



March 19, 2020

Dear Petra Cliffs Members,

As many of you may know by now, on March 15th (Sunday) Petra Cliffs announced that we will temporarily close the facility until April 1st; and will be re-evaluating this decision on a rolling basis moving forward.

With uncertainty revolving around the COVID-19 virus, not only in Vermont but globally, Petra Cliffs chose to make this very difficult decision in an effort to keep you, our cherished members, and larger climbing community and public as safe and as healthy as we responsibly can. This voluntary decision was incredibly challenging to come to for our small business that requires continued foot traffic to sustain the social and community driven environment you all have chosen to be a part of. With this closure we still are seeking ways to engage and converse with our members and community. We value each and every one of you and we know that we can get through this together.

What this means for you, our valued members...

While we recognize our decision to close temporarily impacts your ability to recreate on our walls, and that you may be considering freezing or even cancelling your membership, we must emphasize that you all are still taken care of during this closure and that there are options available to you so that our community and our staff can be here for you when we re-open.

- If you have a Pre-paid membership (1-month, 3-month, etc.)...
 - o 1) and you have the ability to keep it current, financially assisting Petra Cliffs and its Staff during this uncertain time, please do.
 - o 2) If you would like to freeze your membership, and then un-freeze your membership when we re-open, for a waived (\$0 freeze) fee please submit your member change *request following the Member Change Form Link below for a Pre-Paid member.
(*your request will retro-actively take effect from 3/16 onward.)
- If you have an EFT (recurring/auto-billed) Membership, you have a few options.
 - o 1) If you are financially able, keep your membership as is, and when we open up again April 1st, you will be charged your regular member dues for the Month of April.
 - o 2) Take a pro-rated amount for the remaining days of March (3/16 to 3/31) as a Petra in-house credit that will be used towards your next month's billing cycle.
 - o 3) Free Freeze of your EFT membership (Beginning April 1st for monthly members), and dues will be pro-rated if/when we are able to open in April.

**While we hate to see you go. If you are in a position where you require a financial refund back to your bank account for the remaining days in March, please contact myself or Andrea directly.

Petra Cliffs Climbing Center: 105 Briggs St. Burlington, VT 05401: P 802-657-3872
***At the heart of the Burlington, Northern Vermont, and Lake Champlain region climbing
Community since 2000.***

Please see the [LINKED FORM](#) as a way to make these changes remotely.

You can stay up to date online at [Petracliffs.com/calendar/Covid19adventure/](https://petracliffs.com/calendar/Covid19adventure/) .

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 are your friends, your neighbors, in your community and likely a climbing partner and together we all will get through this and all benefit from being together through this difficult and uncertain time.

Tim, Andrea, Steve and the Petra Cliffs Staff

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