



# A GUIDE TO QUEUEING

THE CHAMPIONSHIPS, WIMBLEDON

MONDAY 29<sup>TH</sup> JUNE — SUNDAY 12<sup>TH</sup> JULY 2015



## THE QUEUE

The operation of The Queue, for on-day ticket sales at The Championships, has been designed to ensure fairness.

There is ONE QUEUE for the on-day sale of tickets at the Gate 3 turnstiles.

We acknowledge the help and cooperation of the Metropolitan Police, Wimbledon Park Golf Club and the London Boroughs of Merton and Wandsworth in providing a safe environment for those who wish to queue for Championships tickets.

We appreciate your cooperation with our Stewards, supported by experienced Security Officers and the Police, to ensure good behaviour in The Queue and restraint with regard to noise and the consumption of alcohol.

The queueing and early morning procedures (see p4 & 5), together with the Show Court ticket allocations, will be very similar to previous years. The Queue will traverse Wimbledon Park Golf Club towards Gate 3 via the Security Search Area and the Church Road Bridge.

You must read and observe **The Queue Code of Conduct** set out on p12 & 13. These rules will be strictly enforced by the Stewards.

We would especially ask you to respect the environment. Wimbledon Park and Wimbledon Park Golf Club are facilities which are enjoyed by many others throughout the year. We very much appreciate the use of these areas to improve your experience and safety at The Championships.

## TICKET WARNING

Do NOT buy tickets from touts or other unauthorised agents; they will not gain you entry to the Grounds.

Tickets with the word 'Debenture' printed on them in place of the price may be legally transferred or sold on. All other tickets are strictly non-transferable and must neither be sold nor advertised for sale whether on the Internet, in newspapers or elsewhere. Any such tickets advertised for sale will be void.

We also continue with extensive measures to minimise the 'black market' and ensure that tickets are used by those who originally bought them.

## CONTENTS

<b>SAFETY &amp; COMFORT</b>	<b>2</b>
<b>SECURITY</b>	<b>3</b>
<b>THE QUEUE</b>	<b>4</b>
QUEUE CARD	4
QUEUEING PROCEDURES	4
LEFT LUGGAGE AND OVERNIGHT EQUIPMENT	6
BABIES & CHILDREN	6
<b>TICKETS</b>	<b>7</b>
DAILY TICKETS & ADMISSION FOR THE QUEUE	7
TICKET RESALE	7
2015 TICKET PRICES	8
CANCELLATION OF PLAY	9
<b>ENJOYING THE CHAMPIONSHIPS</b>	<b>10</b>
GROUNDS OPENING & MATCHES	10
WHEELCHAIR USERS	10
<b>PROVISIONAL PROGRAMME OF PLAY</b>	<b>11</b>
EARLIEST START DATES	11
<b>THE QUEUE CODE OF CONDUCT</b>	<b>12</b>
<b>MAP OF GROUNDS</b>	<b>14</b>
<b>EATING &amp; DRINKING AT THE CHAMPIONSHIPS</b>	<b>16</b>
RESTAURANTS	16
SELF-SERVICE RESTAURANTS	16
CAFÉS & BARS	16
'GRAB & GO'	17
<b>A—Z AT A GLANCE</b>	<b>18</b>
<b>FUTURE EVENTS</b>	<b>23</b>
BARCLAYS ATP WORLD TOUR FINALS	23
PUBLIC BALLOT FOR THE 2016 CHAMPIONSHIPS	23
<b>CONTACTING THE AELTC</b>	<b>23</b>
<b>ADVICE TO SPECTATORS</b>	<b>24</b>
PROHIBITED ITEMS	24
<b>CONDITIONS OF ENTRY TO THE GROUNDS</b>	<b>25</b>

## SAFETY & COMFORT

We would like you to have an enjoyable experience during your visit to The Championships.

The Championships' Grounds cover more than 40 acres and are built on land which is not totally level. Therefore we ask you to take care and to consider your own and others' safety and comfort by heeding the following:

- Wear appropriate footwear (flip flops and high heels are not recommended)
- Do not leave items unattended at any time
- Allow good time to reach your seat/destination within the Grounds — do not rush through crowded areas
- Take care when negotiating stairways inside and outside the stadia. In common with most other sports/entertainment venues, there are no supporting rails in tiered sections of the stands
- If you face challenges/difficulties in negotiating distances or hilly ground, it may be easier for you to bring a wheelchair (Please note that neither AELTC nor St John Ambulance provides these for visitors).

People with special dietary requirements should bring with them what they need to eat and drink to avoid disappointment. A limited choice of pre-packaged gluten-free foods can be purchased on request in the Aorangi Food Court.

**For further ticket information (not ticket sales), or if you have limited mobility and would like further information concerning provision for our wheelchair users and ambulant disabled customers, please call the Ticket Office on 020 8971 2473.**

## SECURITY

Comprehensive security measures will be in place for all those visiting The Championships; these will include extensive searches on entry to the Grounds and the Show Courts.

In the interest of security, the AELTC reserves the right to search bags, vehicles and the person as a condition of entry to the Grounds.

**Please note: One bag only per person will be allowed into the Grounds and this bag must measure no more than 40cm x 30cm x 30cm (16" x 12" x 12"). Further, no hard-sided items (e.g. picnic hampers, coolboxes, briefcases, thermos flasks) of any size will be allowed into the Grounds.**

**All bags will be searched:**

- On entry to the Grounds
- At the entrances to Show Courts
- Before acceptance at left luggage facilities (please note, there are no left luggage facilities inside the Grounds).

**Please see p25 for full Conditions of Entry to the Grounds.**

**Please note:** Speed of entry is decreased dramatically when multi-pocketed bags/backpacks are presented. If you have to bring a regulation size bag — as noted above — or one smaller, please choose a single compartment bag.

Left luggage facilities are provided at various locations (see p6 for charges) outside the Grounds for items exceeding these criteria. Please note that bags deposited in left luggage should be no bigger than 60cm x 45cm x 25cm (24" x 18" x 10").

Every effort will be made to speed your progress through the search procedures; however, this process depends on the requirements of the Metropolitan Police Service.

You are strongly advised to arrive as early as possible. We know that these procedures may be inconvenient but we are sure that you will understand the need to protect the safety and security of all our visitors.

## THE QUEUE

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Wimbledon remains one of the very few major UK sporting events for which one can still buy premium tickets on the day of play.

The Queue has an allocation of tickets for Centre Court, No.1 Court, No.2 Court and Grounds Admission (see **p7**). A substantial queue forms for the daily allocation of tickets. For a Grounds Pass it is usually necessary to join The Queue several hours before the Grounds open.

- Tickets are sold on a strictly one per person queueing basis and are strictly non-transferable
- The Stewards operate a **Code of Conduct** (see p12-13) for The Queue and will arbitrate in any dispute
- Your position in The Queue cannot be reserved by the placing of equipment — **you must be present in person.**

However, the AELTC is under considerable pressure from neighbours and the police to discourage excessive queueing, especially overnight. The Queue is also requested to minimise disruption by not causing health and safety risks by, for example, burning barbecues, making unnecessary noise and by respecting our neighbours and the environment in areas designated for queueing.

Please note that the Revelstoke Road gates to the Park close overnight (9.30pm) and all early or late entry to the Park is via the Wimbledon Park Road gates only.

### QUEUE CARD

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On your arrival, you should proceed to the end of The Queue where you will be issued with a Queue Card.

- This card is dated and numbered to show your position in The Queue
- **It must be retained** until you reach the turnstiles at Gate 3 and have purchased a Championships ticket
- It is strictly non-transferable.

### QUEUEING PROCEDURES

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There are teams of Stewards, appointed and trained by the AELTC and available 24 hours a day, to help and guide you. Please ask them about any aspects of queueing and information about The Championships. In particular, on arrival, check the location of The Queue for the day you wish to visit The Championships. Please note on busy days there may be people queueing for more than one day.

### EARLY MORNING PROCEDURES

- If you have chosen to queue overnight, in the morning (approximately 6am) you will be woken by the Stewards, asked to dismantle any camping equipment, and close up into tighter formation to create space for those joining The Queue on the day
- Overnight equipment and items exceeding the bag restrictions must be taken to the Left Luggage 'A' facility (open 5.30am) in the Park and left at your own risk for a fee
- At approximately 7.30am, Stewards will issue wristbands to those towards the front of The Queue who are queueing for tickets for Centre, No.1 and No.2 Courts.

The number of wristbands issued exactly matches the quantity of tickets available for each court on that day.

- The turnstiles will open at approximately 9.30am, except for the two finals days. Please note that with the exception of some toilets, catering and shopping outlets, **most of the Grounds will not be accessible until the scheduled opening time at 10.30am.**

### MOBILITY IMPAIRED VISITORS

There are facilities for mobility impaired visitors to wait nearer the Grounds but a Queue Card must be obtained as normal from the end of the Queue; entry to the Grounds will be in Queue Card number order. Please ask any Steward for further assistance.

If you are likely to have difficulty negotiating the Church Road Bridge, please advise a Steward.

### GROUND'S ENTRY

- Once maximum Grounds' capacity has been reached, subject to prevailing weather/Grounds' conditions, and in accordance with the AELTC's Safety Certificate, further admission **may** be allowed as spectators finally leave the Grounds
- For security reasons, 'Pass-Out' wristbands can only be issued via Gates 5 and 13 and not before 10.30am.

### TOILET FACILITIES

These are available (24 hours) in Wimbledon Park and as required, for the daily Queue, in Wimbledon Park Golf Club.

## LEFT LUGGAGE AND OVERNIGHT EQUIPMENT

- Left luggage facilities are available within Wimbledon Park, opening at 5.30am and closing one hour after play ends for the day. Unclaimed items will be transferred to the Lost Property Office and must be claimed before the end of The Championships, as return after this point cannot be guaranteed. Please contact the office on **020 8971 2251** to arrange collection
- Overnight equipment – along with oversized bags, picnic hampers and other prohibited items can be left in the dedicated left luggage facilities. **A £5 charge** will be made for the deposit of overnight equipment, other items cost £1 to deposit. Proceeds are donated towards improving facilities in Wimbledon Park
- **Please note the left luggage bag size restriction of 60cm x 45cm x 25cm (aircraft cabin size). We will not be able to accept bags larger than this recommended size**
- In order to minimise the impact we make on our neighbourhood and the local environment please bring only essential items/equipment
- Due to space constraints, overnight queuers should use tents which accommodate a **maximum of two persons**. Please keep equipment to a minimum and do not bring or erect gazebos.

## BABIES & CHILDREN

### BABES IN ARMS AND CHILDREN UNDER 5 YEARS

- We recommend that babes in arms and pushchairs are not brought to The Championships as the Grounds are large and crowded
- A ticket is not required for those under five
- **Babes in arms and children under 5 are not allowed into the Show Courts (Centre, No.1, No.2 & No.3 Courts and Courts 12 & 18)**
- A limited number of baby changing facilities are available but there are no facilities for mothers to 'express' milk.

### CHILDREN 5 YEARS AND OVER

- Children under the age of 16 must attend with an adult and be supervised appropriately
- Children over 5 and under 12 are allowed into all courts provided they are **accompanied by an adult at all times**, they have their own seat and do not disturb other spectators.

## TICKETS

Demand for Wimbledon tickets always exceeds supply; therefore the AELTC operates a public ballot for the sale, in advance, of a number of Centre, No.1, No.2 and No.3 Court tickets. Tickets are also sold through The Lawn Tennis Association to affiliated clubs, schools, their membership scheme and foreign tennis associations.

- Despite increasing pressure to the contrary, it is our policy to retain a significant number of tickets for the general public
- We also continue with extensive measures to minimise the 'black market' and ensure that tickets are used by those who originally bought them.

## DAILY TICKETS & ADMISSION FOR THE QUEUE

### CENTRE COURT

A limited number of tickets are available daily, except for the last four days when all are sold in advance.

### No.1 COURT

A limited number of tickets are available each day.

### No.2 COURT

A limited number of tickets are available for the first nine days.

### No.3 COURT

A limited number of seats on the south and west sides are unreserved, with Stewards operating limited queueing arrangements for these at the southern end of No.3 Court.

### COURTS 4–19

All public seats are unreserved.

## TICKET RESALE

If leaving the Grounds for the day before the end of play, seat ticket holders are requested to place their tickets in the red boxes provided or have their tickets scanned on exiting the Grounds. They will be re-sold inside the Grounds (depending on availability), not before 3.00pm, from the kiosk to the north of Court 18 near the top of St Mary's Walk.

Centre Court tickets are priced at £10, with other Show Court tickets available for £5. All proceeds raised by Ticket Resale are received by the Wimbledon Foundation which is responsible for co-ordinating and managing an extensive programme of charitable donations, development activities and community support.

Visitors who are unable to visit the Ticket Resale kiosk due to its location should speak to any Honorary Steward.



2015 TICKET PRICES

FIRST WEEK	CENTRE COURT	No.1 COURT	No.2 COURT	No.3 COURT†	GROUNDS TICKETS*	
					BEFORE 5PM	AFTER 5PM
MONDAY	29 JUNE	£50	£42	£39	£25	£18
TUESDAY	30 JUNE	£50	£42	£39	£25	£18
WEDNESDAY	1 JULY	£65	£53	£47	£25	£18
THURSDAY	2 JULY	£65	£53	£47	£25	£18
FRIDAY	3 JULY	£84	£68	£58	£25	£18
SATURDAY	4 JULY	£84	£68	£58	£25	£18
SECOND WEEK						
MONDAY	6 JULY	£98	£75	£64	£25	£18
TUESDAY	7 JULY	£98	£75	£40	£20	£14
WEDNESDAY	8 JULY	£119	£89	£37	£20	£14
THURSDAY	9 JULY	£119*	£56	AVAILABLE ONLY FOR AS MANY DAYS AS A FULL PROGRAMME CAN	£20	£14
FRIDAY	10 JULY	£133*	£36		£15	£11
SATURDAY	11 JULY	£133*	£33	A FULL PROGRAMME CAN	£15	£11
SUNDAY	12 JULY	£160*	£28	BE MAINTAINED	£8	£5

\* THE LAST FOUR DAYS ON CENTRE COURT ARE NOT SOLD AT THE TURNSTILES.

† AVAILABLE VIA TICKETMASTER ONLINE SALES, NOT AT THE TURNSTILES.

‡ GROUNDS TICKETS, AVAILABLE ON THE DAY OF PLAY ONLY, ENTITLE USE OF STANDING ROOM AND UNRESERVED SEATING ON COURTS 3–19 SUBJECT TO AVAILABILITY. ENTRY AT ANY TIME IS SUBJECT TO GROUNDS CAPACITY, WHICH DOES VARY. CASH ONLY (STERLING) AT THE TURNSTILES.

CANCELLATION OF PLAY

Details of the Raincheck policy introduced in 2001 are as follows and apply to all 13 scheduled days of The Championships, including the final Sunday:

- If there is less than one hour's play because of rain on the court for which tickets have been bought, the original purchasers of the tickets for that court on that day will be refunded with the amount which they paid for those tickets — the maximum refund payable will be the face value of the tickets for the day concerned.
- Purchasers of Grounds Passes at the turnstiles (except those purchased after 5.00pm) will be eligible for a full refund if, due to rain, the average amount of play on those courts accessible with a Grounds Pass and for which play was originally scheduled is less than one hour.
- If there is more than one hour's play, but less than two hours' play, refunds will be limited to half the amount paid.
- The Referee's decision on how much play has taken place will be final.
- Only the **original purchasers** are eligible for refunds under this policy. Refunds will be paid out automatically for tickets bought in advance, but tickets bought at the AELTC's turnstiles (prior to 5.00pm only) should be returned without delay to: The Ticket Office, AELTC, "Raincheck", PO Box 98, London SW19 5AE.
- In view of the numbers that could be involved, please do not call at the AELTC's Ticket Office or telephone the AELTC.
- Tickets purchased at the Ticket Resale kiosk are not covered by this policy as the monies are passed to charity.
- Separate terms and conditions apply a) to Debenture Holders as notified by The All England Lawn Tennis Ground plc and b) to any extra days of play.

IMPORTANT NOTE

In the event of any curtailment or cancellation of play, due to any cause (other than negligence of the AELTC) other than rain, it is regretted that no refund of money can be made.

# ENJOYING THE CHAMPIONSHIPS

## GROUND'S OPENING & MATCHES

The Grounds are open from 10.30am daily.

- On Courts 2–19 play is provisionally scheduled to start at 11.30am for main draw matches on at least the first eight days and at 11.00am for Junior matches on the middle Saturday and during the second week
- On Centre Court play will start at 1.00pm except on the final two days when play will start at 2.00pm
- On No.1 Court play will start at 1.00pm on all 13 days
- For the daily Order of Play please check the Official Programme or [wimbledon.com](http://wimbledon.com)
- In the first week, the early rounds of the Gentlemen's and Ladies' Singles, Gentlemen's, Ladies' and Mixed Doubles will be played on all courts, with top seeds' matches played on the Show Courts
- On the middle Saturday the Juniors' events commence and will be played on the outside courts as well as on some of the Show Courts
- The AELTC reserves the right to change the programme without notice where it is reasonably necessary to do so
- **Note: Tickets are for the court specified on the date shown and entitle the holder to entrance to that court and not to view a particular match or round of matches. Matches may be moved from one court to another.**

Non-ticket holders cannot be admitted after 8.00pm, therefore please allow time for the security checks.

## WHEELCHAIR USERS

- There are a limited number of reserved spaces for wheelchair users on Centre, No.1, No.2 and No.3 Courts
- **For safety reasons NO other seating on these courts may be occupied by wheelchair users**
- There are also unreserved areas for a small number of wheelchairs by the side of Courts 4–19 and a designated area on Aorangi Terrace.

# PROVISIONAL PROGRAMME OF PLAY

## EARLIEST START DATES

The following is only a guide and may change due to circumstances beyond the AELTC's control, e.g. weather, player injury etc.

### DAYS 1–7

MONDAY/	Gentlemen's & Ladies' Singles
TUESDAY	Gentlemen's & Ladies' Doubles
THURSDAY	Mixed Doubles
SATURDAY	Boys' & Girls' Singles

### DAYS 8–13

TUESDAY	Ladies' Singles QF Boys' & Girls' Doubles Invitation Doubles	Centre & No.1
WEDNESDAY	Gentlemen's Singles QF	Centre & No.1
THURSDAY	Ladies' Singles SF Championship Doubles SF	Centre Court Centre or No.1
FRIDAY	Gentlemen's Singles SF Championship Doubles SF Wheelchair Doubles	Centre Court Centre or No.1
SATURDAY	Ladies' Singles Final Gentlemen's Doubles Final Ladies' Doubles Final	Centre Court Centre Court Centre Court
SUNDAY	Gentlemen's Singles Final Mixed Doubles Final	Centre Court Centre Court

QF = Quarter-final  
SF = Semi-final

On the last three days on No.1 Court there will be a full programme of play; it will comprise Juniors' and Invitational matches, with the possibility of Championship Doubles Semi-finals.

The QR code on the back cover of this Guide will take you to the day's scheduled Order of Play.

## THE QUEUE CODE OF CONDUCT

The AELTC, in accordance with statutory authority, reserves the right to refuse entry to anyone adopting unreasonable social behaviour or who causes obstruction, danger or annoyance and/or commits any action against the spirit of this **Code of Conduct**. Please have regard for our neighbours, the facilities and others in The Queue and adopt reasonable social behaviour at all times.

1. You are in The Queue if you join it at the end and remain in it until you have acquired a ticket at the turnstiles at Gate 3
2. Your position in The Queue cannot be reserved by the placing of equipment — you must be present in person and hold a valid, numbered and dated Queue Card. Queue Cards are issued one per individual and are strictly non-transferable
3. You may not reserve a place in The Queue for somebody else, other than in their short term absence (e.g. toilet break, purchase of refreshments etc.). Temporary absence from The Queue should not exceed 30 minutes
4. Queue jumping is not acceptable and will not be tolerated
5. There are no left luggage facilities inside the Grounds; only one bag per person will be allowed into the Grounds and any item/bag exceeding 40cm x 30cm x 30cm (16" x 12" x 12") in size or hard-sided bags of any size must be left in one of the facilities outside the Grounds (please note that bags deposited in left luggage should be no bigger than 60cm x 45cm x 25cm)
6. **The turnstiles accept cash (Sterling) only;** if necessary, please ask a Steward for directions to the nearest ATM (cash point)
7. Do not leave bags or other items unattended at any time; they will be removed and may be destroyed by the Police
8. Confiscation of a Queue Card constitutes refusal of entry to The Championships' Grounds

9. Anti-Social behaviour likely to cause annoyance or offence to other queuers will not be tolerated. Specifically:

- **Barbecues or fires are NOT permitted** in The Queue, in Wimbledon Park, the Golf Course or on pavements outside the Park or Golf Course
- Overnight queuers should use tents which accommodate **a maximum of two persons**
- Please **do not bring or erect gazebos**
- **Do not play music or ball games etc. after 10.00pm.** At this time all queuers must be close to their tents and settling down for the night, recognising that other queuers will be going to sleep. This rule is strictly enforced
- Pizza/'take-away' orders must be arranged for delivery at the Wimbledon Park Road gate only
- **Excessive consumption of alcohol and/or drunken behaviour will not be tolerated** and will result in the confiscation of your Queue Card and removal from The Queue. There is a limit of alcohol allowed into the Grounds of one 75cl bottle of wine, or two 500ml cans of beer, or two cans of premixed aperitifs per person. Bottles of spirits or fortified wines will not be allowed into the Grounds
- Please use the litter bins provided
- Loud music must NOT be played at any time (use personal headphones)
- The Stewards have the AELTC's authority, supported by Security Officers and the Police, to confiscate your Queue Card and therefore refuse entry to the Grounds.

**Richard Lewis**  
Chief Executive, AELTC



## MAP OF GROUNDS



# EATING & DRINKING AT THE CHAMPIONSHIPS

## RESTAURANTS

### WINGFIELD RESTAURANT

Table service luncheon and afternoon tea. For luncheon, booking is advised — [fmccatering.co.uk](http://fmccatering.co.uk) and click on ‘Wingfield Reservations’ or fax 020 8944 2253.

### THE BASELINE DINER

Serving a delicious hot and cold menu including burgers, seafood, salads and drinks.

## SELF-SERVICE RESTAURANTS

### CAFÉ PERGOLA

Service-assisted lunch and afternoon tea, carvery, light refreshments and bar.

### CONSERVATORY KITCHEN

Self-service hot and cold lunches, deli sandwiches, afternoon tea, light refreshments and bar.

## CAFÉS & BARS

### THE BASELINE CAFÉ AND BAR

Speciality coffees, teas, pizza and pastries.

### CHAMPAGNE BAR

Table service Champagne, seafood, sandwiches and sushi.

### COURT BUFFET

Sandwiches, salads, light refreshments and bar.

### THE LONG BAR

Quick serve beverages.

### PLAY TENNIS

Sandwiches and light refreshments.

## ‘GRAB & GO’

### AORANGI CAFÉ

Southern-fried chicken, sandwiches, light refreshments and bar.

### AORANGI FOOD COURT

Self-service hot and cold food, sizzling salads, pizzas, tex mex, sandwiches, strawberries & cream, coffee bar, light refreshments and bar.

### AORANGI TERRACE

Bar, ice cream and light refreshments.

### THE BAKERY

Freshly baked baguettes and pastries, light refreshments and bar.

### CANYON COFFEE

Light refreshments, ice cream, hot and cold beverages.

### COURT 18 REFRESHMENTS

Ice cream and light refreshments.

### FOOD VILLAGE

Hot food take-aways including hot wok stir-fry, fish & chips, pizzas and burgers. **The Pantry**, serving sandwiches, salads, pastries, cookies, muffins, hot and cold beverages.

### Ice Cream Parlour

### The Village Bar

### LAWN BUFFET

Serving baguettes, salads, warm Cornish pasties and light refreshments.

### TEA LAWN

Strawberries & cream, pizzas, The Sausage Grill and fast service drinks.

Please see map on p14 & 15 for locations

## A—Z AT A GLANCE

### AA OFFICE

In Car Park 4, off Somerset Road inside Gate 20.

### ACCESSIBILITY

The Committee of Management of the AELTC endeavours to provide a high standard of accessible facilities for visitors and spectators with a disability, including those using a wheelchair. If you do not already have one, please request an 'Easy Access Guide' at your entry gate.

If you have any comments or suggestions for further improvement please write to the Chief Executive at the following address: AELTC, Church Road, Wimbledon, London SW19 5AE.

### APP

Dedicated iphone, ipad and android apps are available free of charge which give news, live scores, statistics, results, schedules, interviews, photos and videos, plus an interactive map of the Grounds. To download, search for 'Wimbledon' in the iTunes and Google Play stores.

### AUTOGRAPHS

Signing sessions with top players near the Aorangi Pavilion.

### BABES IN ARMS AND CHILDREN UNDER 5 YEARS

- We recommend that babes in arms and pushchairs are not brought to The Championships as the Grounds are large and crowded
- A ticket is not required for those under five
- **Babes in arms and children under five are not allowed into the Show Courts (Centre, No.1, No.2 & No.3 Courts and Courts 12 & 18)**
- A limited number of baby changing facilities are available but there are no facilities for mothers to 'express' milk.

### BANK (HSBC)

- Located just to the north of Gate 3
- Opening hours 10.30am—8.00pm
- ATMs are located in the Bank, the North Concourse and outside Gate 1.

### BICYCLES

- Public bicycle racks are available free, **at the owner's risk**, in Car Park 8
- Bicycles left in other areas will be removed by the Police.

### BIG SCREEN

Located at foot of Aorangi Terrace.

### CAMPING EQUIPMENT

- Camping equipment – along with oversized bags, picnic hampers and other prohibited items (please see **p24**) can be left in the dedicated left luggage facilities.  
**A £5 charge** will be made for the deposit of camping equipment with proceeds donated towards improving facilities in Wimbledon Park. Other items cost £1 to deposit  
Uncollected or confiscated items are given to local charities

- Due to space constraints we regret that Queueers are not allowed to bring or erect gazebos
- In order to minimise the impact we make on our neighbourhood and the local environment please bring only essential items/equipment.

### CHILDREN 5 YEARS AND OVER

- A ticket (full price) is required
- Children in this category are allowed into all courts provided that they have their own seat and do not disturb other spectators
- Children under the age of 16 must attend with an adult and be supervised appropriately
- Children under 12 years **must be accompanied by an adult at all times.**

### CUSHIONS

Souvenir cushions are available from The Wimbledon Shops.

### DRINKING WATER

See map on **p14 & 15** for the location of drinking water fountains.

### FIRST AID POSTS

St John Ambulance Brigade runs four First Aid posts (see map on **p14 & 15**).

### INFORMATION DESKS

A wide variety of information is available from six points around the Grounds (see map on **p14 & 15**).

### LEFT LUGGAGE

Please refer to Conditions of Entry. There are no left luggage facilities inside the Grounds. Left luggage facilities are provided at a number of locations outside the Grounds. Camping equipment and chairs, oversize bags, picnic hampers and other prohibited items (please see **p24**) must be left in one of these facilities.

**All bags should not exceed 60cm x 45cm x 25cm and will be searched before acceptance into the left luggage facilities. Note that all luggage facilities close one hour after the end of play.** Unclaimed items will be transferred to the Lost Property Office (see **p20**).

### LIVE @ WIMBLEDON

- On air, daily, throughout The Championships providing information, local traffic and weather news, broadcasting live on 87.7FM to a 4—5 mile radius from Wimbledon
- Two further channels broadcast match commentaries from Centre Court (96.3FM) and No.1 Court (97.8FM)
- A full 'Live @ Wimbledon' news service including radio and video content is available via **wimbledon.com**.

### LOST PROPERTY

The Lost Property Office is situated under No.3 Court, near Gate 13 (see map on **p14-15**). Call **020 8971 2251** or see **wimbledon.com** for details. The Lost Property Office opens from 9.30am to 10.30pm daily during The Championships.

MUSEUM

Located inside the Grounds at Gate 3, The Wimbledon Lawn Tennis Museum is open daily throughout the year (10am—5.00pm) and during The Championships, for ticket holders only, from 9.30am—8.00pm

Admission: Adults	£12.00
Over 60's, students and concessions	£10.00
Children under 16	£7.00

NEWSAGENT

Located under No.1 Court (Level 1) near Gate 3 (see map p14 & 15).

ORDER OF PLAY & RESULTS

- The full draw of the main Championships events, the daily Order of Play and results to date are displayed in the Gate 3 piazza and on the north side of Centre Court
- Smartphone users can download the Wimbledon App and use the QR code on the back cover of this guide for daily Order of Play details
- Scoreboards showing point by point scores for matches on Centre and No.1 Courts are located on the Clubhouse above the South Concourse and on the south-west face of the No.1 Court stadium
- Full match information displays are available on the South Concourse opposite Court 4 and near Gate 5
- Television monitors showing up-to-date scores, results and other public information are situated around the Grounds.

PARK & RIDE

See [wimbledon.com](http://wimbledon.com) for details.

PASS-OUTS

To exit and re-enter the Grounds a valid ticket and the appropriate wristband are required. For security reasons, 'Pass-Out' wristbands can only be issued at Gates 5 and 13 and not before 10.30am.

PHARMACY

Located under No.1 Court (Level 1) near Gate 3.

PHOTOGRAPHY

Photographs (or film) taken inside the Grounds may only be used for private, not commercial, purposes and the AELTC shall own all intellectual property rights.

PICNIC HAMPER

See Security p3.

PLACES OF WORSHIP

Details of local places to worship can be found in the 'Visit' section of [wimbledon.com](http://wimbledon.com)

PLAY TENNIS

Interactive game, set and match fun for children south of Court 12.

POLICE

A Metropolitan Police office is located in the North Hall of Centre Court.

PROGRAMMES

- Official programmes may be purchased from kiosks around the Grounds, at Wimbledon Station or in The Queue
- Final programmes are available from PPL Sport & Leisure, Bradford House, 39A East Street, Epsom, Surrey KT17 1BL.

REFRESHMENTS

See p16 & 17.

SELFIE STICKS

In common with many other major sports and entertainment events and cultural attractions, The Championships will not allow 'selfie sticks' into the Grounds.

SHOPPING

The Wimbledon Shops, in the Centre and No.1 Court stadia, between Gates 3 & 4 and in kiosks around the Grounds, stock all official Wimbledon merchandise and a wide range of gifts and souvenirs.

SHOW COURTS

Centre Court, No.1 Court, No.2 Court, No.3 Court and Courts 12 & 18 are defined as the 'Show Courts'.

SMOKING

Smoking, which includes e-cigarettes, is forbidden within the stands of any court and in all areas covered by legislation. Smoking is permitted in open areas with the exception of within queues and the Aorangi Terrace (including the Orchard).

SPEED OF SERVICE

Try your service, compared with the professionals, at the Play Tennis marquee south of Court 12 (proceeds to charity).

TELEPHONES, PUBLIC

Located inside the Grounds:

- In Centre Court North Tunnel
- In the Lost Property Office, under No.3 Court, by Gate 13
- In the No.1 Court stadium, located near the pharmacy on level 1
- Outside the Grounds near Gate 9 and in Marryat Road.

TELEVISION SCREEN

Located at foot of Aorangi Terrace.

TOILETS

See map on p14 & 15 for facilities.

TRANSPORT

The TfL website offers a comprehensive journey planner at [journeyplanner.tfl.gov.uk](http://journeyplanner.tfl.gov.uk)

**London Underground** Southfields on the District Line, see [thetube.com](http://thetube.com) or call **0343 222 1234**.

**South West Trains** Wimbledon via South West Trains from Waterloo, see [nationalrail.co.uk](http://nationalrail.co.uk) or [southwesttrains.co.uk](http://southwesttrains.co.uk). National rail enquiries **08457 484950**.

**Tramlink** Services run to Wimbledon from Croydon and suburbs. For more information see [tramlink.net](http://tramlink.net)

**Buses** Wimbledon station has a connecting London General shuttle bus service direct to The Championships. An Accessibility shuttle will operate for those eligible at Southfields Station. More information and details of fares at [go-ahead-london.com/wimbledon](http://go-ahead-london.com/wimbledon).

**Taxis** Taxi services to the AELTC operate from the taxi ranks at Southfields and Wimbledon Stations.

When leaving the AELTC:

- **Heading North:** for Southfields or Central London use the taxi rank in Church Road (outside Gate 4)
- **Heading South:** for Wimbledon and destinations to the South, a rank is situated in Somerset Road (outside Gate 13)
- Taxi sharing is encouraged during peak times.

**WEATHER/SUN**

- Come prepared for extreme weather conditions, taking appropriate measures when in the sun or rain
- Even on warm days, it may be cooler in the covered and/or shaded areas of the stands in Centre and No.1 Courts and an extra layer of clothing may be required.

**WEBSITE/APPS/SOCIAL MEDIA**

For the latest news, live scores, statistics, results, schedules, interviews, photos and videos from The Championships visit [wimbledon.com](http://wimbledon.com) and download our apps for iPhone, Android and iPad. Follow [@wimbledon](https://twitter.com/wimbledon) on Twitter for the very latest updates, and subscribe to Wimbledon on Facebook, Instagram, Google+, Pinterest and YouTube for exclusive behind-the-scenes insights.

**WHEELCHAIRS**

- The map on **p14 & 15** shows recommended routes around the Grounds for wheelchair users
- There are a limited number of reserved spaces for wheelchair users on Centre, No.1, No.2 and No.3 Courts
- **For safety reasons NO other seating on these courts may be occupied by wheelchair users**
- There are also unreserved areas for a small number of wheelchairs by the side of courts 4–19 and a designated area on Aorangi Terrace
- A number of toilets are available for disabled visitors. If you require a Radar key, please ask the G4S Guard on entry to the Grounds.

**FUTURE EVENTS**

**BARCLAYS ATP WORLD TOUR FINALS**

The Barclays ATP World Tour Finals run from **15th – 22nd November, 2015**. To register your interest in purchasing tickets for the season climax see [BarclaysATPWorldTourFinals.com](http://BarclaysATPWorldTourFinals.com). The AELTC Ticket Office will not be handling tickets for this event.

**PUBLIC BALLOT FOR THE 2016 CHAMPIONSHIPS**

The 2016 Championships will take place from 27th June to 10th July.

- To obtain an application form, please send a stamped, self-addressed envelope from 1st September to 15th December, 2015 to: **AELTC, PO Box 98, London SW19 5AE**. Overseas applicants please check [wimbledon.com](http://wimbledon.com) from September 2015 for full details
- Wheelchair users: please specify that you require a Wheelchair Ballot application form
- Requests for forms postmarked after **15th December 2015** and applications which are not accompanied by a stamped, self-addressed envelope will not be processed
- Only one application per household is permitted.

**CONTACTING THE AELTC**

**wimbledon.com**

General (non-ticket) Enquiries:	<b>020 8944 1066</b>
Ticket Office (not 'box office'):	<b>020 8971 2473</b>
Museum Enquiries:	<b>020 8946 6131</b>
The Wimbledon Shop:	<b>020 8879 5250</b>

## ADVICE TO SPECTATORS

### PROHIBITED ITEMS

The following items are prohibited from the Grounds:



### DO'S & DON'TS

#### DO

- Switch off mobile telephones and communication devices in the stands and around the courts
- Hand in or offer your ticket for scanning, for resale on behalf of charity, as you leave the Grounds.

#### DO NOT

- Make a noise during a rally
- Applaud a net cord or double fault
- Bring babes in arms or children under five into any Show Court
- Take glass or uncovered drinks containers, hot or strong smelling food onto the Show Courts
- Leave items unattended at any time — they will be removed.

### ALCOHOL

Please note the limits on alcohol that can be bought into the Grounds (one standard size bottle of wine or two 500ml cans of beer per person).

The Queue Code of Conduct (p12 & 13) also states that excessive consumption of alcohol or drunken behaviour will result in removal from The Queue.

## CONDITIONS OF ENTRY TO THE GROUNDS

### THE CHAMPIONSHIPS, WIMBLEDON 2015

Entry to the Grounds of the All England Lawn Tennis Club requires a valid ticket, authorised voucher or pass issued by or on behalf of The All England Lawn Tennis Club (Championships) Limited ("AELTC"), which must be retained at all times and implies acceptance of the following conditions which have been established for the safety and enjoyment of all our visitors and may be amended from time to time:

#### SAFETY AND SECURITY

The AELTC reserves the right to limit items which may be brought into the Grounds and to search bags, vehicles and the person before granting entry to the Grounds and other specific facilities within the Grounds.

#### PROHIBITED ITEMS

The following items are prohibited from the Grounds:

- Any bag exceeding 40cm x 30cm x 30cm (16" x 12" x 12");
- Hard-sided containers/items – such as picnic hampers/cool boxes, flasks and camping chairs;
- Any item which may be interpreted as a potential weapon and/or compromise public safety, including sharp or pointed objects (e.g. knives, large corkscrews), 'personal protection' sprays and fireworks/flares;
- Large flags (over 2' x 2'), banners, rattles, klaxons or oversized hats;
- Any objects or clothing bearing political statements or commercial identification intended for 'ambush marketing'.

Visitors in possession of prohibited items may be refused entry or ejected from the Grounds.

#### ALCOHOL AND REFRESHMENTS

Alcohol may be brought into the Grounds but is limited to the equivalent of one bottle of wine or Champagne (750ml) or two cans of beer (500ml) or two cans of premixed aperitifs per person. Bottles of spirits or fortified wines will not be allowed into the Grounds. The consumption of alcohol is permitted only in public bars and other authorised areas. Glass drinking vessels may not be used on the Show Courts; all drinks taken onto the Show Courts must be covered to avoid spillage. Hot and/or strong smelling food may not be taken onto the Show Courts. The AELTC reserves the right to refuse entry to the stands of any court to anyone carrying alcohol and to ask anyone drinking alcohol in the stands to leave.

#### BEHAVIOUR

The use of any annoying or dangerous behaviour, foul or abusive language or obscene gestures, the removal of shirts or any clothing likely to cause offence and the climbing onto any building, wall or other structure/equipment and the use of wheeled footwear is forbidden and may result in ejection from the Grounds.

#### COURTS

Unauthorised persons are not permitted on the courts at **ANY** time.

#### PHOTOGRAPHY AND FILMING

The use of photographic equipment must not inconvenience any other person in the Grounds. Still photographs, film, videotape or other audio-visual material recorded within the Grounds may not be sold, used or published commercially in any way whatsoever unless authorised by the AELTC and may be confiscated by the AELTC if such usage is suspected. AELTC shall own all intellectual property rights in materials taken or recorded in the Grounds.

#### MOBILE TELEPHONES, TABLETS, COMMUNICATIONS DEVICES AND RADIOS

The use of mobile telephones, computers or other electronic devices, communication devices, audio-visual equipment or radios must not inconvenience fellow spectators or any other person in the Grounds or be used to capture or transmit data for the purposes of assisting betting or gambling or any commercial purpose; in particular they must be **SWITCHED OFF** in and around the courts in play. Personal headphones must be used when listening to radios inside the Grounds. Betting is prohibited in the Grounds at all times.

#### TICKETS

Championships tickets may not be bought, sold or distributed without lawful authority.

#### FILMING AND BROADCASTING AT THE CHAMPIONSHIPS

During the Wimbledon fortnight, various filming, photography and broadcasting takes place. By your presence at The Championships, you grant your permission for your likeness and voice to be included in pictures and/or on film and their exploitation and advertising without compensation or credit.

THE AELTC RESERVES THE RIGHT FOR ITS AUTHORISED EMPLOYEES, AGENTS, CONTRACTORS AND POLICE OFFICERS TO REMOVE FROM THE GROUNDS ANY PERSON WHO CONTRAVENES THE ABOVE 'CONDITIONS OF ENTRY' AND ANY PERSON WHOSE PRESENCE AND/OR BEHAVIOUR IN THE GROUNDS COULD REASONABLY BE CONSTRUED AS DANGEROUS, A NUISANCE OR ANNOYANCE TO ANY OTHER PERSON IN THE GROUNDS.

AS OF SEPTEMBER 2014



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