

May 20<sup>th</sup>, 2020



Dear Petra Cliffs Members,

As many of you know by now, back on March 15<sup>th</sup>, Petra Cliffs announced that we would be temporarily closing our facility for the health and well-being of our community members due to COVID-19; and that we would be re-evaluating this decision moving forward.

The Governor's *Stay at Home* order was set to expire on May 15<sup>th</sup>, and with addendums to his executive order taking place, business are slowly starting to reopen under new restrictions and guidelines.

Unfortunately, Governor Scott extended the [State of Emergency](#) in Vermont and with this, some businesses are still required to stay closed. Petra Cliffs was anticipating re-opening of the facility for climbing and fitness access starting May 16<sup>th</sup>, but we must wait a little longer until this order is lifted and fitness facilities are allowed to reopen. When the time comes, we will be opening by reservation only to active members. We do not yet have a set for when we will be able to open to the general public. If you wish to become an active member, please become part of our larger community here: [\\*Petra Memberships\\*](#) or contact us at 802.657.3872.

We realize this is not the “ideal” for many of you, but like you, we are navigating these uncertain times as best we can. We are looking for the best approach to reopening that will protect our owners, staff, and members, as well as the larger community, including families and neighbors. While we could not be more eager to be back to normal operating capacity, after being closed for over two months, we must continue to show tactful restraint and approach our re-opening cautiously. There is no doubt there will be new hiccups that arise, and additional adjustments that need to be made as time moves forward. Thank you for understanding.

So, effective as soon as we are able to reopen, we will be...

- Requiring reservations from current Petra Members in order to climb. All members will receive an email from us soon outlining the procedure; sign up for our newsletter [here](#). This letter will also be found here, in time: [COVID-19 Adventure](#). Reservations cap the facility occupancy at only 20 members/youth in the facility during a reserved time. We will be doing Check-In / Check-Out of everyone entering and exiting the facility.
- Requiring that members and youth wishing to climb wear facial masks at all times; show no signs or symptoms of respiratory illness for the past 14 days; have not been in contact with a COVID-19 positive person in the past 14 days.
- Require best practices for social distancing, including the use of auto belays, encouraged roped climbing with housemates only, and restricted zones and walls to climb on with added cleaning procedures in place.

Petra Cliffs Climbing Center: 105 Briggs St. Burlington, VT 05401: P 802-730-7736

***At the heart of the Burlington, Northern Vermont, and Lake Champlain region climbing community since 2000.***

- Reservations cannot exceed 3 sessions per week / per member, for now. This is in an effort to allow our vast network of members an opportunity to find a time to climb too.
- We will not be taking any walk-in, day pass only users until further notice.

**What you can expect in return, in an effort to keep our community healthy:**

- Per State and Federal mandates, our returning staff have completed VOSHA training requirements and are being temperature tested upon arriving for their scheduled shifts.
- Staff will be wearing facial masks and taking additional steps limiting exposure to members.
- Enhanced cleaning procedures; our staff will be cleaning common surfaces in between reservation times.
- Anyone disobeying additional safety protocols set forth by Petra Cliffs, ultimately jeopardizing the health and well-being of gym patrons and staff, will be asked to remove themselves from the facility.
- Boulder problems and rope routes will be spaced accordingly and cleaned regularly and boulder zones will be marked indicating max capacity in certain facility areas.

**Day Pass Users / Guests / New Climbers / Groups / Birthday Parties:**

Unfortunately, at this time we must refrain from allowing these types of customers entrance to the facility until we can safely navigate the 'social distancing' requirements set forth by Vermont's Governor and Federal Agencies. Because these passes and types of facility use most often require close contact to deliver beginner lessons or belay checks, we must hold off on these types of facility access for now. If you have been checked off in our system for bouldering only, top rope belaying or lead climbing or, perhaps, are in between memberships at this time we would encourage you to become a member: { [Petra Cliffs Memberships](#) } If you're unsure, inquire by contacting us via email or phone - [info@petracliffs.com](mailto:info@petracliffs.com) / 802-657-3872

**Limited - Member ONLY Business Hours: 1 ½ hour reservation increments**

Monday - 9:30am-3:30pm, 5:15- 8:30pm  
Tuesday -9:30am-3:30pm, 5:15- 8:30pm  
Wednesday - 9:30am-3:30pm, 5:15- 8:30pm  
Thursday - 9:30am-3:30pm, 5:15- 8:30pm  
Friday - 9:30am-3:30pm, 5:15- 8:30pm  
Saturday - 8am - 8pm  
Sunday - 8am - 6pm

\*Hours are subject to change in the coming weeks, as we adjust to updates and new restrictions set in place. Additionally, timing with our SumMAT Camp drop-off / Pick-up times may affect Member Hours.

May 20<sup>th</sup>, 2020

**[CLICK HERE](#) to make a Member Only Reservation Soon**

If you need to make changes to your Membership, please contact Tim / [Tim@Petracliffs.com](mailto:Tim@Petracliffs.com) or review our [April Membership Letter](#) for change options. Stay up to date and view our [COVID-19 Adventure webpage](#) for more information.

If you're unsure about keeping your membership active at this time, we urge you to do so if able. Though we are open to our members, additional income from the sales of day passes, first-time beginner packages, birthday parties, groups and recurring schools programs are still not in place, hindering our much-needed income as we roll into summer.

Other ways to continue support are renewing your [membership](#), purchasing [punch cards](#), purchasing [Gift Cards](#) and encouraging friends and family members to become a Petra member or by becoming one of our [Sustaining Members](#).

Through this difficult time, please consider sticking with your locally owned and community oriented climbing gym. We are a small, locally owned business employing 30 strong. We opened our doors to the community 20 years ago, please help us make sure we can continue to do so for 20 more! We are your friends and neighbors, climbing partners, and fellow community members. Stronger together, we will all get through this difficult and uncertain time.

Thank you!

Tim, Andrea, Steve and the Petra Cliffs Staff

---

[Tim@petracliffs.com](mailto:Tim@petracliffs.com) / [Andrea@petracliffs.com](mailto:Andrea@petracliffs.com)