



EASY ACCESS GUIDE

THE CHAMPIONSHIPS, WIMBLEDON
MONDAY 27 JUNE —
SUNDAY 10 JULY 2016



A GUIDE TO THE CHAMPIONSHIPS

The Championships 2016 will see the finest players from over 60 countries compete in the five main Championships' events. In the second week these players are joined by Junior, Veteran and Wheelchair competitors, playing in their own events on The Championships' lawns.

This guide will assist you with your plans for visiting The Championships. Our priority is the safety and comfort of all those attending The Championships, and we would therefore ask you to pay particular attention to the *Visiting The Championships*, *Security* and *Conditions of Entry to the Grounds* sections.

We have also included a map of the Grounds highlighting the location of courts and facilities. Information points are also shown, which are there to provide further guidance and advice once you arrive.

Please do read our expanded Eating and Drinking section which gives details on our 'Best of British' dining options, some of which must be booked in advance.

There is more information on the Grounds and its facilities on **wimbledon.com** and the official apps for iPhone, Android and iPad devices. You can also follow Wimbledon on Facebook, Instagram, Google+ and YouTube. Further details are available on **page 32**.

PLEASE NOTE

- **Neither St John Ambulance nor AELTC provides wheelchairs for visitors**
- If you require a larger print version of this leaflet please contact the Ticket Office on **020 8971 2473** or go to **wimbledon.com/guides**
- The externally hosted website **disabledgo.com** has detailed access guides to the Grounds and Wimbledon Station
- If you require a Radar Key please ask the G4S Guard on entry to the Grounds.

YOUR TICKETS

Tickets are for the court specified on the date shown and entitle the holder to entrance to that court. Ticket holders have no entitlement to view any particular match or round of matches or any particular player. Matches may be moved from one court to another at the sole discretion of the AELTC.

TICKET WARNING

DO NOT buy tickets from touts or other unauthorised agents; they may 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 or offered for sale whether on the internet, in newspapers or elsewhere. Any such tickets which are transferred, advertised or offered for sale will be void.

The AELTC takes active steps to monitor advertisements and sales, including those made via shops and internet sites. Sellers of non-Debenture tickets will be contacted and those found to be in breach of the AELTC's Conditions of Sale may be prohibited from receiving tickets.

SECURITY RESTRICTIONS

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

Access to the Grounds is likely to be quicker for those who have not brought bags.

One bag only per person will be allowed 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, flasks and camping chairs) **of any size will be allowed into the Grounds.**

Please see Security section (**page 40**) for full details of items that are not allowed into the Grounds.

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YOUR TICKETS

We hope you enjoy your day at The Championships. Please pay special attention to the ticket conditions below, as restrictions are strictly enforced.

Please do not share or post pictures of your ticket offer or tickets on any social media platforms or websites. People may use the details and offer them for sale online to defraud/attempt to defraud third parties into buying them. This may result in ticket holders encountering difficulties when visiting Wimbledon.

TICKET CONDITIONS

Tickets are issued subject to the AELTC's Conditions of Sale, an extract of which is below. The Conditions of Sale are available in full at **wimbledon.com** or on request to the AELTC Ticket Manager.

- 1 Tickets shall not be resold or transferred (save as mentioned in condition 3 below) and shall not be purchased or obtained from or through any person, commercial agent, company or otherwise than directly by an individual (an "Applicant") from:
 - a) the AELTC; or
 - b) the AELTC's authorised agents from time to time (including the Lawn Tennis Association ("the LTA") and Ticketmaster).
- 2 Any Ticket advertised or offered for sale whether by an Applicant or any third party will be void.
- 3 If more than one Ticket is issued to an Applicant, whether by virtue of their application to the AELTC (including in the AELTC's public ballot ("the Public Ballot")), their application to the AELTC's authorised agents (including Tickets issued by the LTA via the British Tennis Membership ballot) or their purchase via Ticketmaster immediately before or during The Championships, those Tickets may be used only by the Applicant and the person intending to accompany the Applicant to and at The Championships. The provision of such Ticket by an Applicant to such person without payment shall not contravene condition 1 above.

- 4 Ticket(s) shall not be:
 - a) Used for any promotion, advertising, fundraising, auction, raffle or any other similar commercial or non-commercial purposes;
 - b) Used as a prize (or part of a prize) in any contest, competition, promotional game of chance, lottery or sweepstake;
 - c) Combined with and sold or transferred as part of any package of goods or services; or
 - d) Combined with and sold or transferred as part of any travel, accommodation or hospitality package.
- 5 Tickets are issued subject to Conditions of Entry established by the AELTC from time to time and the AELTC shall be entitled to refuse admission or eject from the grounds of The Championships (without refund or compensation) any Ticket holder in reasonable circumstances or any Ticket holder who is in breach of the Conditions of Entry. The AELTC shall give written reasons if requested. A copy of the full Conditions of Entry currently in force is available on the official website of The Championships at wimbledon.com and is also available on application.
- 6 **Any Ticket obtained, offered for sale, sold or transferred in breach of these Conditions shall be void and all rights conferred or evidenced by such ticket shall be nullified. Any person seeking to use a Ticket obtained in breach of these Conditions in order to gain or provide entry to or remain at The Championships will be a trespasser and will be ejected without refund or compensation and may be liable to legal action.**
- 7 Tickets remain the property of the AELTC at all times.

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:

- i 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.
- ii Purchasers of Grounds Passes at the turnstiles (except those purchased after 5pm) 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.
- iii If there is more than one hour's play, but less than two hours' play, refunds will be limited to half the amount paid.
- iv The Referee's decision on how much play has taken place will be final.
- v 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 turnstiles (prior to 5pm only) should be returned without delay to: The Ticket Office, AELTC, "Raincheck", PO Box 98, London SW19 5AE.
- vi In view of the numbers that could be involved, please do not call at the AELTC's Ticket Office or telephone the AELTC.
- vii Tickets purchased at the Ticket Resale kiosk are not covered by this policy as the monies are passed to charity.
- viii 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:

Refunds are calculated as defined on page 8 and using the Referee's record of how much play has taken place on any given day. It is this official figure which determines whether or not customers are entitled to refunds, rather than the amount of play which an individual spectator may have seen.

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.

ACCESSIBILITY

We endeavour to provide a high standard of accessible facilities for visitors with a disability. More details about the Grounds are available at **disabledgo.com** (search Wimbledon – All England Lawn Tennis Club). If you have any comments or suggestions for further improvements please write to **The Chief Executive, AELTC, Church Road, London SW19 5AE.**

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 5
- **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

- 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.**

VISITING THE CHAMPIONSHIPS

We hope that everyone who visits The Championships will have a memorable experience. Here are some hints and tips for making the most of your day out:

BEFORE YOU LEAVE HOME

- Come prepared for all weather conditions, whether hot or cold, wet or dry
- Wear appropriate footwear (flip flops and high heels are not recommended)
- If you need to bring a bag select one that measures no more than 40cm x 30cm x 30cm (16" x 12" x 12") and has as few compartments as possible. Wheeled bags are strongly discouraged
- **Please avoid packing any of the 'Prohibited Items' illustrated on page 41 – they will not be allowed into the Grounds**
- The AELTC has worked together with Disabled-Go to deliver bespoke access guides for those attending Centre or No.1 Courts. These guides cover access to the Grounds, the courts and all associated facilities and can be found at **disabledgo.com**
- Allow good time to reach the All England Club – local roads and transport networks will be congested and security measures are in place prior to entering the Grounds
- If you face challenges/difficulties in negotiating distances or hilly ground, it may be easier for you to bring a wheelchair. Wheelchairs can be stored in a designated space at Gate 4 (please note that neither the AELTC nor St John Ambulance provides these for visitors)
- Visitors with special dietary requirements are advised that they should bring with them what they need to eat and drink throughout the day. However, a selection of gluten-free products is available in the Aorangi Food Court, the Conservatory Kitchen and Café Pergola
- If you intend to bring alcohol, do not bring bottles of spirits and please note the strict limits set out within the Conditions of Entry on **page 42**.

AROUND THE GROUNDS

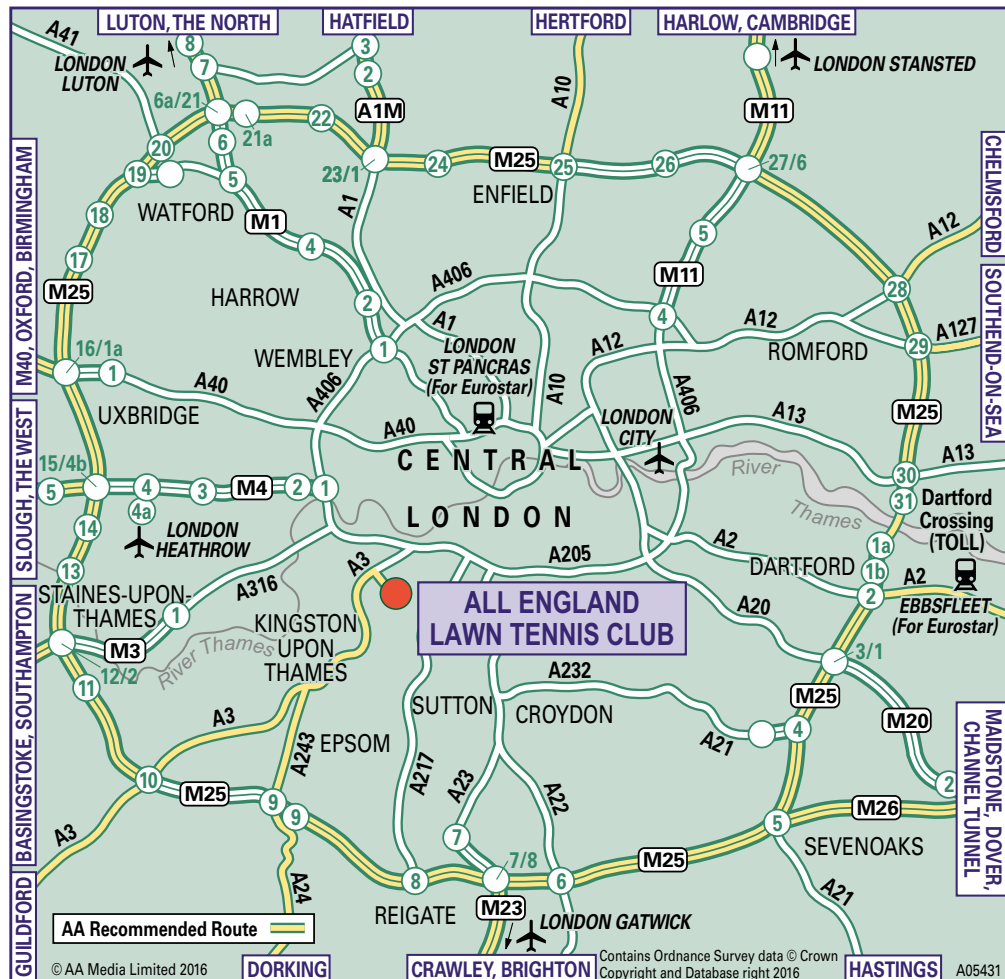
- Do not buy tickets from touts or any other unauthorised source – they may not gain you entry. Tickets are checked at all entry gates
- Do not leave items unattended at any time
- Allow good time to reach your seat or destination within the Grounds – do not rush through crowded areas
- Take care when negotiating stairways inside and outside the stadia. In common with most other sports and entertainment venues, there are no supporting rails in tiered sections of the stands.

AROUND THE COURTS

- A lift is available in the south west corner of Centre Court in order to avoid the St Mary's Walk steps. Please speak to stewards at doorways at the top and bottom of the steps for assistance
- Switch off mobile phones, tablets and other communications devices when in the stands and around the courts, and keep any camera flashes suppressed
- In common with many other major sports and entertainment events, The Championships will not allow 'selfie sticks' into the Grounds
- Enter or leave a stand only at a change of ends and never during a tie-break
- Do not make a noise during a rally
- Never applaud a net cord or double fault
- 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 on the Aorangi Terrace (including the Orchard)
- Drinks can only be consumed from plastic or cardboard cups
- Babes in arms and children under 5 are not permitted in any Show Court.

GOING HOME

- Do remember to hand in or offer your Show Court tickets for scanning as you leave the Grounds – these will be resold for charity
- If travelling by public transport then:
 - For Wimbledon and the south, please exit via Gates 13 or 12 for taxis, bus shuttle to Wimbledon Station, Park & Ride and the Central London bus service
 - For Southfields and the north, please leave via Gates 4 or 5 for taxis, or Gate 1 for a 12 minute walk to Southfields underground
- Please leave plenty of time if you have onward connections.



TRAVELLING TO THE CHAMPIONSHIPS

We would strongly recommend that you plan your journey in advance, taking into account that roads and public transport servicing The Championships will be heavily congested, and extra time may be needed to complete your journey.

ARRIVING BY PUBLIC TRANSPORT

JOURNEY PLANNER

The Transport for London website offers a comprehensive journey planner for travelling around London by train, tube, tram and bus at tfl.gov.uk.

LONDON UNDERGROUND

Southfields on the District Line, see tfl.gov.uk or call the Transport for London helpline on **0343 222 1234**.

SOUTH WEST TRAINS

Wimbledon is via South West Trains from Waterloo, see nationalrail.co.uk or southwesttrains.co.uk. National Rail enquiries **03457 484950**. A comprehensive access guide of Wimbledon Station is available on disabledgo.com.

TRAMLINK

Services run to Wimbledon from Croydon and the suburbs. For more information see tfl.gov.uk.

BUSES

There are dedicated bus services running to and from Wimbledon station direct to The Championships, and to and from Central London via St Pancras, Euston, Baker Street, Marble Arch and Victoria.

An accessibility shuttle will be available from Southfields for those who might experience difficulty in walking to the Grounds.

For more information on these and other local bus services please see go-ahead-london.com/wimbledon.

TAXIS

On arrival there are taxi services from taxi ranks at Wimbledon and Southfields Stations.

For your return journey a shuttle service operates from the taxi rank in Somerset Road (Gate 13) for Wimbledon and the south, and Church Road (Gate 4) for Southfields and the north, as well as services to all other destinations.

WALKING TIMES

Southfields: It takes approximately 5 minutes to the entrance to Wimbledon Park where The Queue is located, and 12 minutes to the Grounds (Gate 1).

Wimbledon: Walking from Wimbledon Station to the Grounds (Gate 5 or 13) takes approximately 25 minutes. Walking maps denoting the shortest route are distributed by stewards at Wimbledon Station.

ARRIVING BY CAR

The All England Club is situated in a densely populated suburb of London and local roads can be heavily congested during The Championships, therefore please allow plenty of time to complete your journey and gain access to car parks.

On-street parking is not permitted in any of the roads around the All England Club during The Championships. Offending vehicles will be removed.

BLUE BADGE DROP OFF/PICK UP

Blue Badge drop off points are available opposite Gate 13 on Somerset Road or Gate 4 on Church Road. For those pre-booking taxis for departure from the Grounds the pick up point is situated in Marryat Road.

ROUTES TO THE CHAMPIONSHIPS

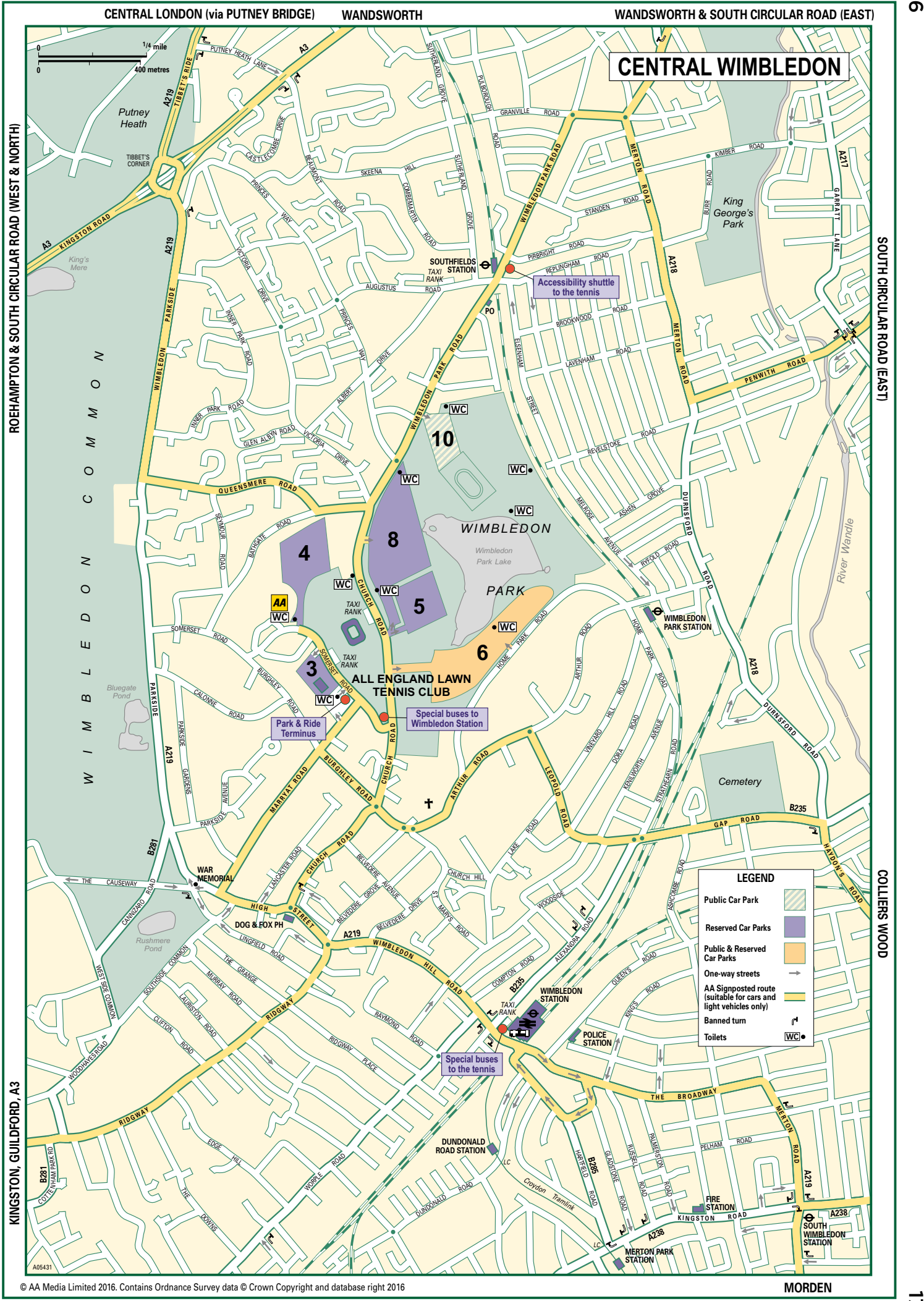
Please follow the signposted routes. One-way systems may be in operation at peak times in the Wimbledon area.

SAT NAVS

The AELTC lies between SW19 5AG and SW19 5AF. Do not use the postcode SW19 5AE to locate the AELTC via Sat Nav.

AA ROADWATCH

Call **09068 884322** or **84 322** from a mobile for the latest reports.



SOUTH CIRCULAR ROAD (EAST)

COLLIERS WOOD

ROEHAMPTON & SOUTH CIRCULAR ROAD (WEST & NORTH)

KINGSTON, GUILDFORD, A3

CENTRAL LONDON (via PUTNEY BRIDGE)

WANDSWORTH

WANDSWORTH & SOUTH CIRCULAR ROAD (EAST)

CENTRAL WIMBLEDON

LEGEND

- Public Car Park
- Reserved Car Parks
- Public & Reserved Car Parks
- One-way streets
- AA Signposted route (suitable for cars and light vehicles only)
- Banned turn
- Toilets

ENJOYING EASY ACCESS AT 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 starts at 2:00pm
- Play on No.1 Court will start at 1:00pm on all 13 days
- For the daily Order of Play please check the Official Programme or **wimbledon.com**
- Non-ticket holders cannot be admitted after 8:00pm, therefore please allow time for security checks
- The AELTC reserves the right to change the programme of play without notice where it is 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 viewing a particular match or round of matches. Matches may be moved from one court to another.**

VIEWING AREAS FOR WHEELCHAIR USERS

CENTRE COURT

There are reserved spaces for wheelchair users (ticket holders only) on Centre Court at the south end via Gangway 101, at the north end via Gangway 109 (between Gangways 206 & 207) and at Level 5 via lifts at the south-east and north-west of the stadium.

No.1 COURT

There are reserved spaces for wheelchair users (ticket holders only) on No.1 Court on Level 2 (east, Gangways 8 & 12 and west, Gangways 26 & 30), both areas accessible via the South West Hall or the Aorangi Pavilion forecourt.

No.2 COURT

There are reserved spaces for wheelchair users (ticket holders only) on No.2 Court at the south end via Gangways 8 & 9.

No.3 COURT

There is limited unreserved space for wheelchair users on No.3 Court on the west side via Gangway 10. Reserved spaces for wheelchair users (ticket holders only) are also accessible from this Gangway.

COURT 12

There is an unreserved viewing area set aside in front of the west stand of Court 12.

COURT 18

There is limited unreserved space for wheelchair users on the east side of Court 18. Access is via St Mary's Walk and the central entrance to the court level stand.

COURTS 14, 15, 16, 17 & 19

There is limited unreserved space for wheelchair users on the west side of Courts 14, 15, 16, 17 and at the south-east corner of Court 19.

COURTS 4, 5, 6, 7, 8, 9, 10, & 11

There is limited unreserved space for wheelchair users on the west side of these courts.

LARGE SCREEN TV & AORANGI TERRACE

The main grass level of the Aorangi Terrace, from which the Large Screen TV may be viewed, has ramped access and a reserved area. Assistance in accessing this area can be provided upon request to a member of staff.

TOILETS

Appropriate toilet facilities, using a Radar Key available from entrance gates and Information Kiosks, are located:

- Near the South West Hall of Centre Court via a ramp from the south Concourse
- North of Centre Court via the north Concourse
- Level 5 of Centre Court near Wheelchair areas
- Level 2 Halls at each corner of No.1 Court
- Level 3 Halls at each corner of No.1 Court
- South and east of No.2 Court

- West side of No.3 Court
- North of Court 18 under the main stand
- West of Court 12 inside Gate 12.

In addition, a number of public toilets have facilities for ambulant disabled visitors. If you require a Radar Key please ask the G4S Guard on entry to the Grounds.

Disabledgo.com has comprehensive details on accessibility to Centre Court and No.1 Court, as well as parking, gate entry and other facilities within the Grounds.

CATERING FACILITIES

All Championships catering outlets are directly accessible for our disabled visitors and wheelchair users. There is a full list of these facilities on **pages 30–31**.

ELECTRIC SCOOTERS & FOLDING WHEELCHAIRS

- A limited number of parking spaces for small electric scooters (pavement vehicles only) are available inside the Grounds. These are shown on the map on **pages 24 & 25**. The scooters must not be left unattended except in designated areas; a uniformed security guard will advise a suitable parking location.
- Folding wheelchairs may be left in a designated space at Gate 4 if arranged with a steward or a uniformed security officer.

INSURANCE

It is recommended that users of wheelchairs, powered wheelchairs and scooters at The Championships are insured for third party damage to people and property.

ASSISTANCE DOGS

Assistance dogs are allowed entry to the Grounds and the Show Courts; dogs should remain with their owner without blocking evacuation routes. There are no 'spending areas' inside the Grounds.

ASSISTANCE

If you require assistance at any time please ask a uniformed security officer, a steward or any member of the AELTC staff.

HEARING LOOPS



There are Hearing Loops located at key points around the Grounds. They are marked by this symbol.

SAFETY

In order to meet local authority safety requirements and to ensure the effectiveness of any emergency evacuation, wheelchair users may **ONLY** occupy designated wheelchair areas and must remain in their wheelchairs.

SURVEY

Each year Queen Elizabeth's Foundation for Disabled People (qef.org.uk) provides advice on accessibility and conducts a survey within the Grounds. If you are approached, we would appreciate your participation if you are willing.

EMERGENCY

If you discover an accident, fire or suspect package etc, then:

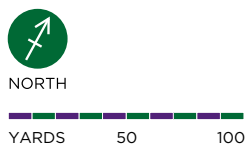
- Contact a member of staff or steward/guard immediately, or:
- Call ext. **2666** direct from a red emergency telephone or **020 8971 2666** from an external line
- Give your name, the nature of the incident and the location.

The relevant emergency service(s) will be despatched immediately.

EVACUATION

If you are asked to evacuate a court or the Grounds, please leave by the nearest suitable exit or as directed by uniformed stewarding staff, taking all your personal belongings with you.

Please note that, in order to ensure the effectiveness of any emergency evacuation, **the AELTC regrets that spectators using wheelchairs are only permitted access to designated areas within the stands.**



SHOPPING AT WIMBLEDON

Don't forget to take a piece of Wimbledon home with you and celebrate your day at The Championships with a visit to one of the Official Wimbledon Shops, located in Centre Court, No.1 Court and around the Grounds.

The AELTC is delighted to present a new official Wimbledon range of merchandise for 2016 with a new Wimbledon apparel collection at its heart, designed with a particular emphasis on fit and style, heritage and quality.

The collection is a collaboration between the All England Club and a small team of selected external designers. A large number of new fabrics and patterns have been created, alongside increased sourcing of garments from the UK and Europe.

From the famous official Wimbledon towel, to apparel for men, women and children, to jewellery, bags and souvenirs, the range also features the introduction of new and improved trims, packaging and labelling, as well as new and improved gifts and souvenir items, resulting in a more cohesive Wimbledon offering.

The No.1 Court Shop is the largest retail outlet onsite, followed by the Centre Court Shop and the Museum Shop. There are also several merchandise kiosks around the Grounds. For added convenience, you can also buy a selection of Wimbledon merchandise online at **wimbledon.com/shop**.

We hope you enjoy your Wimbledon shopping experience.

EATING AND DRINKING AT THE CHAMPIONSHIPS

Food and drink are an important part of enjoying The Championships, be it a quick bite between matches, a more formal lunch, a quintessential British afternoon tea or a sundowner when the day's play has concluded.

We are proud to showcase the rich seasonal harvest and the very best in British suppliers, producers and artisans. Quality British ingredients are at the heart of our food and drink ethos and, where possible, will feature in the broad selection of dishes and menus available across the Grounds.

For a quick guide of what is available this year please see **pages 30 & 31**, refer to the map on **pages 24 & 25** or visit **wimbledon.com/eatinganddrinking**.

Strawberries and cream

Ever since the first Championships in 1877, the strawberry has had its place as an indispensable accompaniment to tennis.

Spectators at the All England Club's original Worple Road grounds enjoyed strawberries as they watched matches in the early days, with the juicy sweet fruit still remaining part of the heritage and tradition of The Championships today, where a staggering 28 tons are enjoyed each year.

All our strawberries are grown by Marion Regan. Marion's great grandparents began growing strawberries at Mereworth in Kent in 1893 and the family has been producing them ever since.

To ensure the utmost freshness, LEAF certified Grade I strawberries of the highest quality are picked from 4:00am and delivered by 11:00am to be eaten on the same day.

FULL SERVICE & SELF SERVICE RESTAURANTS

WINGFIELD RESTAURANT (CENTRE COURT)

The Wingfield Restaurant is located on the first floor of Centre Court overlooking the Tea Lawn and is the only pre-bookable restaurant at The Championships. There is high demand for this restaurant, so book early and savour the ultimate Wimbledon experience with our fixed price three course luncheon menu, which embraces the finest of British ingredients and wines from around the World. Traditional afternoon tea is available from 3:30pm onwards, where booking is not required. **Reservations can be made online at fmccatering.co.uk.**

CONSERVATORY KITCHEN (No.1 COURT)

Choose from both hot and cold lunches such as Lancashire Beef Stroganoff, Brixham Fish Pie and our Groundsman's Platters, or a choice of delicious sandwiches and wraps from the Deli, accompanied by a range of exciting summer salads. Classic Wimbledon Strawberries and Cream are available for dessert, or you can really indulge yourself with an afternoon tea tray of irresistible treats from the Bakery.

THE BASELINE – CAFÉ BAR (SOUTHERN GROUNDS)

'Best of British' showcases some of the finest produce in this assisted service restaurant. Delicious Sutton Hoo chicken, raised in Norfolk especially for The Championships, is accompanied by salt roasted Lincolnshire potatoes and freshly picked British salad leaves, which can be served either as a salad or in a wrap to go.

THE BASELINE GRILL (SOUTHERN GROUNDS)

Offers table service in a lively modern environment with juicy burgers, made with five cuts of Lancashire beef, grilled chicken, pasta dishes and salads. Alternatively try the Canadian lobster and crayfish roll followed by a delicious slice of chocolate fudge cake.

CAFÉ PERGOLA (SOUTHERN GROUNDS)

Assisted service lunch and afternoon tea, with hot carvery, light refreshments and a wine bar. Why not try some of our succulent slow cooked, 'Best of British' Blythburgh free range pork from Suffolk.

FOOD & DRINK – ON THE GO

With a wide range of quick serve food and drink outlets spread conveniently throughout the Grounds, you are never far away from a snack or something more substantial. Whether you choose traditional fish & chips, a tasty Mexican burrito, a delicious wrap, summer salad or indeed any of our other many options, these less formal choices give you the chance to find your own space in the Grounds, and enjoy The Championships at your own pace.

If you fancy something a bit sweeter, there are also ice cream and Bon Bons which can also be found at one of our handy kiosks.

AFTERNOON TEA

Using the freshest British ingredients, our classic reception sandwiches, Devon scones with clotted cream and strawberry jam, selection of tea pastries, along with the Wimbledon favourite of strawberries and cream is perfect for that late afternoon treat; all served with a pot of English Breakfast tea or your favourite infusion.

Fully served Afternoon Tea can be taken in the Wingfield Restaurant after 3:30pm or, if you prefer, you can personalise your own at our self service Conservatory Kitchen or Café Pergola restaurants. There is no need to pre-book any of these restaurants for afternoon tea.

If you fancy your afternoon tea a little more "al fresco", why not pre-order your afternoon tea picnic hamper? We have created a very special picnic for two, all wrapped up in an exclusive Wimbledon cool bag. This wonderful package is only available to pre-order and can be collected from Court Buffet on the Tea Lawn on the day of your visit to The Championships. It will include:

- Traditional afternoon tea sandwiches to share
- Fruit and plain Devon scones with clotted cream and strawberry jam
- Kentish strawberries and cream
- Traditional afternoon tea pastries
- Two cups of tea
- Two 500ml bottles of Evian mineral water.

Pre-Order at fmccatering.co.uk/wimbledon-afternoon-tea.

QUICK GUIDE

CENTRE COURT

Restaurant

- Wingfield Restaurant – Table service luncheon and afternoon tea. For luncheon, booking is advised via **fmccatering.co.uk** (click on Reserve a table for The Championships) or fax **020 8944 2253**.

Grab & Go

- Long Bar – Quick serve beverages
- Court Buffet – Sandwiches, salads, light refreshments and bar
- Champagne Bar – Table service Champagne, seafood, sandwiches and sushi with live music
- Tea Lawn – Strawberries & cream, pizzas, the sausage grill and fast service drinks
- Level 5 Refreshments – Sandwiches and light refreshments.

No.1 COURT

Restaurant

- Conservatory Kitchen – Assisted-service hot and cold lunches, deli sandwiches, afternoon tea, light refreshments and bar.

Grab & Go

- Aorangi Café – Southern-fried chicken, sandwiches, light refreshments and bar
- Aorangi Terrace – Bar, light refreshments and ice cream
- Aorangi Food Court – Self-service hot and cold food, sizzling salads, stone-baked pizzas, sandwiches, strawberries & cream, coffee bar, light refreshments and bar
- Court 18 Refreshments – Light refreshments and ice cream
- Food Village – Hot food take-away including hot wok stir-fry, fish & chips, Mexican and burgers, The Pantry serving sandwiches, salads, pastries, cookies, muffins, hot and cold beverages, and The Village Bar
- Canyon Coffee & Ice Cream – Light refreshments, ice cream, hot and cold beverages.

SOUTHERN GROUNDS

Restaurant

- The Baseline Grill – Serving a delicious hot and cold menu including burgers, seafood, salads and drinks
- Café Pergola – Assisted-service lunch and afternoon tea, carvery, light refreshments and bar.

Grab & Go

- The Baseline Café Bar – Best of British salad and wraps, speciality coffees, teas, gourmet salads and bar drinks
- Play Tennis – Sandwiches and light refreshments
- The Bakery – Freshly baked baguettes and pastries, light refreshments and bar
- Court Buffet – Sandwiches, light refreshments and bar.

Visitors with special dietary requirements are advised that they should bring with them what they need to eat and drink throughout the day. However, a selection of gluten-free products is available in the Aorangi Food Court, the Conservatory Kitchen, and Café Pergola.

FOLLOWING WIMBLEDON

Wimbledon.com and the **Official Wimbledon Apps** are the perfect source of information for your visit to The Championships, before, during and after.

Available on desktop and mobile, **wimbledon.com** provides you with all the information you need to plan your day, reminders of what to bring and what not to bring, how to get here, what food and drink will be available and how to buy and download your programme in advance. There is also an A to Z of everything you could possibly need to know.

When you're wandering the Grounds, or, at home or at your desk, **wimbledon.com** also has the latest on matches in progress, including exclusive live point-by-point scores, draws, statistics and player profiles.

Not only that, if you want to catch up on what's happened, you can browse a **variety of video**, from short clips to highlights, interviews and features, as well as beautiful photographs from The Championships in action.

Finally, if you want to immerse yourself in Wimbledon history before your visit, take a look at our **Draws & Statistics Archive**, featuring every match ever played at The Championships since 1877.

SOCIAL MEDIA

Whatever your social media platform of choice, Wimbledon is an entertaining and informative source of news to add that something extra to your day – both on the Grounds and off.

Wimbledon on **Facebook** (facebook.com/wimbledon) brings you all the best video, as it happens, Q&As with players, beautiful pictures and fascinating graphics. Wimbledon on **Instagram** (Instagram.com/wimbledon) takes those beautiful pictures and makes them breathtaking.

If you like to snap, Wimbledon on **Snapchat** (search for Wimbledon), has exclusive behind the scenes insight, in the real and raw way that only snapchat can deliver.

If you prefer **Twitter**, **@wimbledon** will stay on the pulse with you throughout your day, keeping you up to date with all the action

around the Grounds, plus that little bit of extra insight, before anyone else gets it. And then there's **Periscope** and **Vine**, both well worth following for exclusive live moments that only Wimbledon can bring you, and your most treasured Wimbledon icons, brought to life in a completely different way in six seconds.

There's also **YouTube**, the ultimate source of Wimbledon video content, easy to search, easy to find, and over-flowing with highlights, interviews, features, behind-the-scenes beauty and more.

Finally, if you prefer your Wimbledon content in Chinese – we're on **Weibo** and **Wechat**. And for the Japanese speakers out there, we're on **Line** too.

THE WIMBLEDON APP

Perfect to keep you on top of your day out at The Championships, the new Wimbledon app features an exclusive experience for the visitor, allowing you to plan your day in advance, keep on top of the action while you are here, and capture the best bits to share with your friends and families afterwards.

Available on mobile and tablet for iOS and Android, the apps give you everything that **wimbledon.com** does, but personalised according to what most interests you. That means you can follow the players, events or countries you are most interested in, making sure you'll never miss a score, quote or photo.

LIVE @ WIMBLEDON TV & RADIO

Available on **wimbledon.com** and the apps, **Live @ Wimbledon** is our online TV and radio channel, bringing you the best behind the scenes bits from The Championships.

Live from 9:00am to the close of play, **Live @ Wimbledon Radio** is available worldwide on three channels – the main channel, featuring live commentary, news and interviews; the Centre Court channel, featuring ball-by-ball commentary; and the No.1 Court channel, featuring ball-by-ball commentary.

Live @ Wimbledon TV, presented from our studio overlooking the Hill, is a digital TV channel, bringing you the best bits of Wimbledon as they happen – from big wins to shock upsets, key quotes and funny moments, ambience and atmosphere, and a feeling of what it's like to be on the ground.

A—Z AT A GLANCE

AA OFFICE

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

AUTOGRAPHS

Signing sessions with players at the FanZone 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
- **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
- A ticket is not required for those under 5.

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 (see map on **pages 24 & 25**).

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.

CHILDREN

- 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**.

CUSHIONS

Souvenir cushions are available from The Wimbledon Shops.

DRINKING WATER

See map on **pages 24 & 25** for the location of drinking water fountains.

FIRST AID POSTS

St John Ambulance runs four First Aid posts (see map on **pages 24 & 25**).

INFORMATION DESKS

A wide variety of information is available from six points around the Grounds (see map on **pages 24 & 25**).

LEFT LUGGAGE

There are no left luggage facilities inside the Grounds. Left luggage facilities are provided at a number of locations outside the Grounds (see map on **pages 24 & 25**). Camping equipment, tents, chairs, oversize bags, picnic hampers, flasks and other prohibited items must be left in one of these facilities. Please note that bags deposited in left luggage should be no bigger than 60cm x 45cm x 25cm (24" x 18" x 10"), aircraft cabin size. 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.

All bags will be searched before acceptance into the left luggage facilities.

LOST PROPERTY

Situated under No.3 Court, near Gate 13. Call **020 8971 2251** or see **wimbledon.com** for details.

MUSEUM

Located at Gate 4, Wimbledon Lawn Tennis Museum is open during The Championships, for ticket holders only, from 9:30am–8:00pm, and daily throughout the year (10:00am–5:00pm, 5:30pm in summer). The Museum will be open to the public on the Middle Sunday if no play is scheduled. Usual admission prices will apply.

Admission: Adults — £13.00

Concessions — £11.00

Children under 16 — £8.00

ORDER OF PLAY & RESULTS

The full draw of the main Championships events, the daily Order of Play and up-to-date results are displayed in the Gate 3 piazza and outside the Debenture Holders' facilities at the north side of Centre Court.

Smartphone users can download the Wimbledon App 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 and outside the No.1 Court stadium.

Full match information displays are available on the South Concourse opposite Court 4, near Gate 5 and No.1 Court adjacent to Aorangi Pavilion.

Television monitors showing up-to-date scores, results and other public information are situated around the Grounds.

PARK & RIDE

See Park & Ride on **page 18** for details.

PASS-OUTS

Wristbands for pass-out and re-entry to the Grounds are available at Gates 5 and 13 only.

PHARMACY

Located in 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.

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

The official programme can be purchased in advance of your day at The Championships. You will receive a digital copy compatible with your mobile or tablet for your day, and afterwards receive a physical copy in the post at your home address. Details of how to take up this offer can be found on **wimbledon.com** from 1 May.

Final programmes are available from PPL Sport & Leisure, Bradford House, 39A East Street, Epsom, Surrey KT17 1BL.

Tel: **0808 100 7377**.

REFRESHMENTS

See **pages 30 & 31**.

SELFIE STICKS

In common with many other major sports and entertainment events, 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'.

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
- By Gate 13 (Lost Property office)
- No.1 Court stadium (Level 1), near Gate 3
- Outside the Grounds near Gate 9 and in Marryat Road.

TELEVISION SCREEN

Located at foot of the Aorangi Terrace.

TICKET RESALE

Subject to availability, returned Show Court tickets can be purchased daily, not before 3:00pm, for a nominal charge from the Ticket Resale kiosk north of Court 18 near the top of St Mary's Walk.

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

The entire proceeds will be donated via the Wimbledon Foundation to charities and community organisations. The Wimbledon Foundation is the charity of the All England Lawn Tennis Club and aims to change people's lives using the resources and heritage of the Club and The Championships.

TOILETS

See map on **pages 24 & 25** for facilities.

TRANSPORT

See Travelling to The Championships on **pages 14 & 15**.

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/SOCIAL MEDIA

For more details on **wimbledon.com**, all our apps and social media platforms see **pages 32 & 33**.

WHEELCHAIRS

There are a limited number of reserved spaces for wheelchair users on Centre, No.1, No.2 and No.3 Courts. Check the map on **pages 24 & 25** for wheelchair viewing positions on all other courts.

For safety reasons NO other seating may be occupied by wheelchair users.

Neither St John Ambulance nor AELTC provides wheelchairs for visitors.

PUBLIC BALLOT FOR THE CHAMPIONSHIPS 2017

The Championships 2017 will take place from 3-16 July.

UK APPLICANTS

To obtain an application form for the Public Ballot for The Championships 2017, please send a stamped, self-addressed envelope from **1 September-15 December 2016** to:

AELTC

PO Box 98

London

SW19 5AE

Requests for application forms postmarked after **15 December 2016** and applications which are not accompanied by a stamped, self-addressed envelope will not be processed.

Only one application per household is permitted.

OVERSEAS APPLICANTS

Please check **wimbledon.com** from **September 2016** for full details.

BARCLAYS ATP WORLD TOUR FINALS

The Barclays ATP World Tour Finals run from **13-22 November 2016**. To register your interest in purchasing tickets for the season climax see **BarclaysATPWorldTourFinals.com**. The AELTC Ticket Office will not be handling tickets for this event.

SECURITY

Our desire to protect the safety and security of all our visitors means that comprehensive security measures will be in place for The Championships, including extensive searches (of bags, vehicles and the person) on entry to the Grounds and the Show Courts.

Please note there are restrictions on bag sizes not exceeding 40cm x 30cm x 30cm (16" x 12" x 12") and hard-sided items in addition to the prohibited items (opposite).

The speed of entry to the Grounds is decreased dramatically when multi-pocketed bags/backpacks are presented.

Any prohibited items inadvertently brought to The Championships can be deposited at left luggage facilities outside the Grounds. Any items discovered after entry through the gates will be confiscated and cannot be collected on exit.

LEFT LUGGAGE

Left luggage facilities outside the Grounds are marked on the map on **pages 24 & 25**. There are no left luggage facilities inside the Grounds.

A charge of £1 will be made for deposited items, apart from overnight equipment, which will cost £5. Proceeds are donated towards improving facilities in Wimbledon Park.

PROHIBITED ITEMS

The following items are prohibited from the Grounds:



KNIVES



SHARP
OBJECTS



FLASKS



FLARES



HARD SIDED
ITEMS



SELFIE
STICKS



PERSONAL
PROTECTION



LARGE
FLAGS



AMBUSH
MARKETING



POLITICAL
SLOGANS



RATTLES OR
KLAXONS



ILLEGAL
SUBSTANCES



TENTS



CAMPING
SEATS



LENSES OVER
300MM

CONDITIONS OF ENTRY TO THE GROUNDS

CONDITIONS OF ENTRY TO THE GROUNDS OF THE CHAMPIONSHIPS, WIMBLEDON 2016

Entry to the grounds of the All England Lawn Tennis Club (“Grounds”) requires a valid ticket, authorised voucher, pass or accreditation 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

- 1 Entry to the Grounds will only be authorised upon presentation of a valid ticket, authorised voucher, pass or accreditation issued by or on behalf of the AELTC and, if required by the AELTC, photographic proof of identity.
- 2 The AELTC reserves the right to limit items which may be brought into the Grounds and to search bags, vehicles and persons before granting entry to the Grounds and other specific facilities within the Grounds. Persons entering the Grounds agree to such searches and the AELTC reserves the right to refuse entry to, or to eject from the Grounds, anyone refusing to submit to such a search.
- 3 Entry to the Grounds will not be permitted for anyone who has been banned or ejected from the Grounds by the AELTC or from any tennis tournament sanctioned by the ATP, WTA or ITF. Persons entering the Grounds warrant that they are not subject to any such ban.
- 4 Parents and guardians assume responsibility at all times for minors in the Grounds who are attending with them.

BABIES AND CHILDREN

- 5 Babes in arms and children under 5 years of age will not be allowed into Centre Court or No.1, No.2, No.3 Courts or Courts 12 and 18.

- 6 Children over 5 years of age are required to have their own ticket, which will be charged at the full price. A ticket is not required for those under 5.
- 7 All children under the age of 16 must attend The Championships with an adult and be supervised appropriately.
- 8 Children over 5 and under 12 are allowed into all courts provided they are accompanied by an adult at all times.

PROHIBITED ITEMS

- 9 The following items are prohibited from the Grounds (“Prohibited Items”):
 - 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’, including items or objects given away as part of a promotional or marketing campaign by third parties near to the Grounds;
 - Spray paints or other items which could in the opinion of the AELTC be used to sabotage or damage property;
 - ‘Selfie sticks’ or equivalents.
- 10 Visitors in possession of Prohibited Items may be refused entry or ejected from the Grounds.
- 11 Any Prohibited Items which are surrendered as a condition of entry to the Grounds shall be deemed to be surrendered irrevocably and voluntarily. Any such items will be unable to be reclaimed and shall be disposed of by the AELTC without any liability.

ALCOHOL AND REFRESHMENTS

- 12 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.
- 13 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

- 14 The use of any annoying or dangerous behaviour, foul, abusive or racist 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.
- 15 Attendees must comply with the instructions of the AELTC or its authorised agents (including stewards and security staff) and/or any police officer. Any failure to comply with such instructions may lead to ejection from, or refusal of entry to, the Grounds.
- 16 No goods or services (including literature and printed material) may be offered or distributed (whether for payment or not) inside the Grounds.
- 17 Any person who is reasonably suspected by the AELTC and its authorised agents of having committed, or being likely to commit, a criminal offence within the Grounds may be ejected from the Grounds at any time.

COURTS AND RESTRICTED AREAS

- 18 Unauthorised persons are not permitted on the courts or in restricted areas (including changing rooms or any officials' or players' areas) at **ANY** time.

PHOTOGRAPHY AND FILMING

- 19 Flashlight photography is forbidden.
- 20 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.
- 21 Attendees in the Grounds acknowledge and agree that the AELTC is the sole legal and beneficial owner of any intellectual property rights (including copyright) in any images or material taken or recorded in the Grounds (including by the attendee) and hereby assign any rights they may have in respect of such images, material or recordings to the AELTC. Attendees waive all rights (including moral rights) in any such images, material or recordings.

MOBILE TELEPHONES, TABLETS, COMMUNICATIONS DEVICES AND RADIOS

- 22 The use of mobile telephones, computers, tablets 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, supply or transmit data for the purposes of betting, gambling, any commercial purpose or assisting for these purposes; 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.

- 23 Other than for private and domestic use, any persons attending The Championships shall not record, use or transmit over the internet, radio, television or any other current or future media, any sound, image, recording or description of The Championships, the Grounds or any match (including any results, statistics, information or other data in respect of the match, whether in whole or in part) or to assist any other person(s) conducting such activities. Recording or transmission in any form of moving images of any part of play at The Championships for any purposes is prohibited.

TICKETS

- 24 Tickets to The Championships may not be bought, sold or distributed without lawful authority.

FILMING AND BROADCASTING AT THE CHAMPIONSHIPS

- 25 During the Wimbledon fortnight, various filming, photography and broadcasting takes place in the Grounds. By your presence at The Championships, you grant your permission, free of charge, for your image, likeness and voice to be included in pictures and/or on film and/or audio broadcasts or transmissions and their exploitation and advertising without compensation or credit. Attendees acknowledge that any such use under this condition, and their agreement to such use, shall last in perpetuity.

GENERAL

- 26 The AELTC reserves the right to change the programme without notice where it is reasonably necessary to do so. Ticket holders have no entitlement to view any particular match or round of matches or any particular player. Matches may be moved from one court to another at the sole discretion of the AELTC.
- 27 Persons entering the Grounds are not guaranteed an uninterrupted view of any match or game and the AELTC gives no warranty as to the quality or duration of any match or game.
- 28 The AELTC excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons and/or property in or around the Grounds.

- 29 Other than as stated in condition 30 below, the AELTC shall not be liable for any refund, loss (including indirect or consequential loss), damage or expense caused by cancellation, curtailment or change of schedule of The Championships because of government action, strike, civil commotion, national disaster or other force majeure or cause beyond the reasonable control of the AELTC.
- 30 In the event of any curtailment or cancellation of play due to rain, the AELTC shall operate any refund or reimbursement which may be due to ticket holders in accordance with its 'Raincheck Policy', the full details of which are available on AELTC's website at **wimbledon.com**.

CCTV cameras are in use around the Grounds and the AELTC may use or pass to the police or other relevant authority any recordings for use in legal proceedings or any potential legal proceedings.

The AELTC reserves the right for its authorised employees, agents, contractors and police officers acting reasonably to remove from the grounds (without refund or compensation) 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. Any such removal may result in further action including, but not limited to, the AELTC issuing such persons with a ban prohibiting future attendance at the grounds and/or legal proceedings being taken.

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CONTACTING THE AELTC

General (non-ticket) Enquiries: 020 8944 1066

Ticket Office (not 'box office'): 020 8971 2473

Museum Enquiries: 020 8946 6131

The Wimbledon Shop: 020 8879 5250

Via wimbledon.com