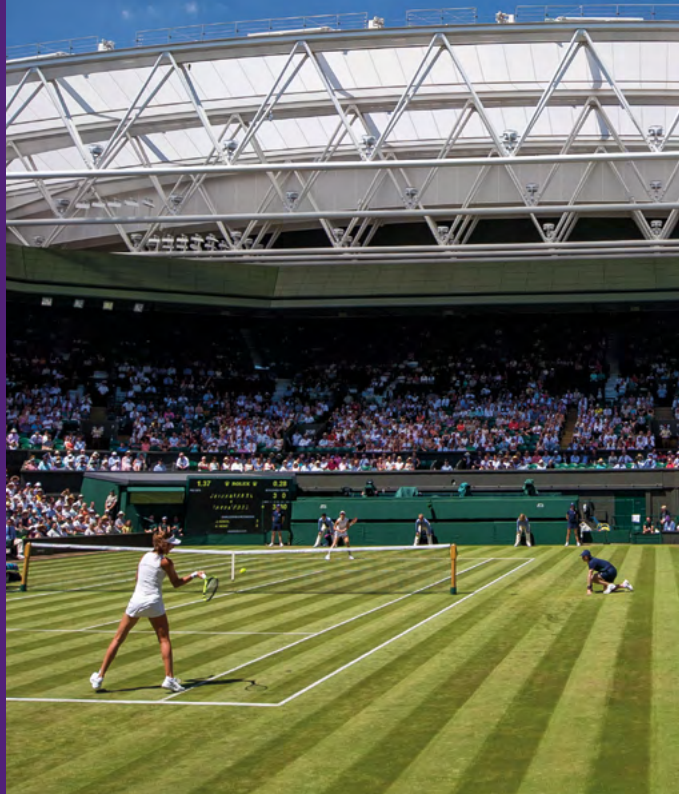




A GUIDE TO QUEUEING

THE CHAMPIONSHIPS, WIMBLEDON

MONDAY 2 JULY — SUNDAY 15 JULY 2018



THE QUEUE

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

There is one queue for the on-day sale of tickets at the Gate 3 turnstiles.

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

You must read and observe The Queue Code of Conduct set out on **p16 & 17**. These rules will be strictly enforced by the Stewards.

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

TICKET WARNING

Do not buy tickets from touts or other unauthorised agents; they 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 those found to be in breach of the AELTC's Conditions of Sale may be prohibited from receiving tickets in the future as well as being subject to legal action.

CONTENTS

SAFETY & COMFORT	2
SECURITY	3
THE QUEUE	4
TICKETS	8
DAILY TICKETS & ADMISSION FOR THE QUEUE	8
TICKET RESALE	8
2018 TICKET PRICES	9
CANCELLATION OF PLAY	10
ENJOYING THE CHAMPIONSHIPS	11
GROUND'S OPENING & MATCHES	11
WHEELCHAIR USERS	11
PROVISIONAL PROGRAMME OF PLAY	12
EARLIEST START DATES	12
MAP OF GROUNDS	14
THE QUEUE CODE OF CONDUCT	16
FOOD & DRINK AT THE CHAMPIONSHIPS	18
CENTRE COURT	18
No.1 COURT	18
SOUTHERN GROUNDS	19
A-Z AT A GLANCE	20
PUBLIC BALLOT FOR THE CHAMPIONSHIPS 2019	25
NITTO ATP FINALS	25
ADVICE TO SPECTATORS	26
PROHIBITED ITEMS	26
DO'S & DON'TS	26
ALCOHOL	26
CONDITIONS OF ENTRY TO THE GROUNDS	28

SAFETY & COMFORT

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

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

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

We have a selection of vegan, vegetarian and gluten-free options available across the Grounds; however, visitors with special dietary requirements are advised that they should bring with them what they need to eat and drink throughout the day.

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

SECURITY

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

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

One bag only per person will be allowed this must be no more than 40cm x 30cm x 30cm (16" x 12" x 12").

No hard-sided items will be permitted (e.g. picnic hampers, cool boxes, opaque liquid containers).

All bags will be searched:

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

Please see p28 for full Conditions of Entry to the Grounds.

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

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

You are strongly advised to arrive as early as possible.

THE QUEUE

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

A substantial queue forms for the daily allocation of Centre Court, No.1 Court, No.2 Court and Grounds Passes each day (see **p8** for more information on Tickets). This often starts the evening before and increases very early in the morning.

Space in The Queue is limited, especially overnight. Please do check the status of The Queue on Twitter @Wimbledon before you travel.

Tickets are sold on a strictly one per person queueing basis and are non-transferable.

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 **p16 & 17**) 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 would recommend that you arrive very early on the day that you would like to enter the Grounds.

Please do check Twitter **@Wimbledon** or **wimbledon.com** before you travel for the latest Queue status.

WHO CAN JOIN THE QUEUE?

Anyone can join The Queue, however due to the length of time you will be in The Queue we recommend that you do not bring babies and children (see **p20** for more information on Babies & Children).

WHEN DOES THE QUEUE START?

The Queue for The Championships 2018 starts at 8.00am on Sunday 1 July.

FACILITIES FOR THE QUEUE

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

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, barbecues, 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 below.

RESPECTING LOCAL RESIDENTS

Please note:

- Anti-social behaviour will not be tolerated. Loud music must not be played
- Excessive consumption of alcohol will not be tolerated
- Smoking/vaping in The Queue is strictly forbidden
- Food deliveries should be met at the Wimbledon Park Road gate before 10.00pm.

Please be considerate to residents by keeping noise to a minimum

EARLY MORNING PROCEDURES

- **6.00am:** You will be woken by the Stewards to dismantle any camping equipment, and close up into a tighter formation to create space for those joining The Queue on the day. Overnight equipment and items exceeding the bag restrictions should be taken to the Left Luggage 'A' facility
- **7.30am:** Stewards will issue wristbands to those towards the front of The Queue who are queueing for tickets for Centre, No.1 and No.2 Courts. The number of wristbands issued exactly matches the quantity of tickets available for each court on that day.

LEFT LUGGAGE

- Left luggage facilities in Wimbledon Park open at 5.30am and close one hour after play ends for the day
- 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 facilities
- 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 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.

MOBILITY IMPAIRED VISITORS

There are facilities for mobility impaired visitors to wait nearer the Grounds but a Queue Card must be obtained as normal from the end of The Queue at the time of arrival.

Entry to the Grounds will be in Queue Card number order. Please ask any Steward for further assistance.

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

ENTRY TO THE GROUNDS

The Queue starts moving into a limited part of the Grounds from 9.30am, and the full Grounds open at 10.30am.

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 is only possible as people leave the Grounds for the day.

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

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 Pass.

Credit/Debit cards are accepted at the Turnstiles.

PASS-OUT/RE-ENTRY

If you wish to temporarily leave the Grounds at any point during the day, you will need your ticket and a 'pass-out' wristband which can be obtained from Gates 5 or 13. These are not issued before 10.30am.



TICKETS

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

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

DAILY TICKETS & ADMISSION FOR THE QUEUE

CENTRE COURT

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

No.1 COURT

A limited number of tickets are available each day.

No.2 COURT

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

No.3 COURT

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

COURTS 4-18

All public seats are unreserved.

TICKET RESALE

If leaving the Grounds for the day before the end of play, seat ticket holders are requested to place their tickets in the red boxes provided or have their tickets scanned on exit. These are re-sold for charity, not before 3.00pm, at Ticket Resale to the north of Court 18 near the top of St Mary's Walk.

Centre Court tickets are priced at £15, with No.1 and No.2 Court tickets priced at £10. 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 Club and The Championships and aims to change people's lives.

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

2018 TICKET PRICES

		CENTRE COURT	No.1 COURT	No.2 COURT	No.3 COURT†	GROUPS TICKETS#
FIRST WEEK	2 JULY	£60	£47	£42	£42	£25
	3 JULY	£60	£47	£42	£42	£25
	4 JULY	£78	£60	£50	£50	£25
	5 JULY	£78	£60	£50	£50	£25
	6 JULY	£102	£78	£64	£64	£25
	7 JULY	£102	£78	£64	£64	£25
	SATURDAY					
SECOND WEEK	9 JULY	£120	£86	£70	£70	£25
	10 JULY	£120	£86	£43		£20
	11 JULY	£145	£105	£39		£20
	12 JULY	£145*	£59	AVAILABLE ONLY		£20
	13 JULY	£170*	£38	FOR AS MANY DAYS AS		£15
	14 JULY	£170*	£35	A FULL PROGRAMME CAN		£15
	15 JULY	£210*	£30	BE MAINTAINED		£8
	SUNDAY					

* THE LAST FOUR DAYS ON CENTRE COURT ARE NOT SOLD AT THE TURNSTILES.
† AVAILABLE VIA TICKETMASTER ONLINE SALES, NOT AT THE TURNSTILES.
GROUPS TICKETS, 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 GROUNDS CAPACITY, WHICH DOES VARY.

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 AELTC's turnstiles (prior to 5.00pm only) should be returned without delay to: The Ticket Office, AELTC, "Raincheck", PO Box 98, London SW19 5AE.
- 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.

ENJOYING THE CHAMPIONSHIPS

GROUND'S OPENING & MATCHES

The Grounds are open from 10.30am daily.

- On Courts 2-18, play is provisionally scheduled to start at 11.30am for main draw matches on at least the first eight days. From middle Saturday some outside courts will start at 11.00am; these matches will feature Juniors, Wheelchair and some Invitation Doubles
- On Centre Court play will start at 1.00pm except on the final two days when play will start 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, **wimbledon.com**, or use the QR code on the back of this leaflet
- The AELTC reserves the right to change the programme of play without notice where it is reasonably necessary to do so
- **Note: Tickets are for the court specified on the date shown and entitle the holder to entrance to that court and not to view a particular match or round of matches. Matches may be moved from one court to another.**

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

WHEELCHAIR USERS

CENTRE COURT, No.1, No.2 & No.3 COURTS

- There are a limited number of reserved spaces for wheelchair users on Centre, No.1, No.2 and No.3 Courts
- 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
- For safety reasons NO other seating on these courts may be 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'. The 'Easy Access Guide' is available at all gates.

PROVISIONAL PROGRAMME OF PLAY

EARLIEST START DATES

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

DAYS 1-7

MONDAY	Gentlemen’s & Ladies’ Singles
WEDNESDAY	Gentlemen’s & Ladies’ Doubles
THURSDAY	Mixed Doubles
SATURDAY	Boys’ & Girls’ Singles

DAYS 8-13

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

QF = Quarter-final
SF = Semi-final

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

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





THE QUEUE CODE OF CONDUCT

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

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

1. 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.
2. Queue Cards are strictly non-transferable. You may not reserve a place in The Queue for somebody else.
3. Keep your Queue Card with you at all times. Queue Cards may be checked at the entrance to Wimbledon Park from 10.00pm.
4. Temporary absence from The Queue for purchase of refreshments or toilet breaks etc should not exceed 30 minutes.
5. Tents, bags or other items must not be left unattended at any time as they will be removed and may be destroyed by the police.
6. Overnight queuers must only use tents which accommodate a maximum of 2 persons, and one person should be present at all times. Gazebos must not be brought to The Queue.
7. Barbecues, camping stoves or fires are not permitted in The Queue or in Wimbledon Park.
8. Smoking/vaping in The Queue is strictly forbidden.
9. 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.
10. Excessive consumption of alcohol and/or drunken behaviour will not be tolerated.
11. Do not play music or ball games etc. after 10.00pm.

12. All litter should be put in the refuse bags/bins provided.

13. Any take-away food deliveries must be arranged for collection at the Wimbledon Park Road gate only and must arrive before 10.00pm.

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.

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

Richard Lewis
Chief Executive, AELTC

FOOD & DRINK AT THE CHAMPIONSHIPS

CENTRE COURT

RESTAURANT

- **Wingfield Restaurant** – Table service luncheon and afternoon tea. For luncheon, booking is advised via wimbledon.com/foodanddrink (click on Reserve a table for The Championships).

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 quick 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** – Hot and cold British and world food, sandwiches, light refreshments, hot and cold drinks
- **The Larder** – Sandwiches, salads, pastries, hot and cold beverages, Bar and Coffee Bar
- **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 & 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.

ON THE GO

- **The Baseline Café Bar** – Best of British salad and wraps, speciality coffees, teas 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.

We have a selection of **vegan, vegetarian and gluten-free** options available across the Grounds; however, visitors with special dietary requirements are advised that they should bring with them what they need to eat and drink throughout the day.

A-Z AT A GLANCE

AA OFFICE

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

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). Please request an 'Easy Access Guide' and a RADAR key at either the mobility tent or any gate.

If you have any comments or suggestions for further improvements please write to the **Chief Executive, AELTC, Church Road, London SW19 5AE**.

ATM/CASHPOINTS

ATMs are located in the North Concourse, the Canyon near Gate 1 and outside Gate 1 (see map on **p14 & 15**).

AUTOGRAPHS

Signing sessions with players are at the FanZone near the Aorangi Pavilion. **Please note practice court viewing facilities are not available this year.**

BABES IN ARMS AND CHILDREN UNDER 5 YEARS

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

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.

CAMPING EQUIPMENT

- A **£5** charge will be made for the deposit of overnight equipment and other items left cost £1. Proceeds are donated towards improving facilities in Wimbledon Park (unclaimed items will be transferred to the Lost Property Office (see **p6**))
- Due to space constraints we regret that Queuers are not allowed to bring or erect gazebos
- In order to minimise the impact we make on our neighbourhood and the local environment please bring only essential items/equipment.

CHILDREN

- 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.

DRINKING WATER

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

FIRST AID POSTS

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

INFORMATION DESKS

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

LARGE FLAGS

Large flags measuring more than 60cm x 60cm are not permitted inside the Grounds.

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 (see map on **p14 & 15**). Camping equipment, tents and chairs, oversize bags, picnic hampers, opaque liquid bottle and other prohibited items (see **p26**) must be left in one of these facilities.

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

LOST PERSONS & CHILDREN

Lost persons/children should be taken to the nearest Championships Information Desk (see map on **p14 & 15** for locations) or after 7.00pm 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

The Lost Property Office is situated under No.3 Court, near Gate 13 (see map on **p14 & 15**). Call **020 8971 2251** or see **wimbledon.com** for details. The Lost Property Office opens from 9.30am until 45 minutes after the end of play during The Championships.

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

PASS-OUTS

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

PHARMACY

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

PHOTOGRAPHY

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

PLAY TENNIS

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

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 Ltd, Global House, 1 Ashley Avenue, Epsom, Surrey KT18 5AD. Tel: **01372 743377**.

REFRESHMENTS

See p18 & 19.

SELFIE STICKS

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

SHOPPING

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

SHOW COURTS

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

SMOKING

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

SPEED OF SERVICE

Try your service, compared with the professionals, at the Play Tennis marquee south of Court 12.

TELEPHONES, PUBLIC

Located inside the Grounds:

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

TELEVISION SCREEN

Located at foot of Aorangi Terrace.

TOILETS

See map on p14 & 15 for facilities.

TRANSPORT

When leaving the Grounds make sure you exit by the right gate for the direction you are travelling:

- **Heading north use Gate 4:** for a 12-minute walk to Southfields Station, the accessibility shuttle to Southfields, or taxis for Southfields or Central London
- **Heading south use Gate 13:** for buses to Wimbledon Station and Central London, and taxis for Wimbledon and destinations to the south.

WEATHER/SUN

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

WEBSITE/APPS/SOCIAL MEDIA

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

WHEELCHAIRS

An Easy Access Guide is available at all gates with recommended routes around the Grounds shown on the map. These routes are also indicated in this Guide on **p14 & 15**. For more information see **p11**.

Neither the AELTC nor St John Ambulance provides wheelchairs for visitors.

WI-FI

We have a free public Wi-Fi service available at Ticket Resale and along the east side of the Grounds including the No.1 Court Food Village, the Canyon, the Tea Lawn, Café Pergola and The Baseline, and near Gates 1, 3, 4 and 5.

Wi-Fi is also available for those in The Queue on the golf course.

WIMBLEDON FOUNDATION

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

Come and see the team at the No.1 Court South West Hall.

PUBLIC BALLOT FOR THE CHAMPIONSHIPS 2019

The Championships 2019 will take place from 1-14 July.

UK APPLICANTS

To obtain an application form for the Public Ballot for The Championships 2019, please send a stamped, self-addressed envelope from **1 September – 15 December 2018** to:

AELTC, PO Box 98, London SW19 5AE

Requests for application forms postmarked after **15 December 2018** and applications which are not accompanied by a stamped, self-addressed envelope will not be processed.

Wheelchair users should specify that a Wheelchair Ballot application form is required by writing 'WHEELCHAIR' clearly on both envelopes.

Only one application per household is permitted.

OVERSEAS APPLICANTS

Please check **wimbledon.com** from **September 2018** for full details.

NITTO ATP FINALS

The Nitto ATP Finals run from **11-18 November 2018**.

To register your interest in purchasing tickets for the season climax see **NittoATPFinals.com**

The AELTC Ticket Office will not be handling tickets for this event.

ADVICE TO SPECTATORS

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

DO'S & DON'TS

DO

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

DO NOT

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

ALCOHOL

Excessive consumption of alcohol and/or drunken behaviour whilst in The Queue will not be tolerated and will result in the confiscation of your Queue Card and removal from The Queue.

Please note there is a limit on alcohol allowed into the Grounds of one 75cl bottle of wine, or two 500ml cans of beer, or two cans of premixed aperitifs per person. Bottles of spirits or fortified wines will not be allowed into the Grounds.



CONDITIONS OF ENTRY TO THE GROUNDS

CONDITIONS OF ENTRY TO THE GROUNDS OF THE CHAMPIONSHIPS, WIMBLEDON 2018

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. 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.
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;
 - 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', 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. 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 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, 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, mobile telephones, 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.

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.
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. 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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