.
- Setting on ladders near top-ropes creates and easier scenario. Simply tie into the tope-rope, attach a Gri-Gri, and self-belay when high on the ladder. Again, always tie an over-hand knot on-a-byte into the rope on the brake-hand side, to prevent the rope feeding through in the event of a mishap.
- Make sure the setters are comfortable moving ladders. A fully extended 30-foot ladder is an unruly thing to move around. Make sure people are comfortable doing it, or it will come crashing down.
- As with setting on top-ropes, having the rope-bucket scenario in place is a must. It is still the best method for getting holds up and down.

The Breakdown
- Do not throw holds to a setter at the top of the wall.
- Do not drop holds from the top of the wall when stripping routes.
- Always clip in to the wall when above 15 feet in height.
- Always tie an overhand knot on-a-byte below the Gri-Gri when self-belaying.
- Be confident moving ladders.

Well, that about covers it. All facilities will create their own best approach, but by covering the above steps, you are almost guaranteed a facility that draws clients back in with energy, quality, and creativity.
SAMPLE DOCUMENTS

Staff Manual
Daily Report Log/Staff Log
Lead Rope Sign Out Sheet
Membership Rates
Waiver
Belay and Lead Test Policy
TABLE OF CONTENTS:

1. INTRODUCTION
2. GENERAL INFORMATION
3. THE FRONT DESK
4. CUSTOMER SERVICE
5. EMERGENCY PROCEDURES
6. FACILITY MAINTENANCE
7. EMPLOYEE BENEFITS
INTRODUCTION
Place your introduction here. Perhaps stating your mission statement and a little about the history behind your wall/gym.

GENERAL INFORMATION
(insert your own information in each section of this document. We have provided sample information to help you.)

SUMMER HOURS:
  MWF: 12:00PM - 10:00PM
  T-TH: 7:00AM - 10:00PM
  SAT-SUN: 10:00AM - 8:00PM

WINTER HOURS:
  MWF: 10:00AM - 11:00PM
  T-TH: 7:00AM - 11:00PM
  SAT-SUN: 10:00AM - 8:00PM

GENERAL ADMISSION FEES:
  ADULT DAY PASS: $14.00
  CHILDREN 10 AND UNDER: $10.00
  COLORADO MOUNTAIN CLUB: $10.00

GENERAL ADMISSION PUNCH PASSES:
  10 PUNCH ADULT: $119.00
  5 PUNCH ADULT: $69.00
  10 PUNCH CHILD: $85.00
  5 PUNCH CHILD: $49.00

Are we open to the Public? YES
Do we have a Bouldering-only rate? NO

PHONE NUMBER 303-555-1234
FAX NUMBER 303-555-5678
ADDRESS 1 Main St
Boulder, CO 80301

THE FRONT DESK
DRESS CODE:
All front desk employees will be required to wear the following when working:
  • (gym logo) sweatshirt
  • (gym logo) t-shirt
  • (gym logo) event t-shirt
  • Any climbing brand apparel sweatshirt, top, and bottoms in good condition.
We won’t ask you to wear ties, just look nice!! All employees will be given two articles of (gym logo) clothing when hired. You have a choice of two T’s or a T-shirt and a sweatshirt. Any additional (gym logo) items can be purchased for wholesale cost.

OPENING DUTIES:
All Front Desk staff responsible for opening the facility will need to complete the following tasks over the course of their shift. Some of these will need to be finished before we actually open. Others can be done over the course of the day. Since the morning tends to be our slower period, many basic but time-consuming tasks are best done during these shifts. Always plan on being at the gym at least one full hour before the gym opens to finish opening tasks.

BEFORE OPENING:
- Turn on all lights
- Adjust the heating/cooling system
- Turn on the stereo
- Vacuum the downstairs gym rug
- Vacuum the walkway into the gym climbing area
- Bring out trash in facility
- Clear snow from walkway if necessary
- Vacuum the lobby floors
- Wipe off the counters in the lobby
- Count cash in drawer - should be $100.00. If not, leave note for the General Manager.

AFTER OPENING:
- Place items left in gym and locker room in Lost & Found
- Use vacuum hose attachment to clean lobby area
- Enter waivers from the night before
- File entered waivers
- Walk through facility, make sure all looks right, note maintenance needs

As the first person in the gym, you have special responsibilities. Take your time to make sure everything seems okay with the gym. Prepare yourself for the day by organizing the front desk area and prepping the gym. You are the only person that can create the tone for the rest of the day. If the gym looks great and is organized, your job for the rest of the day will be easy.

CLOSING DUTIES:
All Front Desk staff responsible for closing the facility at the end of the day will need to complete the following tasks before the end of the evening. Many of these will actually be completed before we close since the volume of clients slows down at the end of the day. Take your time and make sure these tasks are completed. You carry a lot of responsibility in this position. Plan on staying about one 1/2 hour after closing.

- Remove all extra money from the drawer, leaving exactly $100.00.
- Group credit card slips, checks and other receipts together with extra cash and place in an envelope.
- Write your initials and date on it and place in lockbox
- Gather all lead ropes from the gym, coil, and store
- Take out all full trash bags from facility
- Vacuum the bouldering area
- Turn down heat/swamp coolers
- Turn off circulation fans
- Turn off stereo
- Quit all programs on the computers
- Make sure all windows are closed and properly secured
- Turn off all lights
- **LOCK THE DOOR!** Make sure bouldering area door is locked as well.

As the last person in the gym, it is your responsibility to make sure the facility is secure. Also, you have a significant impact on how our resources can be conserved by watching and regulating the temperature in the facility. Turn the heaters down early if it is warm in the gym, or vice versa with the swamp coolers. Please make sure the fans are **TURNS OFF**, especially in the winter. Show respect for other employees by leaving the facility in good condition for the morning opener. They will appreciate it.

**FEMALE EMPLOYEES:**
If you are closing the gym, please leave the trash to be taken out in the morning. Simply place it by the front door. There is no need for you to be in the far back lot alone at night. Try to park near the front of the facility. This is for your safety. Always feel free to call the police immediately if you feel it would be appropriate!!

**STEREO SYSTEM:**
The stereo, as you might have guessed, is one of the most important tools in the gym. Turning it on and using it, however, requires the following:

(insert your own stereo instructions here)

**FRONT DESK COMPUTER SYSTEM:**
(insert your own computer instructions here)

**FRONT DESK SCHEDULE:**
The Front Desk schedule will be posted by the first of every week. It will always be posted on the cork board above and right of the time clock. The schedule is subject to change, but for the most part, all employees’ schedules will be determined when they are hired.

**SUBBING SHIFTS:**
Subbing shifts is certainly allowed, but it does need to be done properly and in a timely manner. The proper steps are as follows:

- Pull a Shift-Sub Agreement form out of the top drawer of the file cabinet below the time clock.
- Enter your name on the top line.
• Fill in the shifts you need covered, with the dates and times.
• Post the sub form on the cork board in the designated spot.
• When other employees have entered their names and your shifts have been covered, bring the form to the GM for his initials.

Getting your shifts covered is your responsibility. Only at the last minute, and in the case of an emergency, is the GM to be asked to cover a shift.

CUSTOMER SERVICE:
All of our members, punch pass holders and members with trade memberships must check in at the front desk. By checking in at the front desk, we can determine:
• They have a membership.
• The membership is current.
• They have a waiver on file with the gym
• They have passed the safety tests or need to take them.

Guests paying general admission or holding punch passes who have passed the safety tests should have their yellow card. If they do not have their yellow card, we can look them up in the computer system and determine which tests they have passed. If it shows nothing, they must take the test again.

We do not accept safety cards from other facilities.

CHECK-IN PROCEDURES:
• Everyone needs to check in at the desk.
• Members must present their membership card, the front desk staff enters the number into the computer and files the card alphabetically by last name in the membership card box.
• Walk-in customers need to pay, fill out waivers, and take a safety test if necessary.
• Punch-card customers give their last name or their number and are checked in on the computer.
• Persons attending a class or event are met by the school staff and helped with their payment, waivers and gear.

RENTAL EQUIPMENT:
The gym has a complete rental fleet of equipment for our customers, students, and members. Our rental fleet consists of shoes, harnesses and belay devices. Rental equipment is included in the cost of all our classes. It is not included in our admission rate nor is it free to members. Everyone other than students wishing to use the equipment must pay for it at the front desk.

RATES:
FULL PACKAGE: $7.00
HARNESS ONLY: $3.00
SHOES ONLY: $5.00
BELAY DEVICE: $1.00
Inspect all rental equipment upon its return to make sure it is in the same condition as when it went out. The gym does not rent equipment for private use out of doors. We do use our rental equipment for off-site programs and classes.

SAFETY TESTING:
The safety and liability issues of operating an indoor climbing facility are extensive, but when covered properly and thoroughly, promote an accident free arena for recreation. The following steps are mandatory. If any one of these steps is disregarded by staff, it could mean a successful law suit brought against the gym. **Staff members need to be thorough and vigilant at all times regarding these issues. There is no “second chance” once an accident has occurred.** If you have questions about any safety or liability issue, ask a senior staff member to help you.

WAIVERS:
- Waivers need to be filled out fully and legibly.
- If you cannot easily read the information, ask the customer to spell it for you until you are satisfied.
- These waivers are our way of entering the guest into the computer system and will be used for mailings and other marketing purposes.
- If the guest chooses to omit some information, make sure you at least have a name, address and one phone number. Tell them it is a legal document and must be completed if they want to use our facility.
- Ask them how they heard of the gym and fill in the question for them if they didn’t answer it.

At the bottom of the waiver is a line marked “Accepted by:” That is to be initialed by you, the working staff member. It indicates that you have looked over the waiver, made sure it has been filled out properly, and you have accepted it.

WAIVERS FOR MINORS:
Minors, customers under the age of 18, must not initial the fifth section of the waiver. **Cross it out.** They are to sign it and complete the information, but their parent or legal guardian must sign at the bottom of the waiver. Be bold in determining if someone is a guardian. A 17-year-old’s good 18-year-old friend cannot serve as a guardian. If you have doubts, ask to call the parents, or if possible, fax them the waiver to complete. If you allow a guardian to sign a waiver in lieu of a parent, mark it “DISCARD” on the top and tell them the next time the child uses our facility a proper waiver will need to be completed.

SAFETY TESTS:
All members and guests wishing to use the roped climbing areas of the gym must pass the appropriate safety test, whether it is for top rope or lead climbing. We do not require users who will only be bouldering to take a safety test. However, Front Desk staff should introduce those users to the facility, and make them aware of the particular dangers that the bouldering area presents…such as falling climbers, the need for a spotter, etc.

**TOP ROPE SAFETY TEST:**
This test is the one most commonly given by the Front Desk staff. It is usually conducted in the lobby at the safety test station. **We allow patrons one test attempt per day.** We allow guests to review their skills before taking the test. They can practice in the gym, but neither they nor their partners are to leave the ground at any time. When they again feel comfortable with their skills, they can take the test. **Any patron who fails any aspect of the test will be failed for the entire test.** They will then have to wait at least 24 hours before taking the test again. The test requirements are as follows:

- Complete knowledge of how to properly fit their harness.
- Complete knowledge of harness buckle systems.
- Properly tie a Figure-8 retrace knot leaving at least 6 inches of tail.
- Complete knowledge of setting up and attaching a passive belay device to their harness.
- **We do not test with Gri-Gri’s.**
- Complete knowledge of how to remove slack out of the climbing system, give slack, and lower the climber **without removing the brake hand from the rope below the belay device.**
- Complete knowledge of proper belay calls.

Upon passing the test, there are two more steps that must be completed by the Front Desk staff. Fill out a small yellow Safety Card (insert your own method here), including the patrons name, the date of the test, and your initials. In addition, **mark on their waiver** that they have passed the test, the date and your initials. It will be entered into the computer at a later time.

**LEAD TEST:**

As expected, the lead test is more involved and must be conducted in the main gym area. The same guidelines for the top rope test apply here: **It will only be given once a day per patron, and failure in any aspect means failure in the test.**

The requirements are as follows:

- The Lead Test can be conducted on any 5.9 in the gym
- We do not require the patron to fall during the test

The climber must show complete knowledge in the following areas:

- Clipping of lead protection quickdraws
- They must not back-clip
- They must not Z-clip
- Positioning of the body around the lead rope
- Clipping of the top anchors
- Following the route-coding system of the gym
- Proper use of belay calls

The belayer must show complete knowledge in the following areas:

- Positioning of rope near climber
- Feeding out of slack
- Taking slack in
- Lowering the climber
- Proper technique - Brake hand never leaving the rope
- Proper use of belay calls

Upon completion of the lead test, give the patron a filled out yellow safety card, and designate the passing of the test on their waiver with “Lead”, your initials, and the date. It will be entered into the computer.

As stated above, we do not conduct safety tests with Gri-Gri’s. We like to know that our patron knows what they are doing without the added back-up. However, if patrons will be using a Gri-Gri, it is wise to have them show you that they know how to operate it, especially in the Lead scenario. **There is no charge for the safety tests and patrons do not need to schedule them ahead of time.**

**PHONE PROTOCOL:**
Answering the phone is our first opportunity to impress a customer. It should be done with a courteous, friendly voice, with the following greeting:

“Hello, the (gym name), This is (your name).”

Always use your name when greeting customers on the phone. People like to know who they are talking to and can ask for you next time if they have questions.

**MESSAGES:**
Taking good messages is simply good business. It allows us to respond properly to the customer and fill their needs. Always offer to transfer to voicemail if possible. There are fewer missed messages that way. All written messages should carry the following information:

- Name of caller
- Their phone number
- Their address if needed
- The message or request
- Who the message is for
- Date and time of message

Messages for employees should be put in their folders located in the file cabinet below the time clock. Messages for the GM, the Program Coordinator, the Assistant Manager and the Facilities Manager should be put into the plastic mailboxes with their respective names to the right of the front desk computer.

**EMPLOYEE EXTENSION #:**
(list employee extensions here)

**LOST & FOUND:**
Even though we are not responsible for any items left behind by our customers, we do maintain a small lost & found area in the lobby closet. In the winter it tends to pile up
quickly, so we clean it out every month. We donate or recycle all useful items to a variety of beneficiaries. Do not allow people to “shop” in the lost and found.

- When putting lost items into the lost and found, pay attention to where they go. There are separate places for harness and shoes, clothing, water bottles, ropes and chalk bags.

- **Be sure to close all chalk bags and do not put them in with anything else.**
- Valuables should be kept behind the front desk in the top, right-hand drawer.
- An attempt should be made to contact the owner if a wallet is found or turned in. Look for names on other items when you find them.
- If a customer calls and asks if we have located an item, put them on hold and examine the contents of the Lost & Found. If you locate the item, inform the customer, write their name on it, and place the item behind the front desk with their name easily visible.

- **REMEMBER- We are not responsible for people’s belongings.** Be sympathetic but if they become irate, direct them to the GM. He will address the situation.

**BULLETIN BOARDS AND MARKETING DISPLAYS:**

Bulletin boards and racks of marketing materials are important means of communicating with both members and potential customers. Become familiar with the materials that should be available (i.e.: school schedules, newsletter, program descriptions, brochures, and membership information). Racks and bulletin boards are to be maintained and kept tidy. If you cannot find materials to restock racks, ask the GM or Marketing Manager for help. Items posted on bulletin boards should be relevant and non-offensive.

**The Spray Board:** The Spray Board, located in the lobby, is the member’s way of communicating with the staff. If a member or a guest has a complaint or compliment, encourage them to leave a note in the Spray Box. The GM will reply to all notes and suggestions in a professional manner, unless the note is ridiculous. It lets the members know their thoughts are important to us.

**The Route Setting Board:** Located in the main gym area, the Route Setting Board allows members and guests to communicate with the setting staff. They can make requests, criticize, and compliment. This board is not responded to in writing. The setting crew will respond by filling requests, tweaking routes, or getting bonuses for excellent routes our users enjoy.

**General bulletin boards:** Located in the main gym area and inside the front door, these boards allow for the displaying of upcoming events, partner searches, sale of gear, etc. Front desk staff should review notices that people wish to post and date and initial them. After a month we will remove them to make room for new notices.

**CALENDAR OF EVENTS:**

The Calendar of Events offers members and guests a variety of clinics, events, and programs that are free of charge unless specifically noted. Upon joining the gym, new members should be made aware of this special aspect of our programming. To further promote a special event, Front Desk staff should use the intercom to announce a
particular program. For example: “Stretching with Theresa will begin in ten minutes. All those who wish to participate should meet on the second floor!”

For the services provided by our Event Calendar staff, the gym negotiates an equal trade by awarding them with free access to the Club. This agreement benefits our members and guests, our staff, the gym, and the clinicians. Only those clinicians currently offering their services are eligible for the trade. They will be given, and should present to the Front Desk staff, a membership card.

The Event Calendar is posted in the front lobby and is also a regular feature of the newsletter.

TRADE POLICY:
All gyms, retailers, and organizations that have a trade with us are listed in the “Trades” notebook at the front desk. When someone introduces himself as, for example, an employee of CATS, simply ask for their name and look them up under “C”. Always feel free to call the company and verify employment if they are not on the current list. If they are eligible, add their name to the list. Trade memberships apply only to the employee and do not include their guests. Through these trades we have access to many local gyms free of charge, as well as discounts at local climbing and mountaineering shops.

EMERGENCY PROCEDURES:
In the event of an accident, there is a very well established set of guidelines created to help staff deal with the situation. Our goal is to take care of any emergency situation in a quick and appropriate manner. Take charge of the situation and remain calm at all times.

The best prevention for accidents and injuries is to remove the causes for them before they happen. If in doubt, ask yourself, “What’s the worst that can happen?” Ask a senior staff person for help if you are not sure what to do.

FIRE
If there is a fire in the gym or in an adjoining business, the staff on site should:
- Call 911 and request assistance
- Evacuate everyone in the gym through the front doors and the emergency exits
- Make sure no one enters the building again until the situation has been contained and controlled, and the proper authorities determine it is safe to do so.
- If possible, attempt to extinguish the fire with the extinguisher located behind the front desk. Instructions for the proper use of this tool are located on the handle.
- Notify the GM to come to the scene and represent the gym.

INJURY
If there is an accident at the gym that causes an injury, the staff on site should:
- Call 911 and request assistance - THIS MUST ALWAYS BE DONE!! Allow the injured party to deny Emergency Medical Service if they choose to. However, we must always make that call.
• Administer first aid to the best of your ability and training. Check the following list to see if any qualified staff personnel are in the building.
• Notify the GM to come to the scene and represent the gym.
• Do not speak to anyone about the incident or in any way admit fault on the part of the gym, its equipment or staff. In this situation remember that YOU ARE NOT AUTHORIZED to speak as a representative of the gym. Get a spokesperson (manager) on site as quickly as possible and make no comment to anyone.

EMERGENCY RESPONSE LIST
To be used in the event of a medical emergency. These employees are trained in emergency response and should be notified of any injuries or illnesses if they are on the premises. This does not relieve the on duty staff of the need to follow emergency response protocols set forth in the previous pages.

EMployees WITH CURRENT CERTIFICATION:
(list employees with current WFR certification here and when it expires)

EMERGENCY ALERT
If there is an emergency situation at the gym, notify a manager in the following order as quickly as the situation allows:
(list top three people to notify here)

INCIDENT REPORTS
In the case of any accident, fill out an incident report as quickly as possible. If possible, get the reactions of as many people who witnessed the incident as possible. Fill the rest of the report out completely, and leave it for the GM.

EMERGENCY EXITS:
(list descriptions of emergency exits here – if possible include a map highlighting the emergency exits)

FACILITY MAINTENANCE:
As you might imagine, in a club this size with this many members, keeping the facility clean and operating is quite a task. There are a number of maintenance issues everyday at the gym. This section will highlight certain things about the facility and certain tools that all staff should know how to operate.
(list here different physical aspects of running the building including location, how to operate them, and how to fix them. Some examples are listed below.)

VACUUM CLEANERS:
LIGHTS:
FANS:
SWAMP COOLERS:
HEATERS:
LOCKER ROOMS:
The appearance of our locker rooms is everyone’s responsibility. Regular rounds through both the Men’s and Women’s facilities should be conducted several times on any shift.
• Wipe down the counter tops.
• Restock toilet paper.
• Restock paper towels.
• Replace light bulbs.
• Wipe down the mirrors.
• Inform the manager of any dwindling supplies (like TP)

Cleaning supplies are all kept in the utility closet by the water fountain in the main gym area. The key for the paper towel dispenser is kept with the other keys on the small rack at the end of the front counter.

**ROPES:**
As you can imagine, the ropes in the gym take a lot of abuse. It is every staff member's responsibility to watch the conditions of lead and top ropes. If any lead rope looks to be unsafe, leave it for one of the maintenance staff to look at. Any suspect top ropes should be reported to the route setting/maintenance staff.

**LOOSE HOLDS:**
Loose holds are an issue in every climbing gym. As they are discovered, members and guests will inform you at the front desk. If you are not too busy, take the time to fix the situation. We always keep a set of wrenches at the front desk. However, if the hold is high on a route or it is busy at the desk, simply hand the wrenches to the member or guest. They will most often tighten the hold themselves so they can continue climbing. If a hold cannot be tightened, inform the maintenance staff.

**WEIGHT ROOM AND EQUIPMENT:**
All staff need to take extra care to keep the room and equipment clean and tidy. Any equipment problems should be reported to the GM. While staff is welcome to use the weight room for their own training needs, only the personal trainers may use it for clients. Encourage your clients to make an appointment with one of them if they are interested in weight training.

**OFFICE AND EQUIPMENT USE:**
The Administrative Office at the gym is NOT a staff lounge. Staff belongings should be stored in a locker, not in the office. Use of the office phones and other equipment is to be kept to a minimum. If anyone would like to use a computer in the office, they must gain permission from the administrative staff person who uses that desk.

In the event of a meeting, the office is not to be disturbed unless it is an emergency. The office is where the administrative staff members conduct their business. It is to remain professional and clean, and is not intended as a meeting place or general-use lounge. Please RESPECT this policy.

**ANIMAL POLICY:**
In the past, the gym has had problems with guests and members tying their dogs out front or wishing to bring them into the building during severe cold or hot weather. We no longer permit this to happen under any circumstances. Dogs bake in the heat, bark, foul
the landscaping and can scare customers and children. **No dogs are allowed in the gym area at all.** Please abide by this policy. It is for the comfort of our customers and the sanity of your co-workers!

**EMPLOYEE BENEFITS:**
As an employee, you are welcome to certain benefits:

- All employees are granted a free membership to the gym.
- All additional logo wear that you would like to purchase is available at wholesale.
- Pro-purchase ordering is available from every conceivable outdoor industry company. All pro-orders are to be conducted through the General Manager.
- You are welcome to bring guests to the facility at any time. You must accompany them or make arrangements ahead of time to avoid confusion for the person working at the front desk.

**PAYROLL:**
All employees will receive paychecks on the 1st and 16th of every month. In the case that these particular dates fall on the weekend or a holiday, payroll will be ready the first business day following.

A first paycheck may be delayed if there are not enough hours worked in the starting time period. You must work at least 10 hours to receive a paycheck. There may also be a delay if the employee has not filled out the proper government forms. Make sure you request these forms from the GM if you have not received them.

All employees are responsible for reviewing their paychecks. Errors will be made, and it is your job to spot them. If you do find a mistake, bring it to the attention of the GM. He will rectify the situation.

**TIME CARDS:**
Employees are responsible for writing the time worked daily. If an employee uses different rates of pay for different types of work they are also responsible for keeping track of this on their timecard. Your supervisor will help you with the pay rate if you have questions. **Time cards must be legible.**

**PAYCHECKS:**
Paychecks will be deposited into individual employee folders in the top drawer of the file cabinet below the time card rack. If you will be out of town, please inform the GM if you will require your check to be sent in the mail. Leave a forwarding address and we will happily send it to you.

**VACATION TIME:**
If you plan on taking an extended period of time off - more than four shifts - the GM must be notified at least TWO WEEKS in advance to make preparations in the schedule. We have always in the past been able to accommodate vacation requests when they have been made in a timely manner. Please submit all requests in writing, indicating the time period you will be unavailable for work.
BOULDER ROCK CLUB
DAILY REPORT LOG/ STAFF LOG

Day: ____________________________ Date: ____________________________

Information for Opening Staff: ______________________________________
...........................................................................................................

Opening Staff Observations: ___________________________________________
...........................................................................................................

Information for Closing Staff: _________________________________________
...........................................................................................................

<table>
<thead>
<tr>
<th>Front Desk</th>
<th>Staff Schedules:</th>
<th>Route setting</th>
</tr>
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<tbody>
<tr>
<td></td>
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Class/Program and Group Information: _________________________________
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Facility Maintenance Needs:

#1:
Action Taken: ____________________________ By Whom: ____________

#2:
Action Taken: ____________________________ By Whom: ____________

#3:
Action Taken: ____________________________ By Whom: ____________

#4:
Action Taken: ____________________________ By Whom: ____________
# LEAD ROPE SIGN OUT SHEET

<table>
<thead>
<tr>
<th>NAME</th>
<th>WAIT</th>
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SAMPLE MEMBERSHIP RATES – BOULDER ROCK CLUB

SUPPORTING THE CLIMBING COMMUNITY FOR OVER 17 YEARS

Day Passes, Membership, Instructional Courses, New Routes Every Week, Youth Programs, Climbing Team, Personal Training, Coaches, Yoga, Massage, Fitness Room, Group Events, Birthday Parties, Private Instruction

CLIMBING RATES

<table>
<thead>
<tr>
<th></th>
<th>Adults</th>
<th>Youth</th>
<th>Corporate</th>
<th>Student</th>
<th>CU Alpine</th>
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</thead>
<tbody>
<tr>
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<td>$8</td>
<td>$15</td>
<td>$12</td>
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<td>$70</td>
<td>n/a</td>
<td>$100</td>
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<tr>
<td>1-Month Paid In Full</td>
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<td>$56</td>
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<tr>
<td>Monthly Automatic Payment</td>
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<td>$52</td>
</tr>
<tr>
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<td>n/a</td>
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<td>$175</td>
</tr>
<tr>
<td>12-Month Paid In Full</td>
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<td>$200</td>
<td>$520</td>
<td>$520</td>
<td>$425</td>
</tr>
<tr>
<td>12-Month AMP</td>
<td>$55</td>
<td>$20</td>
<td>$48</td>
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<td>$48</td>
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</tbody>
</table>

Kids (5yrs & under) day pass $5, Youth 6-12 yrs, 12 month family memb $1500, current ID req for student rate, 5 co-workers for corp rate, rental equip avail

MEMBERSHIP BENEFITS

No Initiation Fees, No Cancellation Fees
Free Classes & Clinics: Group Fitness, Yoga, Massage, Clinics
Bring a guest free (for their first visit only)
20% off all BRC classes, Free slide shows and movie nights
Discount on the BRC’s Boulder Climbing Series

INSTRUCTIONAL CLASSES

*Women’s Intro to Climbing: 3 weeks $130, 7-9pm Mondays
*Intro to Climbing: 3 weeks $130, 7-9pm Tuesdays
*Belay Basics: $40, 7-9pm Wednesdays
*Intermediate Technique: 3 weeks $130, 7-9pm Wednesdays
Learn to Lead: 2 weeks $80, 7-9pm Thursdays
*Class includes free membership

HOURS

Monday, Friday: 8:00am-10pm*
Tuesday, Wednesday, Thursday: 6:00am-10pm
Saturday, Sunday: 10am-8pm
*Weight room/cardio open at 8am, climbing open at 10am

BRC

The Boulder Rock Club is located in central Boulder on Mapleton Avenue between 28th (US-36) and 30th.
2629 Mapleton, Boulder CO 80301
info@totalclimbing.com

TOTALCLIMBING.COM  800.836.4008
## Acknowledgment & Assumption of Risk and Release of Liability

![Sample Waiver Page 1](https://example.com/sample_waiver.png)

**GOLDEN ROCK DOG, LLC, D/B/A Boulder Rock Club (BRC)**

<table>
<thead>
<tr>
<th>Name</th>
<th>Member Number</th>
<th>Date of Birth</th>
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</thead>
<tbody>
<tr>
<td>Address</td>
<td>City</td>
<td>State</td>
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<tr>
<td>Email</td>
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</tr>
<tr>
<td>Phone Number</td>
<td>Emergency Notification Number</td>
<td>(Home, work, cell?)</td>
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</tbody>
</table>

There are significant elements of risk in any adventure sport or activity associated with a “rock gym”: climbing wall, bouldering area, rock climbing, and/or incidental weight and fitness training regimens and equipment (herein as the “ACTIVITY”). We have taken reasonable steps to provide you with appropriate equipment and/or skilled instructors so you can enjoy an activity at which you may or may not be skilled; however, we wish to remind you the ACTIVITY has foreseeable and unforeseeable risks and certain risks cannot be eliminated without destroying the unique and exciting character of the ACTIVITY! The same elements that contribute to the unique and exciting character of the ACTIVITY can be cause of serious injury to persons, death, and/or loss or damage to equipment and can occur by accident, through negligence, or even intentionally. It is important for you know in advance what to expect and to be informed of the inherent risks.

### PARTIAL LISTING OF RISKS

- Slips, trips, falls and/or collisions while using the climbing walls, bouldering areas, landing pits, work-out areas, floors below climbing walls, bathroom facilities, stairs, courts and entrances, and other facilities or equipment existing now or in the future;
- Misuse of equipment or facilities, or failure of equipment and facilities, including but not limited to: loose or damaged holds, torn or defective ropes, and worn or defective safety devices;
- Loss of physical strength, coordination, sense of balance, and ability to follow or give directions while climbing, belaying, or working out;
- Abrasion from or entanglement with ropes or equipment; and
- Bad decisions made by you or your belayer, and the presence, actions (including mistakes), or falls of other climbers, belayers and observers.

### EXPRESS ASSUMPTION OF RISK AND RESPONSIBILITY

You hereby acknowledge that participation in the ACTIVITY is purely voluntary. In recognition of the inherent risks of the ACTIVITY, you voluntarily and knowingly participate in the ACTIVITY at your own risk and you accept the risk of any and all personal injury and/or damages to or loss of your personal property that occur while at BRC or while participating in any off-premise BRC-sponsored activity. You assume such risk even if the injury or damage is caused by the negligence of others, including but not limited to: members, visitors, BRC employees, officers, directors, agents, instructors, belayers or spotters. You further assume such risk whether the ACTIVITY in which you are participating is organized or unorganized, part of a class or instructional, supervised or unsupervised. You are aware of the meaning of the terms “unroped climbing” (bouldering), “Top-rope climbing”, and “Lead climbing”; and you understand the difference between the activities. You assume the risk(s) of personal injury, accidents and/or illnesses, including but not limited to sprains, torn muscles and/or ligaments, fractures or broken bones, eye damage, cuts, wounds, scrapes, abrasions and/or contusions, dehydration, exposure and/or altitude sickness, head, neck, and/or spinal injuries, shock, paralysis, and/or death.

### HELMET WAIVER

You acknowledge a UIAA approved helmet may help prevent head injuries. You are refusing this safety precaution against the advice of BRC and its insurance company, and you hereby waive and release the BRC, its officers, directors, shareholders, employees, and agents from any and all liability associated with your voluntary refusal to wear a safety helmet.

### CAPABILITIES–HEALTH–INSTRUCTION

You recognize that BRC may find it necessary to refuse or terminate the participation of any person judged to be incapable of meeting the rigors or requirements of any ACTIVITY. You accept BRC’s right to take such actions for the safety of yourself and/or other participants. You will not engage in the ACTIVITY beyond your capabilities and will not cause any third party to be endangered by any of your actions during the ACTIVITY or while using the facility or equipment. You understand that indoor climbing is not the same as outdoor climbing, which requires additional skills. You represent that you are in good health and have no physical or mental limitations or problems that may affect your participation. You agree to abide by all BRC rules as they currently exist and as they may be amended, and will immediately comply with all instructions and requests from BRC staff.
SAMPLE WAIVER – PAGE 2

MEDICAL TREATMENT AND PHOTO AUTHORIZATION. You hereby authorize any medical treatment deemed necessary in the event of any injury or illness while participating in the ACTIVITY. You either have appropriate insurance or, in its absence, agree to pay all costs of rescue and/or medical services as may be incurred on your behalf. You agree that any film or photographs of you, as participants, become the property of the BRC and may be used for promotional or commercial purposes.

Initials

RELEASE. In consideration of being permitted to engage in the ACTIVITY and to use the facilities, equipment and services provided by BRC, you, on behalf of yourself and any minor children for whom you are the parent, legal guardian or otherwise responsible, your spouse, your heirs, personal representatives or assigns, do hereby release BRC, its parent company, subsidiaries, principals, directors, officers, agents, employees, and volunteers, and each and every land owner upon whose property the ACTIVITY is conducted, from all liability, and you waive any claim for damage arising from any cause whatsoever, including negligence. In addition to signing the Helmet Waiver, you have read and understand this Acknowledgment and Assumption of Risks and Release of Liability. You understand that by signing this form, you are waiving valuable legal rights.

Initials

ATTORNEY’S FEES & COSTS - INDEMNITY, JURISDICTION AND VENUE. In the event of any litigation involving any actions covered by this Acknowledgment and Assumption of Risk and Release of Liability, should BRC prevail in whole or in part, you shall pay BRC’s reasonable attorney’s fees and costs, and you agree to indemnify and hold BRC harmless from any claims, demands, or causes of action which are related to participation in the ACTIVITY. You agree that if any portion of this Acknowledgment and Assumption of Risks and Release of Liability is found to be void or unenforceable, the remaining portions shall remain in full force and effect. You agree that sole jurisdiction and venue for any litigation involving any actions covered by this Acknowledgment and Assumption of Risk and Release of Liability shall be in Boulder County, Colorado.

Initials

SAFETY GUIDELINES AND REGULATIONS FOR THE BOULDER ROCK CLUB (BRC).

Please read each of the following guidelines and initial in the box provided at the end of this section. If you have any questions please inquire with BRC staff. BRC requires that parents or legal guardians of participants under the age of 18 initial for that participant, after thoroughly explaining the guidelines.

- I acknowledge and understand that, as a user of BRC, I have a responsibility to conduct myself and any and all persons under my supervision, including minor children, in a proper, courteous, and safe manner.
- I acknowledge and understand that no one may use the equipment and/or facilities at BRC while under the influence of alcohol, drugs or controlled substances.
- I acknowledge and understand that all Visitors and Members must be Safety Certified in order to climb at the BRC (Introduction Class and Private Group participants will receive the necessary instruction before their session begins).
- I acknowledge and understand that all climbers must wear a helmet or sign a Helmet Waiver.
- I acknowledge and understand that in order to belay at BRC without staff supervision I must be Belay Certified.
- I acknowledge and understand that in order to lead climb at BRC I must be Lead Certified.
- I acknowledge and understand that ONLY BRC staff are permitted to teach belay skills on the premises.
- I acknowledge and understand that the BRC has the right to deny access to its facilities to any person, permanently or for a specific period of time, for any reason to adhere to the Safety Guidelines and Regulations, or for any conduct that is viewed as unsafe, inappropriate, or unhealthy, including but not limited to: horseplay, foul or rude language, or defiance of a BRC staff request.

Initials

Parent or Legal Guardian must sign for anyone under 18 years of age

Print Guardian’s Name

Relationship to Minor

Guardian’s Signature

Date
SAMPLE BELAY AND LEAD TEST POLICY

BOULDER ROCK CLUB
Belay & Lead Test Policy
(Ages 12 and up)

KNOT
Climbers should tie in using a rewoven figure eight with at least 8 inches of tail. A backup knot is not required or recommended. The rope must be tied through isolated tie-in points according to the harness manufacturer’s recommendations.

BELAY DEVICE SETUP
The belay carabiner must be attached to the harness as recommended by the manufacturer.

TOP ROPE BELAY TEST
Members and guests must show competence and fluidity with the following:
- Choosing the correct rope for a given route
- Belay commands: on belay/belay on, climbing/climb on, up rope, slack, tension, take/gotcha, lower me/lowering, off belay/belay off
- Checking partner’s safety equipment: harness, rope threaded through the harness according to the manufacturer’s recommendation with a rewoven figure eight knot, locked carabiner, rope properly threaded to belay device
- Proper use of the belay device and taking in slack as needed
- Maintaining control of the brake strand
- Catching the climber when falling
- Control curing the lower and awareness of the ‘landing site’

LEAD BELAY TEST
Members and guests must show competency with top rope skills as well as the following additional skills:
- Feeding rope to the leader
- Correct positioning of the belayer
- Proper use of bottom anchors if applicable
- Recognizing back clips and Z clips
- Catching a fall

LEAD CLIMBING TEST
The test will be given on a route of minimum 5.8 difficulty. Members or guests must show competency in the following additional skills:
- Stacking the rope
- Proper clipping of draws
- Proper body position in relation to rope
- No skipping clips and clipping both top anchors

YOUTH BELAY POLICIES
(Ages 11 and under)
- Youths must take the belay and/or lead tests with a manager
- Adult supervision is ALWAYS required while climbing, belaying or bouldering
- Belay certification in a BRC climbing program is NOT valid outside of class

ADDITIONAL POLICIES
- Belay tests taken more than once in a 24 hour period or taken the same day as instruction may receive a pass valid only for 24 hours. Retesting is required to successfully complete the belay test.
- Passing a lead belay test supercedes a top rope belay test.
PROGRAMMING
EFFECTIVE SCHOOL PROGRAMMING FOR CLIMBING GYMS

As a climbing gym owner/operator, you must consider the benefits, as well as liabilities of operating any type of instructional programs within your facility; if your intentions are to create a revenue generating program, or to create an added benefit to the membership.

All climbing gyms need to create programming that allows new members to competently use the facility, and allow both new and old members to increase their use of the facility. Without this service, you will have a difficult time getting novice climbers into your facility; much less have them function within your safety guidelines. Additionally, many memberships end prematurely due to the member not progressing to their satisfaction, or getting injured. Programming should exist to at least teach the fundamentals of climbing movement and training, so as to prevent this to as large an extent as possible.

The following is a list of programming that covers a climbing gym’s basic user needs, as well as an outline of the curriculum that they should include.

BASIC INTRODUCTION TO ROCK CLIMBING CLASS
- Use of a climbing harness
- Belay Set Up
- Tie In
- Top rope Belay Technique
- Signaling
- Bouldering Safety
- Gym Rules and Safety
- Other Programming Available and Membership Options

BASIC MOVEMENT & TECHNIQUE CLASS
- Foot Placement
- Body Positions
- How to Hold Holds
- Basic Training and Rest Principles

BASIC INTRODUCTION TO INDOOR LEAD CLIMBING
- Quickdraws and Clipping
- Rope Management on Lead
- Lead Belaying
- Differences Between Leading and Top roping
GROUP PROGRAMMING
Groups have a high impact on a climbing gym and its resources. Programming like this usually works best if there is a high enough return to justify the expense. Group classes are primarily non-instructional, but experiential. Instructors must be able to:

- Harness and Orient Group Effectively
- Keep Clients Active and Entertained
- Allow Adequate Rest to Prevent Burnout
- Break Down and Debrief Group In A Timely Fashion

Any other programming that you should wish to create needs to be put together with a great deal of thought given to the amount of return gained by your efforts. As scope, detail and complexity increase, so does the expense. The more you take on, the more qualified your staff needs to be. Many schools end in failure because of a desire to become the most full service operation around. We recommend that you start small, and build gradually. There is a market out there for climbing school services, but it must be approached thoughtfully.
The Boulder Rock School

When selling a Boulder Rock School program, you must first assess what program would best fit the potential client. Familiarize yourself with the programs offered, and ask questions that will give you an idea of what would be best for the client. Often what they want is not what we should give them.

Indoor Programming

Introduction to Indoor Sport Climbing for Adults: This class is 2 hours long, and is for people with little to no experience rock climbing whatsoever, and those people who would like a very thorough refresher in the basics. In this class we teach proper use of a climbing harness, proper belay techniques, knot tying, bouldering safety, club etiquette, and general self awareness and responsibility.

Movement and Technique Primer: This class is 2 hours long, and is meant as a supplement for the Intro. Class. It deals with the most basic aspects of climbing movement, and is for novice level climbers only. Topics include foot placement, and basic movement characteristics on different angles of terrain throughout the club.

Introduction to Lead Climbing: This class is 2 hours long, and is for those students who are experienced with the techniques involved with the Intro. Class, and who are now interested in learning how to lead climb in the gym. The curriculum includes rope management on lead (clipping, stances, avoiding tangles, etc.), belaying a leader, and safety, and safety considerations for lead climbers and belayers in the gym.

Youth Certification Program (YCP): This class is for kids ages 12-17 who want to use the climb without being directly supervised by an adult or instructor. Consisting of 2 two-hour sessions spread over two days, the curriculum is the same as for the Adult Intro class. During the second session, students take a written and practical test in order to obtain certification to use the facility unsupervised.

Private Kids Programs: These programs are for kids too young for the YCP, or who otherwise are unable to use the facility without supervision. Each class lasts for 1.5 hours, and has a flexible curriculum based on the needs and wants of the children involved.

Personal Training: These programs are for more experienced climbers who want to work on specific issues regarding their climbing performance, whether it is mental, physical, technical, or a combination. Theses sessions are done on an hourly basis, indoors and outdoors.
Outdoor Programming

Discover Climbing: This class is primarily an experiential program that exposes clients to climbing outdoors. There is very little technical instruction involved. The class lasts 4 hours.

Introduction to Outdoor Climbing: This 8 hour class is for novice climbers interested in learning the basic core skills involved with outdoor climbing, as well as get in some quality climbing time on top rope and single pitch routes. Skills taught include proper use of a climbing harness, proper belay techniques, knot tying, rappelling, gear removal, and basic outdoor safety awareness.

2 Day Introduction to Outdoor Climbing: This class is taught over 2 eight-hour days. Day 1 is the same as the Introduction to Outdoor class, whereas day two involves additional rope management skills, more knots, and basic multi pitch management principles on a multi-pitch route.

Rock Intensive/Youth Camp: These classes are taught over 5 eight-hour days. Days 1 and 2 are similar to the 2 day introduction course. Days 3-5 involve giving the client more experience on multi-pitched routes, and learning more of the gear and anchoring principles involved, culminating on day 5 when we take them on a route that will challenge the students physically and intellectually.

Anchor/Lead Clinic: This class it taught over 2 eight-hour days. The basics of gear placement and removal are taught in detail, as well as anchoring principles for both top route and multi-pitch climbing. Concepts of leading are covered and taught in a simulated lead situation, where the client and the guide will evaluate the gear the client places.

Self Rescue Seminar: This class is taught over 2 eight-hour days. The class concentrates on new knots and hitches, and their proper application. Soft ascension, belay escapes, raising, lowering, and situation avoidance are all topics covered over the two days.

Private Guiding: These classes range from a single eight hour day to an unlimited number of days. Curriculum is based upon the client’s wants and needs.
BOULDER ROCK SCHOOL’S INDOOR INSTRUCTOR MANUAL

This manual is an outline of the basic information that each of the Boulder Rock School’s instructors is expected to convey to their students. How these things are taught is largely at the discretion of the teachers. While it is important that the information within this manual be conveyed effectively to the students, instructor’s personal preferences and methods for doing things should not be tossed aside or avoided. What is essential, however, is that the personal preferences of the instructor do not take precedence over the content of this manual. Remember that although we do not want to dictate exactly how many of these skills are to be taught, or change the instructor’s way of doing things, basic class content will be directed by the Boulder Rock School.

Primarily, students need to realize that these classes are geared for teaching them the skills that they will need in the gym. Although some of the skills offered in these classes translate to the outdoors, students in our indoor programs will in no way be prepared to be self-sufficient in an outdoor climbing scenario. All students will need to be made very aware of this fact.

As stated previously, we are all aware that teaching styles vary, and that there is more than one way to do something correctly. You should be able to give reasons for anything that you teach to a student. Your explanations are a gauge of your knowledge and expertise. Telling a student to do something just because you said so, or because that is the way that you were taught, is unacceptable. If you don’t know why you teach something the way that you do, find out, or stop teaching it.

All instructors are expected to be ready for each class that they teach at least 15 minutes ahead of the scheduled class time, and stay after the class as long as necessary to stow away all the gear from that class. Instructors are also expected to keep classes within their allotted time frames. Extra class time, although at the discretion of the instructor, is on that instructors own time, and should not interfere with other programs of the Boulder Rock Club or School.
INTRODUCTION TO SPORT CLIMBING FOR ADULTS

The goal of this class is to teach adults how to be self-sufficient in the gym at its most basic levels. This will include a realistic attitude and respect for the dangers involved with indoor climbing. It is very important that you stress the importance of awareness and self-responsibility throughout the class. Make them aware of the variable factors involved in being as safe as possible, and teach them to be consistent and thoughtful in their approach to safety (i.e. pendulum falls on TR., routes that do not end directly above where they start, conflict with other climbers on the wall, elbows in the face when spotting a boulderer, etc.).

The technical skills that all of your students should leave the class with are as follows:

Harnessing
All students need to know how to put on and adjust either the harness that we provide for them, or the one that they bring to the class. Waist belts need to be above the hips, and snug. Leg loops need to be relatively snug, and rest high on the leg. Stress the importance of doubling back through the buckle. They also need to be made aware of the differences between different models of harnesses (i.e. our rentals vs. Black Diamond Bods vs. Petzl Bonnies, etc.). Show them where to tie into, and where not to.

Tying In
All students need to know how to tie in directly to the proper parts of the harness with the traceable figure eight knot. They must learn to tie this knot in a textbook fashion (well dressed, between 4 and 8 inches of tail, and nearly flush against the harness). Backup knots are taught at the discretion of the instructor, but are not necessary.

Belaying
You cannot stress enough to the student the importance of this skill, and that they are responsible for another person’s life. Show them a variety of different belay devices (i.e. Stitch plates, Pyramids, ATC’s, Tubers, etc.) and the advantages and disadvantages of each. In regard to most 8 rings, we only recommend the stitch plate method of belaying, with the other two methods (rappel setup and sport belay) not having the handling and locking properties that we would recommend. GriGris are not a recommended learning tool, and should not be discussed in detail during this class.

In regard to actual belay technique, top rope belaying is all that you will cover during this class. You should spend a significant amount of time showing them how to fluidly handle the belay without ever letting go of the brake hand. They need to be quick to change from taking away slack, giving it out, locking for a fall, and then lowering the climber in a controlled fashion. Start with a simulated situation, with no one climbing, and after they have a feel for it, with a live subject. Whenever possible, back up the belay of your student. If you only have one student, you must gauge their skill level, and be the live subject where your judgment deems it necessary. If possible however, you should try to get another person to be the live subject, enabling you to critique the belay from the ground.

The need to respond reflexively to the various situations involved in top rope belaying should be stressed and practiced repeatedly. Also, discuss belayer position in relation to
the climber (i.e. falling climber swinging into the belayer, rope position on a belay bar, rope interfering with the climber, etc.).

In addition, mention the benefits of being able to belay with either hand acting as the brake hand. Eventually they will find that some situations will be made easier if they are ambidextrous in this respect, especially in cases when they are employing a floor anchor.

Double Checking
This is not a technical skill per se, but is more of a healthy habit, and it’s importance should not be glossed over. All the students must be made aware that they need to check the harness, tie in, and belay setup of themselves and their partner every time that someone is about to start climbing. The harness should be checked that it is on properly, with the buckle doubled back, and the swami being above and narrower than the hips. The knot should be tied and dressed properly, and be threaded though the proper tie in point(s) of the harness. The belay setup should be rigged properly, and attached with a locked locking carabiner to the proper point(s) on the harness.

Anchoring
Although not necessary in most instances while top roping, this should be covered in reference to belaying a much larger partner than themselves. The student must also be made aware that anchoring in to the floor makes them relatively unable to control where the rope is in relation to the climber, and makes the belayer unable to move in situations where movement may be desirable.

We recommend that the belayer either attach the anchor to the back of the waist belt of their harness (hardpoints only, not a gear loop), or to the belay loop at the front. Both methods have their advantages and disadvantages, which should be covered in detail. When clipped into the front of the harness, the belayer should stand with the anchor on the side opposite the direction of pull, so as not to trip over it or have it go taught between their legs.

Students should always stand in a way that tensions the anchor in the direction that they will be pulled in, so as to prevent shock loading the anchor and possibly losing control of the belay.

Signals
Proper belay signals are an important aspect of climbing, both indoors and out, and should be taught in conjunction with the other skills learned throughout the class. Stress that signals vary from area to area, and from partner to partner. All that we can offer is a consistent set of signals that is largely universal throughout the US, and universal amongst the instructors of the Boulder Rock School. The signals and definitions that you teach should be as follows:

- **On Belay**: from climber to belayer to set up the belay
- **Belay On**: from belayer to climber that the belay is set up and ready to operate
- **Climbing**: from climber to belayer that the climber is ready to climb
- **Climb On**: from belayer to climber that the belayer is ready to catch a fall
- **Slack**: from climber to belayer that the climber needs slack in the rope
- **Up Rope**: from climber to belayer that there is too much slack in the rope
- **Falling**: from climber to belayer that the climber is going to fall
- **Take**: from climber to belayer so that the belayer will tension the rope & lock off
- **Lower**: from climber to belayer so that the climber will be lowered

Although these are the signals that we want all of our students to understand and use, don't neglect to mention other variations and slang that they will eventually encounter.

**Bouldering**

Students should be taken into the bouldering area and taught basic safety awareness while bouldering. Proper spotting technique is essential, and should be taught in relation to looking out for the climber, as well as for the person spotting. Directing the fall instead of arresting it is an important distinction that must be made early on. Looking out for flying elbows and feet, as well as other falling climbers must be covered as well. You should give ample consideration to the fact that the bouldering area is the only place where climbers have been seriously injured in most climbing gyms. Students need to be reminded of the fact that they will always hit the ground, and whatever is in between them and the ground. In most cases, the shoulders and upper back of the climber are the parts that the spotter should be attempting to direct during a fall, so as to allow the legs to contact the ground first, instead of the pelvis, back, or head. Remind the spotter that they need to remain aware and supple, so as not to injure themselves or the climber with the spot that they are providing.

In addition to the aforementioned skills, all students should be taught basic vocabulary about climbing movement and terrain. In addition, a relatively thorough explanation of the Yosemite Decimal System is important so that they understand and are able to gauge what climbs are within their ability.

Students should leave this class with more than enough proficiency to pass the Boulder Rock Club's belay test. Instructors are *not* permitted to give this test at the end of the class time. The test should be taken by the student upon their next visit to the gym. They are permitted to use the facility after the class, provided that you feel confident their skill level is such that they are able to function reliably without your supervision.

Additionally, all the students should leave the class with information about where they can go from here. They should not be given the impression that they are now on their own. We have other classes and programs that the can learn from, as well as membership options. All your students should leave with information about these options, and the impression that you would like to work with them more in the future. Remember, if you are requested to teach a class, you not only get paid more, but get to teach more higher end classes.
Introduction to Sport Climbing for Adults Class main points and timeline:

First 10 minutes: Harnessing the student(s)
- Introductions
- How a harness should fit
- Doubling back through the buckle
- Hard points vs. soft points

Next 15 Minutes: Tying in with a figure eight knot
- Tying in directly to the proper points on the harness
- Tying in with a well dressed knot with proper tail length

Next 25 Minutes: Setting up and working the belay
- How and why a belay works (friction, mechanical advantage, etc.)
- Attaching the belay to the harness
- Proper belay handling
- Differences between belay devices

Next 45 Minutes: Practice and signal learning
- Actual belaying and tying in
- Learning and using signals
- Awareness and self responsibility (i.e. pendulums, other climbers, etc.)
- Basic movement and foot placement
- Descriptions of terrain and grading system

Next 15 Minutes: Bouldering
- Difference between routes and bouldering (hitting the ground)
- Proper spotting
- Cave awareness (i.e. looking out for others/self, etc.)

Remainder of time: Where they can go from here. Membership/class sales
- Rock Club Membership
- Climbing Technique Primer
- Lead clinic
- Outdoor programs
- Personal training and coaching

CLIMBING TECHNIQUE PRIMER
This class is geared for those students who have already mastered the techniques covered in the Introduction to Sport Climbing for Adults class. Instructors need to understand that this class has a much more flexible format than any of our other technical classes, and is solely geared for the advancement of the student's ability to climb.
You as an instructor will need to spend time at the beginning of the class to assess the climbing abilities of your students, and gauge what you will need to spend the most time on during the rest of the class.

You must stress the importance of warming up and of using proper technique to avoid injury, as well as to enhance performance. People interested in this class are probably going to start coming to the gym often enough to develop overuse injuries. Rest periods during and between climbing sessions must be brought up and discussed on some level.

As an outline, this class is being taught to focus on the building blocks of climbing technique, as well as teaching the advanced terminology used when describing aspects of climbing movement and climbing terrain.

With each aspect of technique that you teach, you must pick an appropriate location in the gym that has terrain that will emphasize that technical element, and force the students to utilize it. In addition, it is best to be able to directly manipulate your student when they are learning the techniques that you teach them. Bouldering is more effective in this respect than route climbing. It is important to reinforce good technique at this early stage of learning, and not let students develop bad habits.

The following is a list of the aspects of movement that you will teach, and some areas in the club that they can most easily be exemplified. Keep in mind that your students will fatigue as the class goes on, and that grossly overhanging terrain will wear them out faster.

**Hanging Positions:**
- How to hold a grip
- What part of the climbing shoe to use
- Climbing with straight arms, hip into the wall and over the feet

**Basic Transitions:**
- Crossing the arm past the other arm, & pivoting on the feet
- Reaching behind to the hold
- Reaching up (rolling the chest across the arm)

Often times you will be teaching students of various skill levels during the same class time. You must budget your time effectively so as not to forsake one student for another.

Proper methods of grabbing different types of holds (i.e. not crimping on a two finger pocket, open hand slopers, crimps, pinches, etc.) is essential information for increasing performance, as well as avoiding finger injuries. Remember, some students are more delicate than others. This is just a class, not a training day.

At the end of the class, students should leave with ideas and concepts that they can pursue on their own time to improve their climbing. We can make them substantially better climbers in a few hours, and we can give them essential information on how to more effectively improve on their own.
**Climbing Technique Primer Class main points and timeline**

**First 10 minutes:** Meeting the student(s)
- Instructions

**Next 50 Minutes:** Hanging Positions
- How to hold a hold
- Foot placement
- Straight arms, weight over the feet

**Next 50 Minutes:** Transitions
- Pivoting on the feet
- Maximizing reach

**Next 10 minutes:** Debrief and where they can go from here
- More advanced movement and strengthening classes
- Lead Clinic
- Membership

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**INTRODUCTION TO INDOOR LEAD CLIMBING**

The goal of this class is to teach the skills required to effectively lead climb and lead belay in the Boulder Rock Club. It is geared for those students who have already mastered the level of information covered in the *Introduction to Sport Climbing for Adults* class.

Upon completion of this class, students should be aware of the skills that they will need to pass the Boulder Rock Club's lead and lead belay test. They may not take either test at the end of this class! They must return at a later date and test with the front desk staff or an instructor.

**Leading**

The anatomy of a quickdraw and the uses of straight gate and bent gate carabiners should be covered in some detail. Proper technique when clipping the rope into a quickdraw must be covered in great detail. The student must become relatively proficient with both hands, with the quickdraw facing in either direction. They must fully understand the nature and consequences of back clipping and z-clipping, how to prevent either from occurring, and how to correct them when they do occur. These skills will be practiced on the ground and in simulated lead situations, with the student being belayed on top-rope while trailing a lead line. Actual leads are permitted on a case-by-case basis during the class, provided that the instructor deems it prudent, and has a relative amount of control over the student leading.

The topic of grabbing quickdraws while on lead should be covered in some detail. While considered bad form by many, it will eventually occur, and the students should understand the do's and don'ts of grabbing a draw. Have them consider what part of the draw is safest and most effective to grab, and why they should never under any circumstances grab a bolt hanger.
Students must also be aware of the reality, dynamics, and consequences of falling on lead, and it's difference to falling on top rope. Students must understand that they should not try to grab holds, the rope, quickdraws, bolt hangers etc. when falling. They should understand that while remaining supple when they fall, they should also be prepared for contact with the wall or their belayer.

Although not required, students should have the opportunity to take a lead fall while under the supervision of the instructor. These practice falls shall occur on a moderately overhanging wall, with the student pre-clipped into at least the first five quickdraws, with either the instructor belaying, or the instructor backing up the belay of another student. The belay that they receive should be relatively dynamic, with no opportunity for the student to strike a feature of the wall or their belayer with a dangerous amount of force.

For many of your students, the idea of reading a route before they start climbing is totally alien. You should inform them of the benefits of doing this, not only from the perspective of being able to move more efficiently through a route, but also to be able to read the sequences that will facilitate easier clipping.

Students should get the opportunity to lead an easy route (i.e. all holds on a vertical wall) if your judgment deems it prudent. Whenever possible, the student should have the opportunity to perform a simulated lead on the route before the actual lead. This will familiarize them with the route, and give you the opportunity to evaluate their ability to actually lead it.

**Lead Belaying**

Students should be made aware early on that lead belaying requires a much greater commitment in regard to personal responsibility and awareness. They should understand that the forces generated by a lead fall greatly exceed those generated by a top rope fall, and that the impact on them as belayers will be more than they have experienced before.

Students should be well versed in reading the needs of the climber in regard to giving and taking away slack, taking tight, reading the clip, and catching a fall. Position of the belayer in respect to the leader is very important to keep the leader from landing on the rope or the belayer. When and when not to anchor oneself to the floor should be discussed in relation to the effects of either.

Although not required, each student should have the opportunity to catch a lead fall. This fall should be taken by another student clipped into at least the first five bolts with the instructor backing up the belay. If another student is not available, you as the instructor need to decide whether or not you are comfortable taking the fall. In the absence of a backup belayer, it is important that you do not put yourself in an overly risky situation. Short falls with ample warning, low on the wall are recommended initially. There should never be an opportunity for the instructor to take a fall any more threatening than a bouldering fall.
The Students need to be prepared to catch falls at any time, and project a certain level a confidence when belaying. When you have only one student, you will be the one taking the fall.

In regard to the dynamics of the belay, all we are concerned about at this point is that the student be able to catch proficiently, without falling back onto the rope and pulling the leader in. They need to be prepared to get pulled without losing control of the rope. True dynamic belays, like those used in competitions, are too advanced for this class, and should be mentioned, but not taught.

Belayers need to understand how to take quickly without losing control of the rope. In addition, they need to understand that leaders being lowered can accelerate much faster than the top rope lowering that they are often accustomed to.

**Introduction to Indoor Leading Class main points and timeline**

**First 10 Minutes:** Assessing student’s experience, harnessing, belay, and tie in skills
- Do they need a touch up on their intro level skills
- Have they led before, and what were the situations

**Next 20 Minutes:** Quickdraws and Clipping
- Two quick methods of clipping with either hand
- How to grab a draw (and how not to)
- Back clipping and Z-Clipping

**Next 20 Minutes:** Simulated lead
- Body positions when clipping
- Body position in relation to the rope

**Next 30 Minutes:** Lead belaying
- Differences between TR. and lead belay
- Slack management
- Proper stances and use of floor anchor
- Anticipation of climber’s movement/clipping

**30 Minutes:** Reinforcement
- Simulated leading and belaying
- Actual leading and belaying
- Possible falling and catching falls

**Remainder of time:** Where can they go from here?
- Memberships
- Technique classes, personal training, personal coaching, and outdoor programs
ROCKIDS, VERTICAL PARTIES, AND OTHER GROUP CLASSES

From a technical standpoint, these classes are the simplest that we offer. They consist mainly of getting a group of people set up in harnesses, and climbing on the wall as much as possible. Sometimes they will involve basic instruction on knot tying and belaying. In those cases, refer to the protocol in the *Introduction to Sport Climbing for Adults* class.

Groups that are here purely for an experiential climbing session should spend most of the class time just climbing. Those groups that are with us for several sessions need not spend all their time climbing in the traditional group class sense. The instructors should do their best to keep things interesting for the group. Rappelling, blindfolded climbing, tying climbers ankles together, etc. are all entertaining diversions from the normal experiential class. As long as safety protocols are upheld, you need only be limited by what you think your group would enjoy. Extra activities should be planned for in advance that class time is not wasted for an extra setup that may be required.

It is the responsibility of the instructors to make sure that the students are fitted with harnesses, and put in them correctly. For speed's sake, and to limit wear and tear on the harnesses, we will clip them in with a locking carabiner and a figure eight on a bight. It is the responsibility of the instructors to select routes appropriate for the skill level of the group, and to give encouragement and advice when it is needed.

At the beginning of every group class, one instructor must be selected to give the opening address. This consists of letting the group know the basic safety rules that they must be familiar with. These include:

- Making sure their harnesses are on properly
- Making sure they do not climb unless they have been attached to a rope by one of the instructors, and that the instructor has said that it is okay for them to start climbing.
- That they do not do any bouldering without the supervision of an instructor
- That they behave in a manageable fashion

The methods that you use will vary from group to group, but the basic information will remain the same.

During the class session, it is very important to keep your awareness high. Harnesses should be checked every time you start to belay someone. Carabiners must be checked to make sure that they are locked.

When the class is over, all gear must be returned to the club. There should be a closing statement given by one of the instructors which should include:

- Letting the group know that they are not qualified to rock climb on their own
- That more technical instruction is available through the Boulder Rock School
- That in the future they do not climb anywhere without proper equipment and instruction.
Group Class main points and timeline
First 10 Minutes: Introductions and paperwork
- Waivers
- Moving group to harnessing area
- Harnessing and opening address

Class time (everything except last 5 minutes): Program
- Experiential classes climb
- Technical classes learn
- Extra entertainment (i.e. rappelling, blindfolded climbing, etc.)

Last 5 Minutes: Breakdown and debrief
- Take off harnesses
- Give closing speech

COACH & CLIMB
This program is for those kids who are ready for technical climbing instruction, but have not yet met the age requirement, or maturity requirement for the Youth Certification Program or Junior Climbing Team.

This class follows a more structured format than the RockKids, with a curriculum loosely based on the calendar in the Coach & Climb sign-up book at the front desk. Primarily, this class will consist of 4 different sections per class time: arrival and introduction, activity #1, activity #2, and debriefing. The activities include technical rope handling instruction, and movement. For technical rope handling instruction, refer to pertinent sections of this manual. For movement activities, refer to the Coach & Climb sign-up book at the front desk. The book contains games that work various aspects of climbing movement and conditioning. The calendar at the front of the book will indicate the basic skills to be covered on any individual day. Selection of the particular game or activity is at the discretion of the instructor.

Coach & Climb main points and timeline
First 10 minutes: Introductions
- Harnessing the group
- Orienting new students
- Discussion of days activities

Next 20 minutes: Rope Handling Activity
- Learn skill
- Practice skill

Next 25 minutes: Climbing Activity
- Climbing game that practices the day’s climbing skill
• Kids who belay reinforce belay technique when the group is rope climbing

Next 25 minutes: Kids Choice
• From games listed, let kids choose an activity that works on a climbing element that is part of the theme of the day (you must compile choices before class)

Next 10 minutes: Debrief
• Talk about days activities. What did they learn?
• Safety debrief. Don’t try this without supervision, etc.

YOUTH CERTIFICATION PROGRAM (YCP)
The Youth Certification Program is designed for kids over age 12 and under the age of 18 who want to be able to use the club without adult supervision. Course curriculum is identical to the Introduction to Sport Climbing for Adults. The marked difference is that this course is divided into two 2 hour sessions. During the second session, the kids take a practical exam consisting of the Boulder Rock Club's belay test, and the written YCP test.

Keep in mind that in many ways these kids will pick up some things faster than will adults, but may also retain much less from the first class period to the second. Day one is designed to teach the kids all the technical information that they will need to pass their tests. Day two is a pre-test review time, and then the actual test.

The practical aspect of the test is proper use of the harness, belay setup and technique, tying in, checking you and your partners tie in/belay setup, and proper use of signals. The written test is as follows:
• What is the minimum length of the tail on your figure eight knot? (6 inches)
• When bouldering on the main floor of the club, how high can you go? (Hands no higher than 12 feet)
• When spotting a boulderer, what are you doing? (Directing the fall of the climber via their shoulders and upper back, and watching out for yourself)
• When setting up a TR. on the lead wall, what is the minimum anchor setup, and how should the rope be clipped in on the wall? (At least one quickdraw at the top of the wall and one cold shut. The TR. climber must unclip the draws used on lead as they go, so as to prevent a dangerous swing.)
• When two climbers are on the wall, which has the right of way? (Whoever started climbing first)
• When you witness someone doing something unsafe or against the rules of the Boulder Rock Club, what do you do? (Tell a staff person)
• Where do you keep your extra stuff (coat, bag, etc.) when you are in the club? (Either in a locker or in a cubby)
• How do you decide which top rope to tie into for a given route and why? (Whichever rope is closer to the finish of the route so as to avoid pendulum falls)
• Who is responsible for the safety of the climber? (The climber & belayer/spotter)

All aspects of both tests must be completed without error for the student to pass. If the student does not pass the first time around, they are entitled to review the material and
take the test again. If they fail a second time, then they need to repeat the entire course. The only exceptions we make for missed questions are those that do not involve safety issues. Every other aspect of the test has to be solid. Remember, kids who pass this test will be using the gym *unsupervised*.

**Youth Certification Program main points and timeline**

**DAY 1**

First 10 minutes: Harnessing the student(s)
- Introductions
- How a harness should fit
- Doubling back through the buckle
- Hard points vs. soft points

Next 15 Minutes: Tying in with a figure eight knot
- Tying in directly to the proper points on the harness
- Tying in with a well dressed knot with proper tail length

Next 25 Minutes: Setting up and working the belay
- How and why a belay works (friction, mechanical advantage, etc.)
- Attaching the belay to the harness
- Proper belay handling
- Differences between belay devices

Next 45 Minutes: Practice and signal learning
- Actual belaying and tying in
- Learning and using signals
- Awareness and self responsibility (i.e. pendulums, other climbers, etc.)
- Basic movement and foot placement
- Descriptions of terrain and grading system

Next 15 Minutes: Bouldering
- Difference between routes and bouldering (hitting the ground)
- Proper spotting
- Cave awareness (i.e. looking for others/self, standing underneath climbers, etc.)

Remainder of time: Club Etiquette
- Right of way on the wall
- Where to keep their stuff that they are not using
- Who to tell when something dangerous is going on

**DAY 2**

First 10 minutes: Harnessing
- Refresh memory about harnesses and their use

Next 20 Minutes: Belaying, tying in, and signals
- Rehash points about these skills, and practice them
Next 10 Minutes: Bouldering cave safety, club etiquette, and miscellaneous info

Next 10 Minutes: Written test

Next 10 Minutes: Practical test

Remainder of time:
- For students who passed, continue to reinforce the skills that they have been taught. Do routes, use the bouldering cave, re-ask them test questions, etc.
- For students who failed, go over the points that they failed on, and repeat the test. If they pass, spend the remainder of the time reviewing and reinforcing the material. If they fail again, spend the remaining time reinforcing the material, and tell them that they need to repeat the program if they want their certification.

CLOSING POINTS
Keep in mind that your first responsibility is to the safety and well being of your students. This manual is just a basic overview of your responsibilities as an instructor of the Boulder Rock School. Other points and details not covered here will be covered in your staff training time throughout the year.

As an instructor of the Boulder Rock School, it is understood that you have read and understand this manual in its entirety, and that you will effectively convey the information contained within to your students.

SIGNATURE OF INSTRUCTOR ___________________________ DATE ___________________________
THE BOULDER ROCK CLUB’S TEAMBUILDING PROGRAM

BOULDER ROCK SCHOOL MISSION STATEMENT
The mission of the Boulder Rock School is to provide state-of-the-art rock climbing instruction to a broad spectrum of clients and to provide those clients with the safest and most knowledgeable program climbing has to offer. Our goal is to raise the standard of professionalism in the climbing instruction and guiding community by reaching and maintaining the highest level of excellence in our programs and instructor performance. As an American Mountain Guides Association accredited program, the Boulder Rock School strives to set the example that other climbing schools desire to follow.

BOULDER ROCK SCHOOL TEAMBUILDING OBJECTIVES
The Boulder Rock School believes that experiential learning is an active, dynamic process founded on action-based activities that transfers to everyday work experiences. The Boulder Rock School Teambuilding Program uses metaphors and activities that relate a business’s work experiences to the dynamic sport of rock climbing. Throughout the program participants will encounter activities that foster team involvement and growth through individual learning experiences. Our experienced staff will process the team towards building more positive skills in

- GOAL SETTING
- COMMUNICATION
- RISK TAKING

WHAT IS A BOULDER ROCK CLUB TEAMBUILDING PROGRAM?
A BRC teambuilding program is a program that motivates individuals to learn how to work together as a productive team through challenging and fun rock climbing activities. These initiative activities provide a foundation for building greater goal setting, communication and risk taking skills. The skills that are practiced and learned during this program should be used by the participants in their everyday work environment.

The goal of a professional teambuilding program is to process to a clear goal. The program cannot begin until the facilitators and the staff know what that clear goal is. The goals and objectives of the program can be established by the facilitator through the Company Profile worksheet. This is probably the most important piece of information because it provides the foundation for how the day will be processed.

WHAT IS THE CLEAR GOAL?
The clear goal is to improve skills in the areas of goal setting, communication and risk taking. Chose one of these areas to focus on based on the Company Profile worksheet. What does the Company Profile tell you about the group and it’s goals? The traits you are to be working on with the group that day that will help you process to that goal. Information provided in the Company Profile is important because it gives you an outline of the client’s background before they arrive. This will greatly help you with the pre-planning of the day’s activities. Understanding what traits you should be working on provides the foundation for the goal of the day. If the group’s coordinator provides information that the group needs to work on communication skills then the goal for the day should be to work on improving these skills. You will select initiative activities that
focus on working on these traits. All of the initiative activities provided in this manual can process you to working on any goal you set for the program, so it is important that you know how to bring out the elements of goal setting, communication and risk taking skills during these activities. Also during the initiatives you will want to process the strengths and weaknesses of the group’s skills. The processing of the briefings and debriefings should be based on the program goal and getting the team ready to transfer these skills to the workplace.

HOW DO I BRIEF THE PROGRAM? WHAT IS MY OPENING SPEECH GOING TO TALK ABOUT?

Brief the group about what the program entails. It is important to let the group know what it is they will be doing over the course of the program and what the clear goal is. Find out what their anticipations and expectations are and then what it is that you expect out of them. This is an important time for safety rules and regulations. Remember, the goals and objectives for the day should be based primarily on the information provided to you by the program coordinator on the Company Profile sheet and not on the verbal feedback from the group. The person who is in charge of the group has provided you with the clear goals based on the organization’s needs and desires. You are going to be working with and for the group, but essentially you are trying to meet the needs of the goals of the company. The group may not understand it’s own strengths and weaknesses and therefore is relying on your professional expertise to help them along. Get the group interacting with each other and yourself by asking them what the traits are of a high performing team. Give them the following five characteristics once they have expressed to you their ideas and stress their importance throughout the day:

5 Traits of a High Performing Team
• A commonly shared goal and vision
• High level of trust between team members
• Exceptional communication
• Ability to take risks
• Superior team problem-solving skills

You should finish the briefing by having the group reiterate the goals and objectives for the day. It is important that you all have a common goal and mission.

BRIEFING OF THE INITIATIVES

A safety talk should always be given at the beginning of each initiative, especially if the initiative entails belaying skills. Remind the group what skill they are working on with this initiative, (i.e.; trust, communication, risk-taking,) as well as the rules and parameters when needed.

The briefing of the initiatives should follow the basic format of the initial program briefing. Give the group the objectives and rules for the initiative and the final goal. Tell the group members that if anyone has ever tried any of these initiatives prior to this program that they let the group solve the problem without their assistance. The individual can of course still participate in the activity, but should recognize that the group will have more
fun the longer they are able to challenge themselves with the problem. Briefing each initiative should entail supporting the group’s creative planning and problem-solving skills.

**FACILITATING THE INITIATIVES**

Once you have briefed the initiative, start the activity only if the group understands the rules of safety and initiative goals. Selecting which activity you do depends on the length of time of the program and the physical and mental endurance of the participants. In some instances you may only have time for one or two activities. Teaching the participants how to belay may not work if the group needs a generous amount of facilitator support. Monitor the group using the guidelines on the Debriefing of Initiatives worksheet. This will not only help you with how to process the debrief, but it will also help you with how to process the activity as it move along. Keep several things in mind during the initiatives:

- Make sure that the group understands the safety rules and objectives of the initiative
- Encourage participation from the entire group
- Support the group in their planning stage
- Change the variables of the activity (if needed) to make it easier or more difficult (add a time constraint, mute or blindfold the participants)
- Don’t give the group the solutions until their options are completely maxed out

**DEBRIEFING THE INITIATIVES**

For reasons that are both functional and symbolic, a circle is almost always used during group discussions. While this may be uncomfortable for some participants at first, it is an important part of the debriefing process because it allows everyone to be seen and heard, and it removes the facilitator from the front of the group and allows him/her to become a part of the team.

You will want to talk again about the goals for the activity and ask the group if they felt that they met them. Why or why not? Use the questions you asked yourself on the worksheet to outline this part of the program. One of the fundamental goals of the initiatives is to get the group to think in terms of team-oriented problem solving so it is important to address the skills they demonstrated and whether they were effective or not. Draw out individual opinions from the group members about the group’s performance and perhaps their own performance. Use this evaluation as a bridge to the next activity. What has the group learned about themselves during this activity and how will they handle the next one?

Verbally process this part of the program in a reasonable amount of time. (i.e. If you have a 45 minute activity, debrief no longer than 15 minutes.)

**FINAL DEBRIEF OF THE PROGRAM**

This is the final stage of the program. It is important to go over with the group what the goals and objective for the entire day were and if they felt they met them. Use the results from the initiatives as a guideline for processing this information. If you asked the
group at the beginning of the program what the traits of a high performing team were, ask them again and find out if they feel they were and are a high performing team. Why or why not? Ask the group what it was they learned about themselves as individuals and as team players. **Inform the group that the teambuilding program will only be viewed as effective if they are moved to take action and make changes by improving their skills as a team in their own workplace.** Ask each individual to acknowledge one thing they learned about themselves during the program they need to change and what their first step will be to making that change in the workplace. Finally, ask the group their overall opinion about the program and if they have any suggestions on how to improve it. Ask them if they would refer the program to another department or business.
TEAMBUILDING PROGRAM – COMPANY PROFILE

Program Date:  
Program Time:  
Contact Person/Coordinator Name and Title:  
Company Name:

Facilitator Notes:

1. What does the company do? What are the company’s corporate goals?

2. What are the responsibilities (job titles) of the program participants? What do they do?

3. What basic business problems is the company or group currently facing?

4. What traits does the coordinator want the group to work on today? (circle)
   
   Goal Setting    Communication
   Confidence      Diversity
   Decision-Making Motivation
   Timing          Group Focus
   Conflict Resolution Creativity
   Trust building  Fun

5. What does the coordinator want to see as an end result for the day?

6. Facilitator Comments:
TEAMBUILDING PROGRAM – OPENING SPEECH FOR FACILITATOR

This part of the program briefing should be based on the goals, objectives and needs provided by the Company Profile and additional text in the introduction. Please use this sheet as an outline for your briefing.

- Introduce yourself as the facilitator and the rest of the BRC staff to the group.

- Ask the group to introduce themselves to you;
  - What are their names?
  - Ask for a rock climbing experience or story
  - What do they consider to be a trait of a high performing team? (You will be asking this question again at the end of the day)

- Explain the objectives for the day.
  - The day will be based on action-based learning experiences.
  - There will be several problem solving initiatives; (Emphasize safety concerns)
  - We will be studying the process and relationship of group problem solving. (Learning about themselves as individuals and as part of a team)
  - These activities are Challenge-by-Choice but the physical and emotional safety of each participant is non-negotiable. (But everyone will be a participant)

- Discuss openly with the group the ultimate goal for the day based on the company’s corporate goals and the traits the coordinator wants you to work on. What is this goal?

- Ask the group for clarification of these objectives and final goal. Do they really understand it?

- Move the group down to the main floor and start the first initiative.
TEAMBUILDING PROGRAM - DEBRIEFING OF INITIATIVES AND FINAL DEBRIEF

The fundamental goal is to get the group to think in terms of **team-oriented problem solving** versus just thinking about the task and how to solve it.

- **During each initiative** (Take mental or written notes)
  - Look at each individual at least twice and note their behavior.
  - How is the group and the individual behaving? Specifics!
  - What is their level of involvement? (Passive, aggressive, supportive, etc.)
  - Are they effectively processing towards the goal of the initiative? (Why/Why not?)

- **Debrief each initiative in this order**
  - What actually happened to solve the problem?
  - How did the team work together to solve the problem?
  - How does the group feel about the group’s interaction?
  - How did each person feel about the process and their individual role?
  - What will the group do differently in the next initiative?
  - Ask the group to apply the process and results of this initiative to a work situation. Have them give a specific example.
  - What might they do differently at work as a result of this exercise?

- **Final Debrief**
  - Ask the group to reiterate the initial program objectives and goals.
  - Did they feel that they met these goals?
  - Use the debriefing of the initiatives information to help the group process if they met their goals.
  - Talk about the traits of a high performing team. Do they feel that they have the characteristics of a high performing team
  - What did they learn about themselves as individuals?
  - Ask the group for feedback about the program and how they might improve it or make changes.

**Questions to Stimulate Discussion for the Debrief**

- Did you enjoy the activity?
- How was it personally for you?
- Who showed leadership?
- What were the different forms of leadership exhibited during the event?
- Did everyone feel free to contribute their ideas?
- Did anyone reach out to the quiet members to hear their opinion?
- Was everyone comfortable with the level of safety?
- What specific behaviors or ideas helped the team?
- How did you deal with the conflict(s) that arose? Were those methods helpful?
- What behaviors would you like to change?
- How effective was your planning process?
- If you had been functioning at your “ideal” level, what would this process/activity have looked like?
TEAMBUILDING INITIATIVE #1 - REINVENTING THE KNOT

Objective
The entire group must tie a knot in a rope without letting go of the rope. (Each member of the group is holding on to the rope and the knot has been demonstrated by the facilitator.)

Props
One long climbing rope (at least 20 feet long)
One small piece of rope

Directions
Form the group into a large circle. Take the long rope out of the props box and disperse the length of the rope from one end of the circle to the other so that each person in the circle is holding onto the rope with both hands. (The ends of the rope should be held by the first and last persons in the circle.) Take the small piece of rope and tie a knot in the center while showing it to the group. Ask the group to recreate the knot just as you have tied it.

The goal is for the group to recreate the knot perfectly.

Hint
Any knot can be used but the facilitator should choose knots that complement the skill level of the group. Starting out with an overhand knot and progressing to something harder (starter figure-eight) would be good.
TEAMBUILDING INITIATIVE #2 - PUTTING ON YOUR HARNESS

Objective
To get everyone to learn how to put on their harness correctly.

Props
Properly sized harnesses for every participant
Blindfolds, if necessary

Directions
- Give the group a detailed list of directions on how to put a climbing harness on properly. The strategy for the group to complete the task can be one of several different methods:
  - The directions can be given verbally or on paper.
  - No member of the team can put on their own harness.
  - Give the directions to only three people in the group who in turn have to teach three more people until the group has finished the task.
  - Put a time constraint on the initiative.
  - Blindfold several members of the group.
  - Mute several members of the group.

Hint
You can do this initiative several times in a row, changing or adding new rules as you go.

Safety! Safety! Safety! It is important to make sure that everyone knows how to put on their harness correctly.
TEAMBUILDING INITIATIVE #3 - ELIMINATION

Objective
To get all of the team members to complete a boulder problem while eliminating holds as they climb.

Props
Route setter tape (preferably a color that is not already on the wall)

Directions
Before you address the group, tape off a boulder problem with lots of easy holds. Make sure that it is in an area that has plenty of big hand and foot holds and that you are taping off as many holds as possible. (The reason for this is that you will be pulling tape from the holds that are being used the most.)

Address the group with the objective and the rules for the game.

- The group needs to divide itself into pairs so that one person is the climber and one person is the spotter.
- As the climber moves along the boulder problem, one of the staff members will periodically remove the tape from a hold that has just been used or appears to make the boulder problem too easy.
- Everyone must take turns climbing the route, so everyone must take turns being a spotter. (It is important to give good instructions as to what the spotter’s job really is.)
- The boulder problem will progressively get harder as the tape is removed so the team needs to figure out the order in which they will climb.
- Once each member of the team has made it through the boulder problem, they are finished.

Hint
The staff member can make this as easy or as difficult as they want. You can also change the roles around for the participants and have one of them remove the tape from the holds.
SAMPLE PROGRAMMING – BOULDER ROCK CLUB

SUMMER 2010

Rock

Intro to Rock Climbing
Learn rock climbing basics, beginner technique, belaying, topping out and more.

Intro to Rock Climbing Seminar
Our intro to rock seminar covers basic to intermediate skills on both top rope and multi-pitch climbing.

Intermediate Technique
Learn efficient climbing movement, improve footwork, plan sequences, try different climbing styles.

Intermediate Technique Seminar
Become a better, more efficient climber ever a week. Break through your plateau with lots of time on the rock.

Multi-Pitch Clinic
Learn skills to climb longer routes, belay transitions, efficient systems, multi-pitch rappelling.

Top Rope Anchor Clinic
The first step is becoming an independent climber. Learn equipment, anchor building, and hazard assessment.

Crack Clinic
Intermediate class focused on improving the art of crack climbing. Focuses on efficiency, handholds and chocks.

Learn to Lead Sport
Learn how to make solid anchors, place trad protection and develop safe habits for a lifetime of climbing.

Learn to Lead Trad
Learn how to make solid anchors, place traditional gear and develop safe habits for a lifetime of climbing.

Big Wall Clinic
For competent leaders looking to big wall events. Practice fixing, belaying, rope ascension and more.

Comprehensive Rescue
Become a solid and fully capable partner. Learn to improvise, escape the belay, and rig lead systems.

Mountaineering

Basic Expd. Skills/ Denali Prep
Stay overnight in the backcountry of RMNP learning trip preparation, travel techniques, snowcaves and more.

Intro to Mountaineering
Learn basic skills to climb a peak. Day one covers skills, day two in practice by attempting a major route.

Mountaineering Seminar
Comprehensive beginner to intermediate mountaineering course including several nights spent in the backcountry.

Mountain Navigation
Great course for any backcountry enthusiast, learn to use crucial tools like maps, a compass, altimeters and GPS.

Crevasse Rescue
Intermediate course to prepare you for glaciated terrain. Learn basic crevasse arrests, climbing systems and more.

Alpine Leading Seminar
Advanced course that covers rock, snow and ice protection and leadership strategies with several backcountry excursions.

Scheduled Outings

Longs Peak Camps
Spend the night in an amazing alpine environment & attempt the most coveted hike in Colorado via the Keyhole or North Face.

Flatiron Camps
Climb the ultra classic in Boulder. The First and Third Flatirons are amazing 1000M multi-pitch climbing adventures.

Eldorado Classic Climbs
Climb a classic route in Eldorado Canyon. Routes are determined by the trip leaders.

Lumpy Ridge Classic Climbs
Climb a classic route at Lumpy Ridge. Routes are determined by the groups ability.

Red Rock, Nevada
Join us for an amazing trip to Red Rock outside of Las Vegas. RM, Chasmp, Tog, multi-pitch rock climbing

Expeditions

Mexico & Ecuador
Perfect introduction to high altitude trips. Tackle mountains like Ixtaccihuitl, Chirripo, Cayambe and Cotopaxi.

Bolivia
From Totola to Huaraz via the high peaks of La Paz, Huayna Potosi, Illimani and Huayna Potosi in the Andes.

Alpina
Highest peak in the Western Hemisphere at 27,383’. We climb the less-traveled Inca Path Glacial route, with porter support.

Polifeno Chico
Multi-pitch introduction to mountaineering. Climbs to 7o pitches starting at 3, 3/4 Private rates in mutual setting.

Alaska Climbing
Alaska climbing trips (including Denali, Ruth Gorge, Moose's Tooth, 3100’).

Vail, Ar Skiing
Vail, CO skiing

Climbing Trips

Plan your trip now! With several IFMGA-certified guides on staff, CMU is ready and able to take you to locations worldwide.

TOTALCLIMBING 800.836.4008

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SAMPLE PROGRAMMING – CITY OF GOLDEN REC CENTER

Activity Brochure

24615 – Billy Goat Climbing
Climb like a Billy Goat! This class is designed for kids with little or no climbing experience. Lessons will include: safety, knots, basic climbing techniques, climbing commands, basic climbing terms, and basic hand and foot holds. Tennis shoes required.

<table>
<thead>
<tr>
<th>Activity #</th>
<th>Description</th>
<th>Ages</th>
<th>Days</th>
<th>Dates</th>
<th>Time</th>
<th>Fees</th>
<th>Location</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>24615-3</td>
<td>Billy Goat Climbing</td>
<td>5 years to under 8 years</td>
<td>W</td>
<td>07/07/2010 to 07/18/2010</td>
<td>4:00P to 5:00P</td>
<td>$40/45</td>
<td>Community Center</td>
<td>FULL</td>
</tr>
<tr>
<td>24615-4</td>
<td>Billy Goat Climbing</td>
<td>5 years to under 8 years</td>
<td>W</td>
<td>08/04/2010 to 08/22/2010</td>
<td>4:00P to 5:00P</td>
<td>$40/45</td>
<td>Community Center</td>
<td>FULL</td>
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</tbody>
</table>

24625 – Mountain Goat Climbing
This course is mainly hands on, with some instruction, and lots of encouragement. We’ll talk about; route interpretation, how to problem solve, more advanced climbing techniques, advanced climbing terminology, spotting, importance of balance and breathing, how to focus while climbing, and much more! This is a great course for kids who have never climbed, or for those who have climbed but need some instruction. Tennis shoes required.

<table>
<thead>
<tr>
<th>Activity #</th>
<th>Description</th>
<th>Ages</th>
<th>Days</th>
<th>Dates</th>
<th>Time</th>
<th>Fees</th>
<th>Location</th>
<th>Notes</th>
</tr>
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<tbody>
<tr>
<td>24625-2</td>
<td>Mountain Goat Climbing</td>
<td>8 years to under 13 years</td>
<td>W</td>
<td>06/09/2010 to 06/30/2010</td>
<td>5:00P to 6:00P</td>
<td>$40/45</td>
<td>Community Center</td>
<td>FULL</td>
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<tr>
<td>24625-3</td>
<td>Mountain Goat Climbing</td>
<td>8 years to under 13 years</td>
<td>W</td>
<td>07/07/2010 to 07/30/2010</td>
<td>5:00P to 6:00P</td>
<td>$40/45</td>
<td>Community Center</td>
<td>FULL</td>
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<td>24625-4</td>
<td>Mountain Goat Climbing</td>
<td>8 years to under 13 years</td>
<td>W</td>
<td>08/04/2010 to 08/29/2010</td>
<td>5:00P to 6:00P</td>
<td>$40/45</td>
<td>Community Center</td>
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</tbody>
</table>

24640 – Family Climb
Don’t drop off your child for a climbing class. Join in! This is a great way to spend time with your child while learning climbing fundamentals in a safe environment. Both parent and child must register, fee is per person. Parents may register more than one child.

<table>
<thead>
<tr>
<th>Activity #</th>
<th>Description</th>
<th>Ages</th>
<th>Days</th>
<th>Dates</th>
<th>Time</th>
<th>Fees</th>
<th>Location</th>
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<tr>
<td>24640-3</td>
<td>Family Climb</td>
<td>4 years and up</td>
<td>Tu</td>
<td>07/06/2010 to 07/27/2010</td>
<td>6:00P to 7:00P</td>
<td>$40/45</td>
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<td>24640-4</td>
<td>Family Climb</td>
<td>4 years and up</td>
<td>Tu</td>
<td>08/03/2010 to 08/14/2010</td>
<td>6:00P to 7:00P</td>
<td>$40/45</td>
<td>Community Center</td>
<td>FULL</td>
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</tbody>
</table>

24655 – Terminal Velocity 2
Rocktober Fest. 2019
In addition to last year’s Rocktober Y.E.C.*, join us this year and take advantage of the full month!
Here's what to expect:
Frequent Climber Card- If you’re a frequent climber to the Golden Community Center or would like to put in some vertical miles, come in and take advantage of this card! Each week during the month of October, climbers are encouraged to come in and climb 1 or all of 3 new problems that will be set each week. If routes are not your thing, push for your best on our speed traverse

https://rec.cityofgolden.net/wbwsc/webtrac.wsc/wbar02vsi.html?wbsi=ihilUOXaaafpbbkd... 7/22/2010
Activity Brochure

challenges! The Frequent Climber Card will not only keep track of which problems you’ve climbed, but also how fast you can traverse each week! During Open Hours come in and have us clock your time. Traverse as many times as you want and we’ll record your fastest time! Participants who obtain their Frequent Climber Card will be offered an extra ticket to use towards the prize raffle. Held at the Rocktober Y.B.C.acknowledgments will be awarded at the end of the Rocktober Y.B.C.on October 30 around 3:30pm. Come pick up your FREE Frequent Climber Card from the climbing wall instructor during Open Hours ONLY starting October 1st!

Rocktober Y.B.C. - On October 30, 2010 the Golden Community Center will be hosting its 3rd annual Rocktober Y.B.C. for ages 6-18! If you’re interested in competing but have not participated in the Frequent Climber Card or haven’t dressed up for the Costume Contest, have no fear! If all you want to do is compete, please come join us in our competitively fun event!

24655-2
Pre Registration $10 (Oct. 1 - Oct. 29)
Day of Registration $15 (Oct. 30)

Costume Contest - Patrons interested in competing at the Rocktober Y.B.C. at the end of the month are encouraged to dress up as their favorite character! A special prize will be given to “Best Costume” and “Most Original” and will be awarded to climbers during the award ceremony around 3:30 pm after the Rocktober Y.B.C. Participants in the Costume Contest are required to register and pay for the Rocktober Y.B.C.

24655-2
Oct. 30

**Y.B.C. - Youth Bouldering Competition**

<table>
<thead>
<tr>
<th>Activity Title</th>
<th>Description</th>
<th>Ages</th>
<th>Days</th>
<th>Dates</th>
<th>Time</th>
<th>Fees</th>
<th>Location</th>
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<tr>
<td>24655-2</td>
<td>Rocktober Fest 2010</td>
<td>6 years to under 19 years</td>
<td>Sa</td>
<td>10/30/2010</td>
<td>11:30A to 5:00P</td>
<td>$10</td>
<td>Community Center</td>
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44610 - Belay Clinics

Do you want to belay your child (age 4+) during unsupervised hours? Enjoy the climbing wall when it works in your schedule by becoming belay certified. Certified climbers 18 and older may belay friends and or family members after successfully completing our belay test. Certified climbers WILL need to display their certification card at the front desk prior to belaying anyone. Always know how to belay, call 303-384-8124 to set up a time to test out. The fee will be $10 ($5 to get into the facility and $5 for the Certification Card.) Please be prepared to deposit your keys or an ID to check out equipment at the front desk.

<table>
<thead>
<tr>
<th>Activity Title</th>
<th>Description</th>
<th>Ages</th>
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<th>Location</th>
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<td>4:30P to 6:00P</td>
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<td>4:30P to 6:00P</td>
<td>$15/18</td>
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<td>09/07/2010</td>
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<td>$15/18</td>
<td>Community Center</td>
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<td>Belay Clinics</td>
<td>18 years and up</td>
<td>Tu</td>
<td>10/05/2010</td>
<td>4:30P to 6:00P</td>
<td>$15/18</td>
<td>Community Center</td>
<td></td>
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<td>44610-16</td>
<td>Belay Clinics</td>
<td>18 years and up</td>
<td>Tu</td>
<td>11/02/2010</td>
<td>4:30P to 6:00P</td>
<td>$15/18</td>
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<td>44610-17</td>
<td>Belay Clinics</td>
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<td>Tu</td>
<td>12/07/2010</td>
<td>4:30P to 6:00P</td>
<td>$15/18</td>
<td>Community Center</td>
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</table>

44615 - Climbing Club

Youth Climbing Club (Team Golden)
- learn respect for self & others
- enhance self-confidence
- build strength and fitness
- develop relationships
- etc.

https://rec.cityofgolden.net/wb/wsc/webtrac.wsc/wbar02vsi.html?wbsi=ihIIUXaafpkkvd... 7/22/2010
### Activity Brochure

- Climb free during open/supervised hours
- Enjoy friendly competitions*

*Competitions are optional and may have additional fees. Parents must provide transportation to competitions.

<table>
<thead>
<tr>
<th>Activity-ID</th>
<th>Description</th>
<th>Ages</th>
<th>Days</th>
<th>Dates</th>
<th>Time</th>
<th>Fees</th>
<th>Location</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>44645-7</td>
<td>July</td>
<td>6 years to under 19 years</td>
<td>M</td>
<td>07/01/2010 to 07/11/2010</td>
<td>4:30P to 8:30P</td>
<td>$30</td>
<td>Community Center</td>
<td></td>
</tr>
<tr>
<td>44645-8</td>
<td>August</td>
<td>6 years to under 19 years</td>
<td>M</td>
<td>08/01/2010 to 08/31/2010</td>
<td>4:30P to 8:30P</td>
<td>$30</td>
<td>Community Center</td>
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</tbody>
</table>

### 44645 - Women's Climbing Club

If you are a woman interested in learning the sport of climbing, this is the class for you. Build camaraderie while you learn everything from terminology up to how to properly belay for others. Once you are comfortable with the sport, get certified and come in with a club member and climb together. Ladies, this is also a great workout! Tennis shoes or climbing shoes required. Drop-in available if the month has at least three registered participants. Drop-in fee is $9.50.

<table>
<thead>
<tr>
<th>Activity-ID</th>
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<th>Notes</th>
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<tbody>
<tr>
<td>44645-10</td>
<td>October</td>
<td>18 years and Up</td>
<td>Tu</td>
<td>10/01/2010 to 10/11/2010</td>
<td>7:00P to 8:30P</td>
<td>$30</td>
<td>Community Center</td>
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<tr>
<td>44645-11</td>
<td>November</td>
<td>18 years and Up</td>
<td>W</td>
<td>11/01/2010 to 11/11/2010</td>
<td>7:00P to 8:30P</td>
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<td>18 years and Up</td>
<td>W</td>
<td>12/01/2010 to 12/11/2010</td>
<td>7:00P to 8:30P</td>
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<tr>
<td>44645-7</td>
<td>July</td>
<td>18 years and Up</td>
<td>Tu</td>
<td>07/01/2010 to 07/11/2010</td>
<td>7:00P to 8:30P</td>
<td>$30</td>
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<tr>
<td>44645-8</td>
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</table>

*Money transfer required

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https://rec.cityofgolden.net/wbwsc/webtrac.wsc/wbar02vsi.html?wbsi=jhluOZXaafpkkddr...  7/22/2010

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