



# A GUIDE TO QUEUEING



THE CHAMPIONSHIPS, WIMBLEDON  
1 JULY - 14 JULY 2019





Thank you for visiting The Championships.

Whether you're a regular visitor or are coming for the first time, this Guide to Queueing will provide you with all the information you need about the Queue and for your day once you are inside the Grounds, and we hope you find it useful. Please pay special attention to the information on page 27 that explains what you can and cannot take into the Grounds, as well as our Conditions of Entry.

You can also find extensive information on The Championships and our Grounds on [wimbledon.com](http://wimbledon.com), where you can also register with myWimbledon to personalise your experience ahead of your visit.

Finally, we wanted to let you know that with your support, we are committed to using the heritage and resources of Wimbledon to help make a difference at a local, national and international level through the work of the Wimbledon Foundation and in our support of the LTA. You can find out more at [wimbledon.com/foundation](http://wimbledon.com/foundation)

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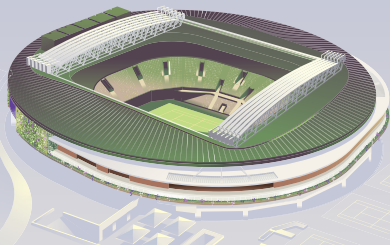


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# WHAT'S ON IN 2019



## THIS IS A VERY EXCITING YEAR FOR No.1 COURT

Not only will we be unveiling our new roof, equipped with the very latest in LED sports lighting, but we've also replaced all the court seating with 12,345 wider, cushioned seats. Visit the enhanced food and drink outlets to the west of the court, with shaded seating available. Be sure to catch a glimpse of the new living wall which now surrounds the large screen at the foot of the Aorangi Terrace.

If you want to know more, the Wimbledon Museum has a special exhibition mapping the No.1 Court reconstruction and the court's history. There's much more to see there too, so we recommend taking the time to visit while you're here. You can find it via the Museum Shop at Gate 4 - see page 19 for museum admission

Another new area to explore this year is the Southern Village, to the south of No.2 Court. This new space features The Tennis Shop, the American Express Tennis Fan Experience, a variety of food and drink options, and the Sustainability at Wimbledon area, which highlights the work the AELTC and its official partners are doing in this important area.

While you're at the southern end of the Grounds, if you're an American Express cardmember you might also like to visit their cardmembers' lounge adjacent to Gate 12 or maybe head to Court 12, which this year has a new stand with an extra 680 seats.

On court, our wheelchair competition expands this year to include Quad Singles and Doubles. If you're here at the end of the second week make sure you take time to watch the wheelchair athletes in action.

Finally, don't forget that we've brought forward the start of play on outside courts to 11am.

We hope you enjoy our new facilities and would love to know what you think, so do contact us via [wimbledon.com](http://wimbledon.com) with your comments.

## SUSTAINABILITY

Sustainability is a key focus for Wimbledon and we're committed to taking a sustainable approach whenever possible in the running of The Championships, the Club and the Foundation. Last year we launched our sustainability mission, alongside a range of initiatives focused on the four key themes of **energy, transport, food & drink, and waste**.

We currently operate a streamed waste bin system at The Championships to separate the recyclable materials from general waste, which undergoes an energy recovery process to produce electricity for the National Grid. In 2018, all of our Championships waste was diverted from landfill and our ambition in 2019 is to increase the proportion of Championships waste entering our recycling bins.

You can play your part in helping us by following these simple steps:

- Check that your waste is recyclable
- Check that your waste isn't contaminated with food - especially fruit in glasses
- Check that you're placing it into the correct bin - the signage information on the bins should help you make the right choice
- If in any doubt, please ask any of our members of staff.

This guidance applies to our plastic bottles too. As part of evian's commitment to circularity, we are proud to be working together to debut **the first 75cl bottles made from 100% recycled plastic** for this year's Championships. These bottles can then be recycled, ensuring the plastic is kept within the circular recycling process.

There are also **more than 100 free water refill points and fountains** around the Grounds for you to use and the Wimbledon App will provide you with information on your closest refill point. Visit the **Sustainability at Wimbledon area in the Southern Village** to find out more about the important work that Wimbledon and our Official Suppliers are undertaking or visit [wimbledon.com/sustainability](http://wimbledon.com/sustainability) to read more.

## THE QUEUE

Wimbledon remains one of the very few major sporting events where you can buy premium tickets on the day of play. For many, the Queue at The Championships is as much a part of the Wimbledon experience as the tennis itself.

Each day a large Queue forms to buy either one of the limited Show Court tickets available, or a Grounds ticket – for ticket details see pages 8-10. Tickets are sold on a strictly one per person queueing basis and are non-transferable.

The Queue often starts the evening before and increases very early in the morning. Space in the Queue is limited, especially overnight, so please check the status of the Queue on Twitter [@Wimbledon](#) or [wimbledon.com](#) before you travel.

Please bear in mind that we have a Grounds capacity limit and once this is reached, entry may only be possible as people leave the Grounds for the day.



## HOW TO JOIN THE QUEUE

### WHERE IS THE QUEUE LOCATED?

The Queue starts in Wimbledon Park. All early or late evening entries to the Park need to use Wimbledon Park Road gates only.

The Wimbledon Park Road gate is a 5-minute walk from Southfields Station.

### WHO MANAGES THE QUEUE?

There are teams of experienced Stewards, available 24 hours a day, to help and guide you. Please ask them about any aspects of queueing and information on The Championships.

The Stewards operate a Code of Conduct (see p25 & 26) for the Queue, and will arbitrate in any dispute.

### WHAT YOU WILL RECEIVE ON ARRIVAL

When you arrive, you should proceed to the end of the Queue where you will be issued with a Queue Card:

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

Make sure you join the right Queue, on busy days there may be people queueing for more than one day.

### HOW LONG WILL YOU HAVE TO QUEUE?

Unfortunately, we cannot give you an exact answer, but we recommend that you arrive very early on the day that you would like to enter the Grounds.

### WHO CAN JOIN THE QUEUE?

Anyone can join the Queue, however we don't recommend that you bring babies and children as you may be waiting for some time. More information on babies and children can be found on page 17.

### WHEN DOES THE QUEUE START?

The Queue for The Championships 2019 starts at 8am on Sunday 30 June. Please note that anyone arriving before Sunday may be subject to dispersal by the Authorities.

## FACILITIES FOR THE QUEUE

There are toilet facilities in Wimbledon Park along with a limited number of food outlets.

Once you exit the Park and enter Wimbledon Park Golf Club, there is free Wi-Fi and taps to refill your water bottle.

## WHAT CAN YOU BRING?

If you decide to queue overnight there are restrictions on what you can bring with you:

- Only two-person tents are permitted
- Only bring essential items, storage is very limited
- Bags that need to be stored in Left Luggage must not exceed 60cm x 45 cm x 25cm in size
- No gazebos, barbeques, camping stoves or fires.

You will be able to leave your tent and luggage in the left luggage facilities in the Park – see left luggage opposite.

## RESPECTING LOCAL RESIDENTS

Please note:

- Anti-social behaviour will not be tolerated. Loud music must not be played
- Excessive consumption of alcohol is strongly discouraged
- Smoking/vaping in the Queue is strictly forbidden
- Food deliveries should be met at the Wimbledon Park Road gate before 10pm.

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Please be considerate to residents by keeping noise to a minimum.

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## EARLY MORNING PROCEDURES & LEFT LUGGAGE

- **6am:** You will be woken by the Stewards to pack your camping equipment, and form a queue.
- Overnight equipment and items exceeding the bag restrictions (60cm x 45cm x 25cm) should be taken to the Left Luggage 'A' facility. For more information see Left Luggage opposite.
- **7.30am:** Stewards will issue wristbands, starting at the front of the Queue, to people queueing for Centre, No.1 and No.2 Court tickets. The number of wristbands issued exactly matches the quantity of tickets available on that day.

## LEFT LUGGAGE

Left luggage facilities in Wimbledon Park open at 5.30am and close one hour after play ends for the day. Bags will be searched before acceptance into left luggage facilities.

- A **£5** charge will be made for the deposit of overnight equipment, other items cost **£1**. Proceeds are donated towards improving facilities in Wimbledon Park
- Overnight equipment – along with oversized bags, picnic hampers and other prohibited items – can be left in the dedicated Left Luggage 'A' facility
- Please note the Left Luggage bag size restriction of 60cm x 45cm x 25cm (aircraft cabin size). We will not be able to accept bags larger than this recommended size
- Unclaimed items will be transferred to the Lost Property Office, situated under No.3 Court near Gate 13 and must be claimed before the end of The Championships, as return after this point cannot be guaranteed. Please contact the office on **020 8971 2251** to arrange collection.

## ENTRY TO THE GROUNDS & MATCH TIMES

The Queue starts moving into a limited part of the Grounds from 9.15am. The full Grounds open at 10.30am.

Keep your Queue Card with you until you reach the Turnstiles, where you will be able to purchase a Show Court ticket or a Grounds ticket.

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Credit/Debit cards are accepted at the Turnstiles.

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Entry continues until the Grounds reaches its safety capacity. This varies each day depending on the number of courts in play and the weather. Once capacity is reached, entry may only be possible as people leave the Grounds for the day.

You and your belongings will be searched before entry to the Grounds.

Play starts on outside courts at 11am, and on Centre Court and No.1 Court at 1pm, apart from finals weekend when play starts on Centre Court at 2pm.

The Order of Play for the following day is available each evening after 8pm at **wimbledon.com** or use the QR code on the back of this leaflet.



## MOBILITY IMPAIRED VISITORS

There are facilities for mobility impaired visitors to wait nearer the grounds. Please ask a steward for assistance when you arrive. Entry into the Grounds for all visitors will be in Queue Card number order.

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

For those who need accessibility information, an Easy Access Guide is available either from the Ticket Office or for download from [wimbledon.com](http://wimbledon.com). You can also get a copy from the mobility tent or at the entry gate when you arrive at the Grounds. Detailed accessibility information is also available on [accessible.co.uk](http://accessible.co.uk). Remember to also collect a Radar key from your entry gate, this will give you access to our accessible toilet facilities throughout the Grounds.

Please note that neither the AELTC nor St John Ambulance provide wheelchairs for visitors.

Court seating for wheelchair users:

- **Centre Court, No.1 and No.2 Courts** – wheelchair user seating is reserved for ticket holders.
- **No.3 Court** – limited unreserved spaces for wheelchair users on No.3 Court on the west side via Gangway 10. We ask that for safety reasons, no other seating on these courts is occupied by wheelchair users.
- **Outside courts** – there are unreserved spaces for wheelchair users on all outside courts. The location of these spaces is marked on the Map of the Grounds within the Easy Access Guide.

## TICKETS

### TICKETS AVAILABLE TO THE QUEUE

Tickets available on a daily basis are as follows:

**Centre Court** - A limited number of tickets are available for the first nine days only. Tickets for the final four days are sold in advance.

**No.1 Court** - A limited number of tickets are available each day.

**No.2 Court** - A limited number of tickets are available for the first nine days only.

**Grounds ticket** - A Grounds ticket gives you entry to the Grounds where you can watch matches on unreserved seats on minor Show Courts - No.3 Court, Court 12 and Court 18. Outside courts 4, 5, 6, 7, 8, 9, 10, 11, 14, 15, 16 and 17 also have unreserved seating. For No.3 Court a queue operates from the southern end.

### TICKET RESALE

Subject to availability, you can purchase returned Show Court tickets, not before 3pm, for **£15** for Centre Court tickets and **£10** for No.1 and No.2 Court tickets, from the Ticket Resale Kiosk north of Court 18 near the top of St Mary's Walk. The proceeds from Ticket Resale are donated to the Wimbledon Foundation.

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

### CANCELLATION OF PLAY DUE TO RAIN

We have a Raincheck Policy outlining refunds offered if play is cancelled due to rain. The amount refunded will depend on the Referee's record of how much play takes place on your ticketed court. Full details are available at [wimbledon.com](http://wimbledon.com) – search Raincheck Policy.

SOCIAL MEDIA

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

PLEASE NOTE: 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; however, we advise customers to check that any tickets they are offered by unofficial websites are indeed Debenture tickets.

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 may be prohibited from receiving tickets.

PUBLIC BALLOT FOR THE CHAMPIONSHIPS 2020

The Championships 2020 will take place from 29 June – 12 July. Join myWimbledon to receive the latest information about the Public Ballot, or check [wimbledon.com](http://wimbledon.com) from 1 August 2019.



2019 TICKET PRICES

			CENTRE COURT	No.1 COURT	No.2 COURT	No.3 COURT†	GROUNDSTICKETS#
FIRST WEEK							
MONDAY	1	JULY	£64	£56	£43	£43	£25
TUESDAY	2	JULY	£64	£56	£43	£43	£25
WEDNESDAY	3	JULY	£83	£72	£52	£52	£25
THURSDAY	4	JULY	£83	£72	£52	£52	£25
FRIDAY	5	JULY	£108	£95	£70	£70	£25
SATURDAY	6	JULY	£108	£95	£70	£70	£25
SECOND WEEK							
MONDAY	8	JULY	£130	£110	£85	£85	£25
TUESDAY	9	JULY	£130	£110	£44		£20
WEDNESDAY	10	JULY	£160	£135	£40		£20
THURSDAY	11	JULY	£160*	£69	AVAILABLE ONLY		£20
FRIDAY	12	JULY	£185*	£42	FOR AS MANY DAYS AS		£15
SATURDAY	13	JULY	£185*	£39	A FULL PROGRAMME CAN		£15
SUNDAY	14	JULY	£225*	£33	BE MAINTAINED		£8

\* THE LAST FOUR DAYS ON CENTRE COURT ARE NOT SOLD AT THE TURNSTILES.  
† AVAILABLE VIA TICKETMASTER ONLINE SALES, NOT AT THE TURNSTILES.  
# GROUNDSTICKETS, AVAILABLE ON THE DAY OF PLAY ONLY, ENTITLE USE OF STANDING ROOM AND UNRESERVED SEATING ON COURTS 3-18 SUBJECT TO AVAILABILITY.  
ENTRY AT ANY TIME IS SUBJECT TO GROUNDSCAPACITY, WHICH DOES VARY.

# PROVISIONAL PROGRAMME OF PLAY

## EARLIEST START DATES

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

### DAYS 1-7

<b>Monday</b>	Gentlemen’s & Ladies’ Singles
<b>Wednesday</b>	Gentlemen’s & Ladies’ Doubles
<b>Thursday</b>	Mixed Doubles
<b>Saturday</b>	Boys’ & Girls’ Singles

### DAYS 8-13

<b>Tuesday</b>	Ladies’ Singles QF	Centre & No.1
	Boys’ & Girls’ Doubles	
	Invitation Doubles	
<b>Wednesday</b>	Gentlemen’s Singles QF	Centre & No.1
<b>Thursday</b>	Ladies’ Singles SF	Centre Court
	Championships Doubles SF	Centre or No.1
	Wheelchair Singles	
<b>Friday</b>	Gentlemen’s Singles SF	Centre Court
	Championships Doubles SF	Centre or No.1
	Wheelchair Doubles	
<b>Saturday</b>	Ladies’ Singles Final	Centre Court
	Gentlemen’s Doubles Final	Centre Court
	Ladies’ Doubles Final	Centre Court
<b>Sunday</b>	Gentlemen’s Singles Final	Centre Court
	Mixed Doubles Final	Centre Court

QF= Quarter-final  
SF = Semi-final

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

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





## QUICK TIPS FOR THE DAY

We want everyone who comes to visit The Championships to have a memorable experience. Here are some hints and tips for making the most of your day:

### BEFORE YOU LEAVE HOME

- Check your travel options. Transport routes and roads around the Grounds will be very busy. Visit the Transport for London website to plan your journey by train, tube, bus or tram at [tfl.gov.uk](https://tfl.gov.uk), or visit [wimbledon.com](https://www.wimbledon.com) for information on other transport options
- Come prepared for all weather conditions
- Wear comfortable footwear, our Grounds are large and hilly
- Think about what you are going to bring with you. Bag sizes are restricted and some items are prohibited (check page 27)
- If you face challenges/difficulties with 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)
- Consider the food options available via [wimbledon.com](https://www.wimbledon.com). We have a selection of vegan, vegetarian and gluten-free options available across the Grounds; however, visitors with special dietary requirements should bring with them what they need to eat and drink throughout the day
- Download the Wimbledon App, this will give you the very latest information in advance and while you're here.

### AROUND THE GROUNDS

- The Grounds can be crowded and you may have to queue to get into your court so allow plenty of time to move around
- There are no supporting rails in tiered sections of the stands, be careful in these areas
- Please don't leave anything unattended, even next to your seat
- Always keep your ticket with you

- Smoking (including vaping) is not allowed on courts, in buildings, in a queue and on Aorangi Terrace. When smoking please be considerate to other visitors
- Use our interactive map in the Wimbledon App for navigation instructions and directions to food & drink offerings, courts, water fountains, shops and more.

### AROUND THE COURTS

- Remember to switch your phone or tablet to silent when around the courts, and please ensure your flash is disabled if you choose to take photos
- You may only enter or leave a court at the change of ends or between matches, never during a tie-break
- Please don't make any noise during a rally
- Players love applause, but we ask you not to clap a net cord or double fault
- Only plastic or cardboard cups and uncorked bottles are permitted on the courts.

### GOING HOME

- Please hand in or offer your Show Court tickets for scanning as you leave the Grounds, these will be resold for charity via the Wimbledon Foundation.
- If travelling by public transport:
  - i. 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
  - ii. For Southfields and the north, please leave via Gates 4 or 5 for taxis, or Gate 1 for a 15-minute walk to Southfields Station.



# MAP OF THE GROUNDS



## CHAMPIONSHIPS INFORMATION

### GROUND'S OPENING & MATCHES

The Grounds are open from 10.30am daily.

Play starts on outside courts at 11am, and on Centre and No.1 at 1pm, apart from finals weekend when play starts on Centre Court at 2pm.

The Order of Play for the following day is available each evening after 8pm at **wimbledon.com**, and daily in the Official Programme.

The Referee may change the Order of Play during the day depending on the progress of matches on each court, and the weather. Keep up to date with the latest schedule on **wimbledon.com**

Remember that tickets are for the court specified on the date shown and entitle the ticket holder to entrance to that court and not to viewing a particular match or round of matches.

### AUTOGRAPHS

Attend interviews and signing sessions with players at the Fan Zone near the Aorangi Pavilion.

### BABIES & CHILDREN

A day at The Championships is an exciting and memorable experience. However, the Grounds are large and crowded and so we don't recommend bringing babies or pushchairs.

A ticket is not required for those under five, although babies and children under five are not allowed into the Show Courts (Centre, No.1, No.2 and No.3 Courts and Courts 12 and 18).

Children over five and under 12 are welcome into all courts, provided they are accompanied by an adult at all times and have their own seat.

Baby changing facilities are provided but there are no facilities for mothers to express milk.

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We request that all children under the age of 16 attend The Championships with an adult and are supervised appropriately.

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### INFORMATION DESKS

Our information team will be happy to answer any of your questions about the Grounds and The Championships. You can find them at one of our six Information Desks (see map on pages 15 & 16). You can also use our messaging assistant, Fred, available within the Wimbledon App, for any questions you might have.

### LEFT LUGGAGE

There are no left luggage facilities inside the Grounds, but facilities are provided at a number of locations outside the Grounds (see map on pages 15 & 16). Camping equipment, tents, chairs, oversize bags, picnic hampers, opaque liquid bottles (unless empty) 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, with other items charged at **£1**; proceeds are donated towards improving facilities in Wimbledon Park.

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

### LOST PERSONS & CHILDREN

Lost persons/children should be taken to the nearest Championships Information Desk (see map on pages 15 & 16 for locations) or after 7pm to Gate 5 on Church Road.

If you are making queries regarding lost persons or children please ask a steward and/or the nearest Championships Information Desk.

### LOST PROPERTY

Situated under No.3 Court, near Gate 13. Call **020 8971 2251** or search 'lost property' on **wimbledon.com** for details.

### MAP

See the Map of the Grounds on pages 15 & 16 for the locations of:

- ATM/Cashpoints
- Toilets
- Food & Drink
- First Aid posts
- Large screen
- Pharmacy
- Public telephones
- Water/Bottle refill points

You can also search for all and navigate to each of these using the new interactive map in the Wimbledon App.

MUSEUM

Located at Gate 4, the Wimbledon Lawn Tennis Museum is open during The Championships, for ticket holders only, from 9.30am-8pm, and daily throughout the year (10am-5pm, 5.30pm in summer).

The Museum will be open to the public on the Middle Sunday if no play is scheduled. Admission prices during The Championships as follows:

MUSEUM	INDIVIDUAL
Adult	£10.00
Concession	£8.00
Child under 16	£5.00

The Museum includes this year’s special exhibition on No.1 Court, as well as the trophies, and outfits from famous players past and present.

PASS-OUTS

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

PROGRAMMES

Save yourself the need to carry around the official programme by buying your copy in advance. We will email you a digital version to download on your mobile or tablet, while your physical souvenir copy is sent to your home address. Search for ‘programmes’ on **wimbledon.com** for more information.

TENNIS FAN EXPERIENCE

While you’re at The Championships, take time to visit the new American Express Tennis Fan Experience, located south of No.2 Court in the Southern Village.

WI-FI

We have free public Wi-Fi available in the Queue, on Aorangi Terrace, at Ticket Resale, and along the east side of the Grounds including the No.1 Court Food Village, the Tea Lawn, Cafe Pergola, Baseline Grill & Cafe, the Southern Village and near Gates 1, 3, 4 and 5.

WIMBLEDON FOUNDATION

The Wimbledon Foundation is the charity of the All England Lawn Tennis Club and The Championships, and aims to help change people’s lives using the resources and heritage of Wimbledon. The entire proceeds from Ticket Resale are donated via the Wimbledon Foundation to charities and community organisations.

Come and meet the team at the No.1 Court South West Hall and take part in our Explore Wimbledon activity map.





## FOOD & DRINK AT THE CHAMPIONSHIPS

### CENTRE COURT

#### RESTAURANT

**The Wingfield** – table service lunch and afternoon tea. For lunch, booking is essential via [wimbledon.com/foodanddrink](http://wimbledon.com/foodanddrink)

#### ON THE GO

**Long Bar** – quick serve beverages.

**Lawn 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.

#### ON THE GO

**Walled Garden Food Market** – Grill, British and World food concepts serving hot options, light refreshments and cold drinks alongside a Larder and Bar.

**Larder** – sandwiches, salads, pastries, hot and cold beverages and coffee.

**Aorangi Terrace** – Pimm's and ice cream.

**Court 18 Picnic Pick-up Point** – collect your pre-booked lunch or afternoon tea picnic hamper for two.

**Food Village** – hot food take-away including hot wok stir-fry, fish and chips, Mexican and grill serving burgers; The Pantry serving sandwiches, salads, pastries, cookies, muffins, hot and cold beverages, and Bar.

**Canyon Ice Cream** – light refreshments, ice cream, hot and cold beverages.

## SOUTHERN GROUNDS

#### RESTAURANTS

**Baseline Grill** – serving a delicious hot and cold menu including burgers, lobster roll, salads and drinks.

**Cafe Pergola** – assisted-service lunch and afternoon tea, carvery, light refreshments and bar.

#### ON THE GO

**Baseline Cafe Bar** – Best of British salad and wraps, speciality coffees, teas and bar drinks.

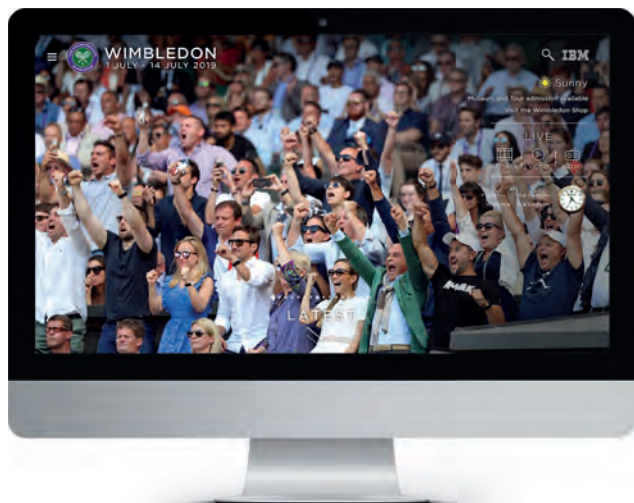
**Larder** – sandwiches, light refreshments, hot and cold drinks, bar and coffee bar.





## FOLLOWING WIMBLEDON

Let **wimbledon.com**, myWimbledon, the Wimbledon Apps, and the Wimbledon Online Shop make you feel part of Wimbledon, whether you're at home, at your desk, out and about, or in the Grounds.



### WIMBLEDON.COM

Available on all desktop and mobile platforms, **wimbledon.com** provides all the information you need about Wimbledon, how to get here, its history, and much more.

During The Championships, it provides exclusive access to point-by-point live scores, order of play, match statistics, draws, player profiles, news, and interviews.

Also featured is live radio coverage from The Wimbledon Radio Channel, available worldwide from 9am to the close of play and live video coverage from The Wimbledon Channel.

For your own personalised digital experience of Wimbledon, register with myWimbledon to be the first to hear about ticket opportunities and special events, and to access content that is relevant to you.

Find out more at **wimbledon.com/mywimbledon**



### THE WIMBLEDON APPS

If you're on the go, then the Wimbledon Apps, available on iOS and Android for all mobile and tablet devices, are your ultimate companion, making sure you never miss a score, quote or photo.

Available in the Apple and Google Play stores, the apps offer you a personalised experience based on the content you want, and will help you to plan your visit if you're coming to The Championships. Watch this space for changes to the apps for 2019.

If you're a connected TV user, look out for the Wimbledon App for Apple TV and other TV devices, bringing you The Wimbledon Channel, live scores and video content.



## THE QUEUE CODE OF CONDUCT

The AELTC, in accordance with statutory authority, reserves the right to refuse entry to anyone adopting unreasonable social behaviour or who causes obstruction, danger or annoyance and/or commits any action against the spirit of this Code of Conduct.

Please help our Stewards by taking note of these important points relating to The Queue:

- You are in The Queue if you join it at the end and have been issued with a valid numbered and dated Queue Card. You must retain your Queue Card until you reach the Gate 3 Turnstiles where you can purchase a Championships ticket
- Queue Cards are strictly non-transferable. You may not reserve a place in The Queue for somebody else
- Keep your Queue Card with you at all times. Queue Cards may be checked at the entrance to Wimbledon Park from 10pm
- Temporary absence from The Queue for purchase of refreshments or toilet breaks etc should not exceed 30 minutes
- Overnight queuers must only use tents which accommodate a maximum of two persons, and one person should be present at all times. Gazebos must not be brought to The Queue
- Unattended items will be removed and may be destroyed by the police
- Barbecues, camping stoves or fires are not permitted in The Queue or in Wimbledon Park
- Smoking/vaping in The Queue is strictly forbidden
- Anti-social behaviour likely to cause annoyance or offence to other queuers will not be tolerated. Loud music must not be played at any time
- Excessive consumption of alcohol and/or drunken behaviour will not be tolerated
- Do not play music or ball games etc. after 10pm
- All litter should be put in the refuse bags/bins provided

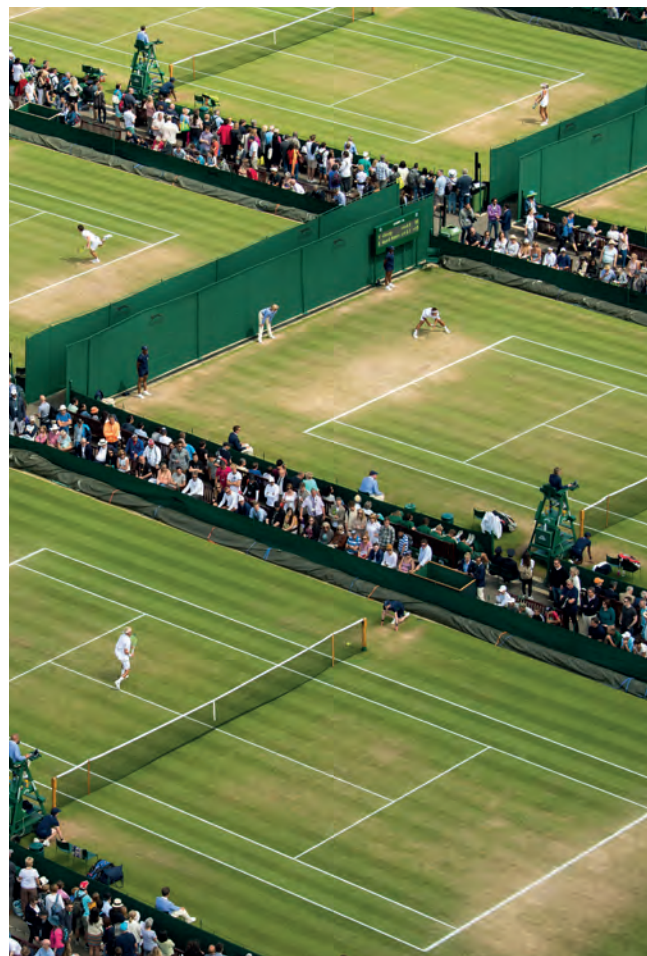
- Any take-away food deliveries must be arranged for collection at the Wimbledon Park Road gate only and must arrive before 10pm.

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We would request that everyone in The Queue respects both Wimbledon Park and local residents. Anti-social or inappropriate behaviour will not be tolerated, and will result in the confiscation of your Queue Card and removal from The Queue.

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Confiscation of a Queue Card by the Stewards, Security officers or the Police constitutes a refusal of entry to The Championships' Grounds.





# SECURITY (PROHIBITED ITEMS)

As you would expect, we work closely with the Metropolitan Police to ensure the safety of everyone in our Grounds, both year-round and during The Championships. In order to achieve this, security measures are in place at all times, which means that at your point of entry we will search both you and your bags.

Bag sizes are restricted to 40cm x 30cm x 30cm (16" x 12" x 12"). Please bear in mind that it takes longer to search multi-pocketed bags/backpacks therefore your choice of bag will affect your speed of entry.

Restrictions are in place on what you can bring into the Grounds – see prohibited items below. Any prohibited items inadvertently brought to The Championships can be deposited at left luggage facilities outside the Grounds (see map on pages 15 & 16).

Any items discovered after entry through the gates will be confiscated and cannot be collected on exit.

## PROHIBITED ITEMS

The following items are prohibited from the Grounds:

				
KNIVES	SHARP OBJECTS	FLARES	TENTS	CAMPING SEATS
				
SELFIE STICKS	LENSES OVER 300MM	PERSONAL PROTECTION	AMBUSH MARKETING	POLITICAL SLOGANS
				
RATTLES OR KLAXONS	ILLEGAL SUBSTANCES	HARD SIDED CONTAINERS /BAGS	LARGE FLAGS	FLASKS, TRAVEL MUGS & OPAQUE BOTTLES

We value your help in helping to ensure the safety and security of all our visitors. If you see anything suspicious during your visit, please don't hesitate to alert a member of staff or a police officer.



## CONDITIONS OF ENTRY

### CONDITIONS OF ENTRY TO THE GROUNDS OF THE CHAMPIONSHIPS, WIMBLEDON 2019

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 be available for inspection by authorised staff at any time. Entry 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 subsequently, if required. Persons entering the Grounds agree to such searches and the AELTC reserves the right to refuse entry to, or to remove 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. Babies 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 (the Show Courts).
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/bags - such as picnic hampers/cool boxes and opaque liquid bottles;
  - Vacuum flasks, travel mugs, camping chairs or other items of dual skin or tubular construction;
  - 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;
  - Excessive electronic devices and accessories
  - Large flags (over 60cm x 60cm (2' x 2')), banners, rattles, klaxons or oversized hats;
  - Any objects or clothing bearing political statements or commercial identification intended for 'ambush marketing' (as shall be determined at the AELTC's reasonable discretion), including items or objects given away as part of a promotional or marketing campaign by the 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. All corked bottles, including bottles of champagne and sparkling wine, must be opened prior to being taken into the stands of any court. 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 removed 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, FILMING, MOBILE TELEPHONES, TABLETS, COMMUNICATIONS DEVICES AND RADIOS

19. The use of photographic equipment, mobile telephones, computers, tablets or other electronic devices, communication devices, audio-visual equipment or radios must not inconvenience any other person in the Grounds or be used to capture, supply or transmit data for the purposes of betting or gambling (or assisting for these purposes). In particular, computers, tablets or other electronic devices, communication devices, audio-visual equipment or radios must be SWITCHED OFF in and around the courts in play. Personal headphones must be used when listening to radios inside the Grounds.
20. Subject to condition 21 (for which the AELTC grants the attendee a licence to use in accordance with the provisions of that condition), 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, footage or material taken or recorded in the Grounds (including by the attendee) and attendees hereby assign any rights they may have in respect of such material to the AELTC and waive all moral rights in the same.
21. The AELTC grants attendees a licence to use photographs or images taken by that attendee at The Championships for non-commercial use. Save for such permitted 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 assist any other person(s) conducting such activities. For the avoidance of doubt, 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.
22. Recording or transmission in any form of moving images of any part of play at The Championships for any purposes is prohibited.
23. Flashlight photography is forbidden.
24. Betting is prohibited in the Grounds at all times.

### TICKETS

25. Tickets to The Championships may not be bought, sold or distributed without lawful authority and in accordance with the Ticket terms and conditions available on the AELTC's website at [wimbledon.com](http://wimbledon.com)

## FILMING AND BROADCASTING AT THE CHAMPIONSHIPS

26. During The Championships, various filming, photography and broadcasting takes place in the Grounds. By attending The Championships, you consent to photographs, filming and sound recording of yourself as a spectator and member of the crowd and grant your permission, free of charge, to the AELTC, its licensees and those authorised by it, to use such photographs, films and recordings (including any copies) and 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

27. 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.
28. 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.
29. 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.
30. Other than as stated in condition 31 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.
31. 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](http://wimbledon.com)
32. 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.
33. All authorised employees, agents, contractors and police officers will hold formal AELTC identity passes. If you are in any doubt as to whether an individual is an authorised person, please request sight of their identity pass.
34. 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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