



# A GUIDE TO QUEUEING

THE CHAMPIONSHIPS, WIMBLEDON

MONDAY 3 JULY — SUNDAY 16 JULY 2017

## THE QUEUE

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

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

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

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

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

You must read and observe The Queue Code of Conduct set out on **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 will not gain you entry to the Grounds.

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

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## SAFETY & COMFORT

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

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

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

People with special dietary requirements should bring with them what they need to eat and drink to avoid disappointment. A selection of gluten-free products is available in the Aorangi Food Court, Conservatory Kitchen and Café Pergola.

**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

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

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

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

**All bags will be searched:**

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

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

**Please note:** Speed of entry is decreased dramatically when multi-pocketed bags/backpacks are presented – **please bring a single compartment bag.**

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

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

You are strongly advised to arrive as early as possible.

We know that these procedures may be inconvenient but we are sure that you will understand the need to protect the safety and security of all our visitors.

## THE QUEUE

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

The Queue has an allocation of tickets for Centre Court, No.1 Court, No.2 Court and Grounds Admission (see **p8**). A substantial queue forms for the daily allocation of tickets. For a Grounds Pass it is usually necessary to join The Queue several hours before the Grounds open.

- Tickets are sold on a strictly one per person queueing basis and are strictly non-transferable
- The Stewards operate a **Code of Conduct** (see **p16-17**) for The Queue and will arbitrate in any dispute
- Your position in The Queue cannot be reserved by the placing of equipment – **you must be present in person.**

However, the AELTC is under considerable pressure from neighbours and the police to discourage excessive queueing, especially overnight. Space is therefore limited and we encourage you to check **wimbledon.com** regularly and our official social media feeds for the latest status of The Queue.

The Queue is also requested to minimise disruption by not causing health and safety risks by, for example, burning barbecues, or using camping stoves, making unnecessary noise, smoking and by respecting our neighbours and the environment in areas designated for queueing.

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

### QUEUE CARD

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

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

### QUEUEING PROCEDURES

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

### EARLY MORNING PROCEDURES

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

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

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

### MOBILITY IMPAIRED VISITORS

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

### GROUND'S ENTRY

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

### TOILET FACILITIES

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



## LEFT LUGGAGE & OVERNIGHT EQUIPMENT

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

## BABIES & CHILDREN

### BABES IN ARMS AND CHILDREN UNDER 5 YEARS

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

### CHILDREN 5 YEARS AND OVER

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



## TICKETS

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

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

### DAILY TICKETS & ADMISSION FOR THE QUEUE

#### CENTRE COURT

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

#### No.1 COURT

A limited number of tickets are available each day.

#### No.2 COURT

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

#### No.3 COURT

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 exiting the Grounds. They will be re-sold inside the Grounds (depending on availability), not before 3.00pm, from the kiosk to the north of Court 18 near the top of St Mary’s Walk.

Centre Court and No.1 Court tickets are priced at £10, with No.2 Court tickets priced at £5. 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 using the resources and heritage of Wimbledon.

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

### 2017 TICKET PRICES

		CENTRE COURT	No.1 COURT	No.2 COURT	No.3 COURT†	GROUNDSTICKETS‡
FIRST WEEK	3 JULY	£56	£45	£41	£41	£25
	4 JULY	£56	£45	£41	£41	£25
	5 JULY	£73	£57	£49	£49	£25
	6 JULY	£73	£57	£49	£49	£25
	7 JULY	£95	£74	£62	£62	£25
	8 JULY	£95	£74	£62	£62	£25
SECOND WEEK	10 JULY	£112	£82	£68	£68	£25
	11 JULY	£112	£82	£42		£20
	12 JULY	£135	£98	£38		£20
	13 JULY	£135*	£58	AVAILABLE ONLY		£20
	14 JULY	£155*	£37	FOR AS MANY DAYS AS		£15
	15 JULY	£155*	£34	A FULL PROGRAMME CAN		£15
	16 JULY	£190*	£29	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 GROUNDSTICKETS 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

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

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

### WHEELCHAIR USERS

- There are a limited number of reserved spaces for wheelchair users on Centre, No.1, No.2 and No.3 Courts
- **For safety reasons NO other seating on these courts may be occupied by wheelchair users**
- There are also unreserved areas for a small number of wheelchairs by the side of Courts 4-18 and a designated area on Aorangi Terrace.



# PROVISIONAL PROGRAMME OF PLAY

## EARLIEST START DATES

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

### DAYS 1-7

MONDAY	Gentlemen’s & Ladies’ Singles
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	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

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

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

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

**Richard Lewis**  
Chief Executive, AELTC

# EATING & DRINKING AT THE CHAMPIONSHIPS

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## CENTRE COURT

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### RESTAURANT

- Wingfield Restaurant – Table service luncheon and afternoon tea. For luncheon, booking is advised via [fmccatering.co.uk](http://fmccatering.co.uk) (click on Reserve a table for The Championships).

### GRAB & GO

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

## No.1 COURT

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### RESTAURANT

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

### GRAB & GO

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

## SOUTHERN GROUNDS

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### RESTAURANT

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

### GRAB & GO

- The Baseline Deli 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.

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

# A-Z AT A GLANCE

## AA OFFICE

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

## ACCESSIBILITY

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

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

## APP

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

## 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 top players near the Aorangi Pavilion.

## BABES IN ARMS AND CHILDREN UNDER 5 YEARS

- We recommend that babes in arms and pushchairs are not brought to The Championships as the Grounds are large and crowded
- **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
- A ticket is not required for those under five.

## 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 5 YEARS AND OVER

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

## 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. Camping equipment and chairs, oversize bags, picnic hampers and other prohibited items (please see **p26**) must be left in one of these facilities.

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

## LOST PROPERTY

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

## MUSEUM

Located inside the Grounds at Gate 4, The Wimbledon Lawn Tennis Museum is open daily throughout the year (10.00am-5.00pm) and during The Championships, **for ticket holders only**, from 9.30am-8.00pm

Admission: Adults	£13.00
Over 60's, students and 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.

## PARK & RIDE

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

## PASS-OUTS

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

## PHARMACY

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

## PHOTOGRAPHY

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

## PICNIC HAMPER

See Security p3.

## PLACES OF WORSHIP

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

## PLAY TENNIS

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

## PROGRAMMES

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

## REFRESHMENTS

See 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.

## TELEPHONE CHARGING

Please note there are no mobile telephone charging facilities within The Queue or Grounds. If required, please bring your own portable charging equipment.

## TELEPHONES, PUBLIC

Located inside the Grounds:

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

## TELEVISION SCREEN

Located at foot of Aorangi Terrace.

## TOILETS

See map on p14 & 15 for facilities.

## TRANSPORT

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

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

**South West Trains** Wimbledon via South West Trains from Waterloo, see [nationalrail.co.uk](http://nationalrail.co.uk) or [southwesttrains.co.uk](http://southwesttrains.co.uk). National rail enquiries 03457 484950.

**Tramlink** Services run to Wimbledon from Croydon and suburbs. For more information see [tfl.gov.uk/modes/trams/](http://tfl.gov.uk/modes/trams/)

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

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

When leaving the AELTC:

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

**WEATHER/SUN**

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

**WEBSITE/APPS/SOCIAL MEDIA**

For the latest news, live scores, statistics, results, schedules, interviews, photos and videos from The Championships visit **wimbledon.com** 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**

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

**THE WIMBLEDON CHANNEL**

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

**FUTURE EVENTS**

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**ATP WORLD TOUR FINALS**

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The ATP World Tour Finals run from **12-19 November, 2017**. To register your interest in purchasing tickets for the season climax see **ATPFinals.com**. The AELTC Ticket Office will not be handling tickets for this event.

**PUBLIC BALLOT FOR THE 2018 CHAMPIONSHIPS**

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The 2018 Championships will take place from **2-15 July**.

- To obtain an application form, please send a stamped, self-addressed envelope from 1 September to 15 December, 2017 to: **AELTC, PO Box 98, London SW19 5AE**. Overseas applicants please check **wimbledon.com** from September 2017 for full details
- Wheelchair users: please specify that you require a Wheelchair Ballot application form
- Requests for forms postmarked after **15 December 2017** and applications which are not accompanied by a stamped, self-addressed envelope will not be processed
- Only one application per household is permitted.

**CONTACTING THE AELTC**

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

# ADVICE TO SPECTATORS

## PROHIBITED ITEMS

The following items are prohibited from the Grounds:



KNIVES



SHARP  
OBJECTS



FLASKS



FLARES



HARD SIDED  
ITEMS



SELFIE  
STICKS



PERSONAL  
PROTECTION



LARGE  
FLAGS



AMBUSH  
MARKETING



POLITICAL  
SLOGANS



RATTLES OR  
KLAXONS



ILLEGAL  
SUBSTANCES



TENTS



CAMPING  
SEATS



LENSES OVER  
300MM

## 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 2017

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/items – such as picnic hampers/cool boxes, flasks and camping chairs;
  - Any item which may be interpreted as a potential weapon and/or compromise public safety, including sharp or pointed objects (e.g. knives, large corkscrews), 'personal protection' sprays and fireworks/flares;
  - Large flags (over 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 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 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](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.

**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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