

# CLIMBMAX'S RESPONSE TO COVID-19

UPDATED MARCH 16, 2020

Over the past 27 years, we have witnessed the magnificent evolution of indoor climbing as a handful of home-built gyms have given rise to the development of an entire industry incorporating hundreds of businesses across the country. In that time, we have learned from our own experiences and those of our industry partners about how we can best serve our community. Many of those lessons arise from obtaining a greater understanding of the risks inherent in operating a climbing gym. We think that the standards we've put in place at Climbmax do an excellent job of mitigating those risks, and have allowed for thousands of individuals to experience climbing in a comfortable environment.

Presently, there is a novel risk that waits at our front door: [COVID-19](#). While we have always considered cleanliness integral to the function of our business and made customer health and safety our top priority, the challenges presented in the face of the current outbreak require thoughtful and swift consideration. We recognize that concerns about infectious disease in climbing are divergent in that the risk to the community is more significant than the risk to the individual, and that there is little room for equivocation in our response.

We feel that the responsible path forward is to temporarily close our two locations in Asheville in solidarity with other locally owned and operated businesses. This is a decision that will undoubtedly have significant consequences for our company. Still, we have been greatly moved by the concern we have for our community members, staff, and their families who are at higher risk of serious illness. We encourage you to pledge your support of small businesses joining the [#AshevilleStrong](#) movement by visiting [this website](#) where you can purchase a [gift card](#) to be redeemed after closures have subsided. We are joining facilities across the country currently taking similar measures, and hope to encourage our industry partners to consider their impact on the spread of this contagion.

Our doors at both the SMAC and Downtown locations will remain closed until Saturday, March 28th, when we will reassess the situation and announce our update position. Until then, we encourage you to help us [combat the spread](#) of COVID-19 by maintaining personal hygiene and minimizing your exposure and contact with others. Limiting time spent away from home is a simple and effective measure everyone can take part in. During this time, we will concentrate on cleaning and maintaining both facilities to ensure we will be ready to reopen in top form.

Thank you for being a part of our fantastic community,

Stuart Cowles, Owner/President  
Phil Whitlock, General Manager  
Jimmy Baker, Operations Manager

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## FOR MEMBERS + PREPAID CUSTOMERS

**Prepaid Customers:** If you have purchased a prepaid month, 3-month, or year pass, we will provide an extension to your pass equal to the time the facilities spend closed.

**Members:** We are currently working to preemptively freeze all memberships and waive all associated fees. For members that have already paid their March dues, we will provide a credit for the prorated amount of time you are unable to climb due to closure. Members who wish to show their support for our employees during this time can [elect to waive](#) the prorated credit. All funds redirected from this credit will ensure our employees are well-supported during this difficult time, and any surplus from waived credits will be donated to the CCC.

**Classes:** If you have pre-registered for a class or event that is scheduled to begin during our closure, your instructor or coordinator will reach out to you with more information on rescheduling or receiving a refund.

**Additional Assistance:** If you need additional assistance, please contact us at [support@climbmaxnc.com](mailto:support@climbmaxnc.com).