



EASY ACCESS GUIDE

THE CHAMPIONSHIPS, WIMBLEDON
MONDAY 23RD JUNE —
SUNDAY 6TH JULY 2014

A GUIDE TO THE CHAMPIONSHIPS

The 2014 Championships 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 is aimed at assisting you with your plans for visiting The Championships. It contains general information to allow you to plan an enjoyable day with us.

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.

WEBSITE/SOCIAL MEDIA

For the latest news, live scores, statistics, results, schedules, interviews, photos and videos from The Championships visit wimbledon.com. Follow @wimbledon on Twitter for the very latest updates, and subscribe to Wimbledon on Facebook, Instagram, Google + and YouTube for exclusive behind-the-scenes insights.

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**.

YOUR TICKETS

Please 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.**

TICKET WARNING

The AELTC cannot guarantee that tickets purchased other than from itself or authorised agents will be valid or will gain entry. Customers who buy tickets from other sources do so at their own risk.

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.

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 16" x 12" x 12" (40cm x 30cm x 30cm). Further, **no hard-sided items** (e.g. picnic hampers, coolboxes, briefcases, thermos flasks and camping chairs) **of any size will be allowed into the Grounds.**

Please see Security section (**page 32**) 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.

TICKET CONDITIONS

Your attention is drawn to the following extract from the AELTC's 'Conditions of Sale':

- 1 Tickets shall not be resold or transferred (save as mentioned in (2) below) and shall not be purchased or obtained from or through any person, commercial agent, company or otherwise than directly by the applicant from the AELTC or its authorised agent. Any tickets advertised for sale will be void.
- 2 If more than one ticket is issued to an applicant those tickets may be used only by the applicant and the person intending to accompany that applicant to and at The Championships. The provision of such ticket by an applicant to such person without payment shall not contravene (1) above.
- 3 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 to any ticket holder in reasonable circumstances and 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 and is also available on application.
- 4 Any ticket obtained 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 and liable to legal action.
- 5 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 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.
- 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 5.00pm 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 above 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 and spectators with a disability. 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.**

BABIES & CHILDREN

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).

Children over five 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.

A limited number of baby changing facilities are available but there are no facilities for mothers to 'express' milk.

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**

BARCLAYS ATP WORLD TOUR FINALS

The Barclays ATP World Tour Finals run from **9th-16th November 2014**. 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.

PUBLIC BALLOT FOR THE 2015 CHAMPIONSHIPS

Please note The 2015 Championships will move back a week and will take place from 29th June to 12th July.

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 British Tennis Membership, schools 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 including an allocation of tickets for sale on the day.

To obtain an application form, please send a stamped, self-addressed envelope from 1st August 2014 to 15th December 2014 to: **AELTC, PO Box 98, London SW19 5AE**. Overseas applicants please check **wimbledon.com** from **August 2014** for full details.

Wheelchair users: please specify that you require a Wheelchair Ballot application form.

Requests for forms postmarked after **15th December 2014** and applications which are not accompanied by a stamped, self-addressed envelope will not be processed.

Only one application per household is permitted.

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 16" x 12" x 12" (40cm x 30cm x 30cm) and has as few compartments as possible. Wheeled bags are strongly discouraged
- Please avoid packing any of the 'Prohibited Items' illustrated on **page 33** - they will not be allowed into the Grounds
- 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
- The Championships' Grounds cover more than 40 acres and are built on land which is not totally level. 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 the 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-packed gluten-free foods can be purchased on request in the Aorangi Food Court
- If you intend to bring alcohol, do not bring spirits and please note the strict limits set out within the Conditions of Entry on **page 34**.

AROUND THE GROUNDS

- Do not buy tickets from touts or any other unauthorised source - they will 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

- Switch off mobile phones, tablets and other communications devices in the stands and around the courts, and keep any camera flashes suppressed
- Enter or leave a stand only at a change of ends and not 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. Designated smoking areas are provided within the Grounds
- 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 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 12 or 13 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, Central London bus service, or a 12 minute walk to Southfields underground
- **Please leave in 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.

SOUTHFIELDS

Following consultation with visitors, and in support of our aim to reduce traffic congestion along Wimbledon Park Road and create a more pleasant arrival experience at The Championships, the shuttle bus service from Southfields has been suspended on a trial basis.

The move replicates the walking experience at the London Olympics which proved popular. Walking times from Southfields are approximately as follows:

- 5 minutes to the entrance to Wimbledon Park where The Queue is located
- 15 minutes to the Grounds (Gate 1).

A disability shuttle will operate for those visitors who are eligible to use the service.

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 journeyplanner.tfl.gov.uk.

LONDON UNDERGROUND

Southfields on the District Line, see thetube.com or call **0843 222 1234**.

SOUTH WEST TRAINS

Wimbledon via South West Trains from Waterloo, see nationalrail.co.uk or southwesttrains.co.uk.

National Rail enquiries **08457 484950**.



TRAMLINK

Services run to Wimbledon from Croydon and the suburbs. For more information see tramlink.net.

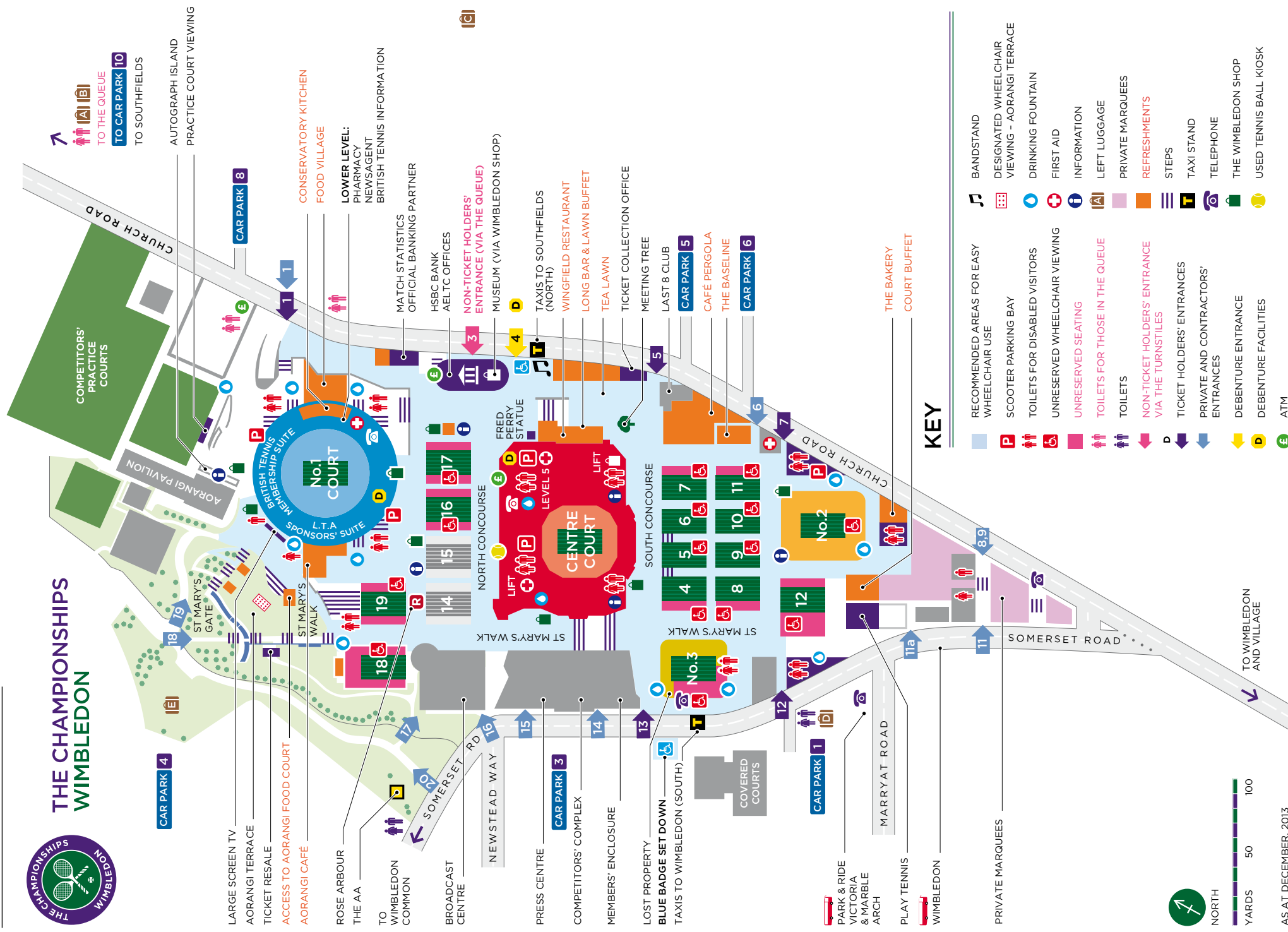
BUSES

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. There is no service to and from Southfields.

For more information on these and other local bus services please see londongeneral.co.uk/wimbledon.



THE CHAMPIONSHIPS WIMBLEDON



KEY

- RECOMMENDED AREAS FOR EASY WHEELCHAIR USE
- SCOOTER PARKING BAY
- TOILETS FOR DISABLED VISITORS
- UNRESERVED WHEELCHAIR VIEWING
- UNRESERVED SEATING
- TOILETS FOR THOSE IN THE QUEUE
- TOILETS
- NON-TICKET HOLDERS' ENTRANCE VIA THE TURNSTILES
- TICKET HOLDERS' ENTRANCES
- PRIVATE AND CONTRACTORS' ENTRANCES
- DEBENTURE ENTRANCE
- DEBENTURE FACILITIES
- ATM
- BANDSTAND
- DESIGNATED WHEELCHAIR VIEWING - AORANGI TERRACE
- DRINKING FOUNTAIN
- FIRST AID
- INFORMATION
- LEFT LUGGAGE
- PRIVATE MARQUEES
- REFRESHMENTS
- STEPS
- TAXI STAND
- TELEPHONE
- THE WIMBLEDON SHOP
- USED TENNIS BALL KIOSK

TAXIS

Taxi services operate from the taxi ranks at Southfields and Wimbledon Stations. A shuttle service also operates from the taxi rank in Church Road (Gate 4) for Southfields and the north, and Somerset Road (Gate 13) for Wimbledon and the south, as well as services to all other destinations.

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.

ROUTES TO THE CHAMPIONSHIPS

Please follow the signposted routes. One-way systems operate 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 **884 322** from a mobile for the latest reports.

PARKING

PRE-PAID PUBLIC PARKING

Limited spaces are available in Car Park 6, entrance in Home Park Road or Church Road at a charge of £25 (for bookings visit theaa.com/wimbledon).

UNRESERVED PUBLIC PARKING

Pay on the day parking is available, subject to space, in Car Parks 6 (entrance in Home Park Road or Church Road) and 10 (entrance in Wimbledon Park Road) at a charge of £30. These open daily at 06:00 and 06:30 respectively.

CAR PARK ENTRANCES & OPENING TIMES

Car Park 3	entrance in Somerset Road	08:00
Car Park 4	entrance in Somerset Road (includes motorcycle parking)	08:00
Car Park 5	entrance in Church Road	06:30
Car Park 6	entrances in Church Road and Home Park Road	06:00
Car Park 8	entrance in Church Road (includes free bicycle parking)	08:00
Car Park 10	entrance in Wimbledon Park Road (unreserved)	06:30

PARKING FOR DISABLED PEOPLE

Subject to availability, pre-paid 'Disabled' car parking is available for Blue Badge holders at a charge of £25 in Car Parks 6 and 8 (for bookings visit theaa.com/wimbledon).

PARK & RIDE

A Park & Ride scheme is available (06:30-23:00) at Morden Park, accessed from the A3 at Tolworth and via the A240 and A24. The charge for the public is £15 per car and £20 for minibuses (for bookings visit theaa.com/wimbledon).

The last public bus from the AELTC to the Park & Ride leaves from the terminal off Somerset Road at 22:00 (unless there is late play on Centre Court, when this will be at 22:40).

CYCLING

Parking for bicycles is free in Car Park 8 on Church Road. Any bicycle locked to railings around the Grounds or its perimeter will be removed.

MOTORCYCLES

Parking for motorcycles is available in Car Park 4 at a charge of £10. This can be pre-booked through theaa.com/wimbledon or pay on the day.

MINIBUSES

Parking is available in Car Park 4 at a charge of £30 on the day or £25 if booked in advance (for bookings visit theaa.com/wimbledon).

For general enquiries or to speak to The AA about bookings please contact The AA reservation team on 01256 492110 or email: wimbledon.coordinator@theaa.com.

ENJOYING EASY ACCESS AT THE CHAMPIONSHIPS

GROUPS OPENING & MATCHES

The Grounds are open from 10:30 daily.

- On Courts 2-19 play is provisionally scheduled to start at 11:30 for main draw matches on at least the first eight days and at 11:00 for Junior matches on the middle Saturday and during the second week
- On Centre Court play is scheduled to start at 13:00 except on the final two days when play is scheduled to start at 14:00
- On No.1 Court play is scheduled to start at 13:00 on all 13 days
- For the daily Order of Play please check the Official Programme or wimbledon.com
- Courts 14 & 15 will not be in play for 2014, however, there will be seating available in this location for the general public
- Non-ticket holders cannot be admitted after 20:00, therefore please allow time for security checks
- 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 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 Gangway 206 & 207) and at Level 5 via lifts at the south-east, north-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 SW 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 16, 17 & 19

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

COURTS 4 & 8

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

COURTS 5, 6, 7, 9, 10, 11

There is limited unreserved space for wheelchair users on the east 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 SW 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.

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 24–26**.

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 18 & 19**. 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.

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 the 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.**

EATING AND DRINKING AT THE CHAMPIONSHIPS

RESTAURANTS

A WINGFIELD RESTAURANT

Table service luncheon and afternoon tea. For luncheon, booking is advised — fmccatering.co.uk and click on 'Wingfield Reservations' or fax **020 8944 2253**.

B THE BASELINE DINER

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

SELF-SERVICE RESTAURANTS

C CAFÉ PERGOLA

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

D CONSERVATORY KITCHEN

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

CAFÉS & BARS

B THE BASELINE CAFÉ AND BAR

Speciality coffees, teas, pizza and pastries.

E THE LONG BAR

Quick serve beverages.

F COURT BUFFET

Sandwiches, salads, light refreshments and bar.

G PLAY TENNIS

Sandwiches and light refreshments.

H CHAMPAGNE BAR

Table service Champagne, seafood, sandwiches and sushi.



'GRAB & GO'**E LAWN BUFFET**

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

H TEA LAWN

Strawberries & cream, pizzas, the sausage grill and fast service drinks.

I 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****J CANYON COFFEE**

Light refreshments, ice cream, hot and cold beverages.

K THE BAKERY

Freshly baked baguettes and pastries, light refreshments and bar.

L AORANGI FOOD COURT

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

M COURT 18 REFRESHMENTS

Ice cream and light refreshments.

N AORANGI CAFÉ

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

O AORANGI TERRACE

Bar, ice cream and light refreshments.

A—Z AT A GLANCE**AA OFFICE**

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

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/CHILDREN

- 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)**
- Children over five 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**.
- 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 10:30—20:00
- ATMs are located in the Bank, the north Concourse and outside Gate 1 (see map on **pages 16 & 17**).

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.

CUSHIONS

Souvenir cushions are available from The Wimbledon Shops.

DRINKING WATER

See map on **pages 16 & 17** for the location of drinking water fountains.

FIRST AID POSTS

St John Ambulance runs four First Aid posts (see map on **pages 16 & 17**).

INFORMATION DESKS

A wide variety of information is available from six points around the Grounds (see map on **pages 16 & 17**).

LAWN TENNIS ASSOCIATION

Details of membership (British Tennis Membership), and other information are available from the British Tennis Information Area in No.1 Court (Level 1) near Gate 3.

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, tents, chairs, oversize bags, picnic hampers, thermos flasks and other prohibited items must be left in one of these facilities.

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

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

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

MUSEUM

Located at Gate 3, The Wimbledon Lawn Tennis Museum is open daily throughout the year (10:00–17:00) and during The Championships, for ticket holders only, from 09:30–20:00.

Admission: Adults — £12.00

OAPs, students and concessions — £10.00

Children under 16 — £7.00.

NEWSAGENT

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

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 outside the Debenture Holders' facilities at 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 and outside the No.1 Court stadium.

Full match information displays are available on the Main 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** for details.

PASS-OUTS

Wristbands for pass-outs and re-entry to the Grounds are available at Gates 5 or 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.

PICNIC HAMPERS

See Security **page 32**.

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.

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

Tel: **0800 100 7377**.

REFRESHMENTS

See **pages 24–26**.

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 Aorangi Terrace.

TICKET RESALE

Subject to availability, returned Show Court tickets can be purchased daily not before 15:00, from the kiosk 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 go to charity.

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

TOILETS

See map on **pages 16 & 17** for facilities.

TRANSPORT

The TFL website offers a comprehensive journey planner at journeyplanner.tfl.gov.uk.

LONDON UNDERGROUND Southfields on the District Line, see thetube.com or call **0843 222 1234**.

SOUTH WEST TRAINS Wimbledon via South West Trains from Waterloo, see nationalrail.co.uk or southwesttrains.co.uk. National rail enquiries **08457 484950**.

TRAMLINK Services run to Wimbledon from Croydon and suburbs. For more information see tramlink.net

BUSES Wimbledon station has a connecting London General shuttle bus service direct to The Championships. A disability shuttle will operate for those eligible at Southfields Station. For more information see go-ahead-london.com/wimbledon.

TAXIS Taxi services operate from the taxi ranks at Southfields and Wimbledon Stations.

On departure from the Grounds:

- **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/SOCIAL MEDIA

For the latest news, live scores, statistics, results, schedules, interviews, photos and videos from The Championships visit wimbledon.com. Follow @wimbledon on Twitter for the very latest updates, and subscribe to Wimbledon on Facebook, Instagram, Google + and YouTube for exclusive behind-the-scenes insights.

WHEELCHAIRS

A special map/information leaflet is available at all gates with recommended routes shown on the map.

There are a limited number of reserved spaces for wheelchair users on Centre, No.1, No.2 and No.3 Courts and unreserved spaces elsewhere, see page 21 for full listing.

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

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 all the restrictions on bag sizes (pages 10 and 34) and prohibited items (below) – which will be enforced.

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

Any prohibited items discovered after entry through the gates cannot be left at the left luggage facilities and will be confiscated.

LEFT LUGGAGE

These items can be left at Left Luggage facilities outside the Grounds (see map on **pages 16 & 17**). **Items confiscated at the gates cannot be collected on exit.**

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



KNIVES



SHARP
OBJECTS



PERSONAL
PROTECTION



LARGE
FLAGS



AMBUSH
MARKETING



POLITICAL
SLOGANS



RATTLES OR
KLAXONS



ILLEGAL
SUBSTANCES



TENTS



CAMPING
STOOLS



CAMPING
CHAIRS



THERMOS
FLASKS



FLARES



LONG
LENSES

CONDITIONS OF ENTRY TO THE GROUNDS

THE CHAMPIONSHIPS, WIMBLEDON 2014

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:

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 16” x 12” x 12” (40cm x 30cm x 30cm);
- Hard-sided items of any size;
- Any item which may be interpreted as a potential weapon including sharp or pointed objects (e.g. knives, large corkscrews) and ‘personal protection’ sprays;
- 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. Prohibited items may be left in the Left Luggage facilities outside the Grounds or handed to AELTC security staff for disposal.

ALCOHOL AND REFRESHMENTS

Alcohol may be brought into the Grounds but is limited to the equivalent of one bottle of wine or two 500ml cans of beer per person. 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 or used commercially in any way whatsoever unless authorised by the AELTC and may be confiscated by the AELTC if such sale or commercial use 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 any other person in the Grounds; 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 December 2013



Please scan the QR code
for the provisional daily
Order of Play



Issued by The All England Lawn Tennis Club (Championships) Limited (“AELTC”)