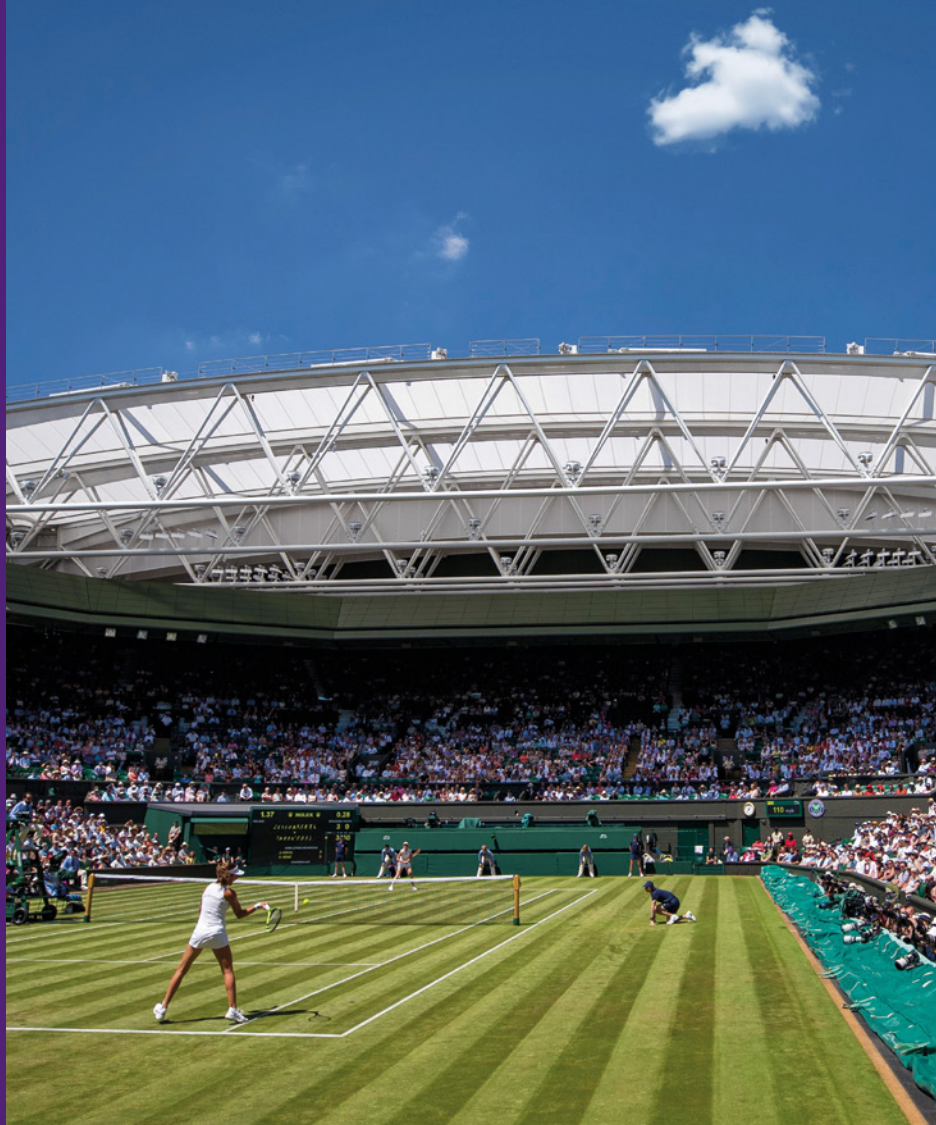




TICKET HOLDERS' GUIDE

THE CHAMPIONSHIPS, WIMBLEDON
MONDAY 2 JULY — SUNDAY 15 JULY 2018



A GUIDE TO THE CHAMPIONSHIPS

The Championships 2018 will see the finest players from over 60 countries compete in the five main Championships' events. In the second week these players are joined by Junior, Wheelchair and Invitation competitors, playing in their own events on The Championships' lawns.

This guide will help you plan your day at The Championships. Our priority is the safety and comfort of all those attending Wimbledon, and we would therefore ask you to pay particular attention to the *Visiting The Championships, Security and Conditions of Entry to the Grounds* sections.

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

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

There is more information on the Grounds and its facilities on wimbledon.com and the official iOS and Android apps for mobile and tablet. You can also follow Wimbledon on Facebook, Instagram, Google+ and YouTube. Further details are available on [page 18](#).

PLEASE NOTE

- Neither the AELTC nor St John Ambulance provides wheelchairs for visitors
- If you require a larger print version of this leaflet please contact the Ticket Office on **020 8971 2473** or go to wimbledon.com/guides.

CONTACTING THE AELTC

General (non-ticket) Enquiries:	020 8944 1066
Ticket Office (not sales):	020 8971 2473
Museum Enquiries:	020 8946 6131
The Wimbledon Shop:	020 8879 5250
Website:	wimbledon.com

YOUR TICKETS

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

TICKET WARNING

Do not buy tickets from touts or other unauthorised agents; they may not gain you entry to the Grounds.

Tickets with the word 'Debenture' printed on them in place of the price may be legally transferred or sold on; 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.

SECURITY RESTRICTIONS

In the interests 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).

Please see Security section ([page 23](#)) for full details of items that are not allowed into the Grounds.

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YOUR TICKETS

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

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

TICKET CONDITIONS

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

1. Tickets shall not be resold or transferred (save as mentioned in condition 3 below) and shall not be purchased or obtained from or through any person, commercial agent, company or otherwise than directly by an individual (an "Applicant") from:
 - a) the AELTC; or
 - b) the AELTC's authorised agents from time to time (including the Lawn Tennis Association ("the LTA") and Ticketmaster).
2. **Save where offered by the Applicant for transfer in accordance with condition 3 below, any Ticket advertised or offered for sale or transfer whether by an Applicant or any third party will be void.**
3. If more than one Ticket is issued to an Applicant, whether by virtue of their application to the AELTC (including in the AELTC's public ballot (the "Public Ballot")), their application to the AELTC's authorised agents (including Tickets issued by the LTA via the British Tennis Membership ballot) or their purchase via Ticketmaster immediately before or during The Championships, those Tickets may be used only by the Applicant and the person intending to accompany the Applicant to and at The Championships. The offer and provision of such Ticket by an Applicant to such person without payment shall not contravene conditions 1 and 2 above.
4. Ticket(s) shall not be:
 - a) Used for any promotion, advertising, fundraising, auction, raffle or any other similar commercial or non-commercial purposes;
 - b) Used as a prize (or part of a prize) in any contest, competition, promotional game of chance, lottery or sweepstake;
 - c) Combined with and sold or transferred as part of any package of goods or services; or
 - d) Combined with and sold or transferred as part of any travel, accommodation or hospitality package.
5. Tickets are issued subject to Conditions of Entry established by the AELTC from time to time and the AELTC shall be entitled to refuse admission or eject from the grounds of The Championships (without refund or compensation) any Ticket holder in reasonable circumstances or any Ticket holder who is in breach of the Conditions of Entry. The AELTC shall give written reasons if requested. A copy of the full Conditions of Entry currently in force is available on the official website of The Championships at wimbledon.com and is also available on application.
6. **Any Ticket which is obtained, offered or advertised for sale or transfer, and/or sold or transferred in breach of these Conditions shall be void and all rights conferred or evidenced by such ticket shall be nullified. Any person seeking to use a Ticket obtained in breach of these Conditions in order to gain or provide entry to or remain at The Championships will be a trespasser and will be ejected without refund or compensation and may be liable to legal action.**
7. Tickets remain the property of the AELTC at all times.

CANCELLATION OF PLAY DUE TO RAIN

Details of the Raincheck policy introduced in 2001 are as follows and apply to all 13 scheduled days of The Championships, including the final Sunday:

- i) If there is less than one hour's play because of rain on the court for which tickets have been bought, the original purchasers of the tickets for that court on that day will be refunded with the amount which they paid for those tickets – the maximum refund payable will be the face value of the tickets for the day concerned.
- ii) Purchasers of Grounds Passes at the turnstiles (except those purchased after 5pm) will be eligible for a full refund if, due to rain, the average amount of play on those courts accessible with a Grounds Pass and for which play was originally scheduled is less than one hour.
- iii) If there is more than one hour's play, but less than two hours' play, refunds will be limited to half the amount paid.
- iv) The Referee's decision on how much play has taken place will be final.
- v) Only the **original purchasers** are eligible for refunds under this policy. Refunds will be paid out automatically for tickets bought in advance, but tickets bought at the turnstiles (prior to 5pm only) should be returned without delay to: The Ticket Office, AELTC, "Raincheck", PO Box 98, London SW19 5AE.
- vi) In view of the numbers that could be involved, please do not call at the AELTC's Ticket Office or telephone the AELTC.
- vii) Tickets purchased at the Ticket Resale kiosk are not covered by this policy as the monies are passed to charity.
- viii) Separate terms and conditions apply a) to Debenture Holders as notified by The All England Lawn Tennis Ground plc and b) to any extra days of play.

IMPORTANT NOTE:

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

In the event of any curtailment or cancellation of play, due to any cause (other than negligence of the AELTC) other than rain, it is regretted that no refund of money can be made.

ACCESSIBILITY

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

BABES IN ARMS AND CHILDREN UNDER 5 YEARS

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

CHILDREN

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

VISITING THE CHAMPIONSHIPS

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

BEFORE YOU LEAVE HOME

- Come prepared for all weather conditions, whether hot or cold, wet or dry
- Wear appropriate footwear (flip flops and high heels are not recommended)
- If you need to bring a bag select one that measures no more than 40cm x 30cm x 30cm / 16" x 12" x 12" and has as few compartments as possible. Wheeled bags are strongly discouraged
- **Please avoid packing any of the 'Prohibited Items' illustrated on page 23 – they will not be allowed into the Grounds**
- Allow good time to reach the AELTC – local roads and transport networks will be congested and security measures are in place prior to entering the Grounds
- If you face challenges/difficulties in negotiating distances or hilly ground, it may be easier for you to bring a wheelchair (please note that neither the 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
- If you intend to bring alcohol, do not bring bottles of spirits and please note the strict limits set out within the Conditions of Entry on **page 24**.

AROUND THE GROUNDS

- Allow good time to reach your seat or destination within the Grounds – do not rush through crowded areas
- Take care when negotiating stairways inside and outside the stadia. In common with most other sports and entertainment venues, there are no supporting rails in tiered sections of the stands

- Do not leave items unattended at any time
- Remember to keep your ticket with you at all times.

AROUND THE COURTS

- Switch off mobile phones, tablets and other communication devices in the stands and around the courts, and keep any camera flashes suppressed
- In common with many other major sports and entertainment events, The Championships will not allow 'selfie sticks' into the Grounds
- Only enter or leave a stand at a change of ends and never during a tie-break
- Do not make a noise during a rally
- Never applaud a net cord or double fault
- Smoking, which includes e-cigarettes, is forbidden within the stands of any court and in all areas covered by legislation
- Smoking is permitted in open areas with the exception of within queues and the Aorangi Terrace (including the Orchard)
- Drinks can only be consumed from plastic or cardboard cups. **Only uncorked bottles are permitted on courts**
- Babes in arms and children under 5 are not permitted in any Show Court.

GOING HOME

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



TRAVELLING TO THE CHAMPIONSHIPS

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

ARRIVING BY PUBLIC TRANSPORT

JOURNEY PLANNER

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

LONDON UNDERGROUND

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

SOUTH WESTERN TRAINS

Wimbledon via South Western Trains from Waterloo, see nationalrail.co.uk or southwesternrailway.com. National Rail enquiries 03457 484950.

TRAMLINK

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

BUSES

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

An accessibility shuttle will be available from Southfields for those who might experience difficulty in walking to the Grounds. Please check the map on pages 12 & 13 for the new drop-off / pick-up location in Car Park 8 at the Grounds.

For more information on these and other local bus services please see goaheadlondon.com/wimbledon

TAXIS

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

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

WALKING TIMES

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

Wimbledon: Walking from Wimbledon Station to the Grounds (Gate 5 or 13) takes approximately 25 minutes. A walking map showing the shortest route is available on pages 10 & 11.

ARRIVING BY CAR

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

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

BLUE BADGE DROP OFF/PICK UP

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

ROUTES TO THE CHAMPIONSHIPS

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

SAT NAVS

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

AA ROADWATCH

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

PARKING

PRE-PAID PUBLIC PARKING

Assured parking spaces are available in Car Park 6 – entrances in Home Park Road or Church Road – at a charge of £25.

UNRESERVED PUBLIC PARKING

On-day parking is available, subject to space, in Car Parks 6 (entrance in Home Park Road or Church Road) and 10 (entrance in Wimbledon Park Road) at a charge of £30. These open daily at 6:00am. Please note that Car Park 10 is managed by the London Borough of Merton.

DISABILITY PARKING

Subject to availability, pre-paid ‘Disabled’ car parking is available for Blue Badge holders at a charge of £25 in Car Parks 6 and 8.

PARK & RIDE

A Park & Ride service is available (6:30am-11:00pm) at Morden Park, accessed from the A3 at Tolworth and via the A240 and A24. The charge for the public is £15 per car and £20 for minibuses.

The last public bus from the AELTC to the Park & Ride leaves from the terminal off Somerset Road at 10:00pm (10:40pm when there is late play on Centre Court).

CAR PARK ENTRANCES & OPENING TIMES

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

CYCLING

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

MOTORCYCLES

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

MINIBUSES

Parking is available in Car Park 4 at a charge of £30 on the day or £25 if booked in advance.

To book car parking online visit theaa.com/wimbledon. For general enquiries or to speak to The AA please contact The AA reservation team on 01256 492110 or email: wimbledon.coordinator@theaa.com

GENERAL INFORMATION

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 or wimbledon.com
- The AELTC reserves the right to change the programme of play without notice where it is necessary to do so
- **NOTE:** Tickets are for the court specified on the date shown and entitle the holder to entrance to that court and not to viewing a particular match or round of matches. Matches may be moved from one court to another.

MOBILITY IMPAIRED VISITORS

For more information please also see 'The Championships' 'Easy Access Guide' which can be obtained from Gates around the Grounds or in advance from the Ticket Office. Detailed accessibility information is also available on disabledgo.com

PARKING

Subject to availability, reserved car parking, on a level grass surface, may be available for Blue Badge holders (see [page 7](#) for more information).

WHEELCHAIR USERS SPACES

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'.

EMERGENCY

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

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

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

EVACUATION

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

SHOPPING AT WIMBLEDON



Remember your day at Wimbledon by taking a piece of The Championships home with you from one of the Official Wimbledon Shops. The flagship stores are located in the South West

corners of Centre Court and No.1 Court, while the Museum Shop is between the turnstiles and Gate 4. There are also several express shopping outlets around the Grounds (see the map on [pages 12 & 13](#)).

Our in-house designed merchandise is led by our core values of heritage and excellence. This can be found in the high-quality materials and the latest trends, fit and colour palette used in our Wimbledon Apparel Collections for men, women and children, the iconic Championships towels, the official tennis ball, and our merchandise for your home. We source these products wherever possible within the UK and Europe, with development taking place year-round ensuring new ranges are available in time for The Championships.

New for 2018 is the chance to personalise your cap or towel with your initials. This is exclusively available at our new personalisation zone located within the Aorangi Express Shop next to the practice courts.

Alongside the personalisation service is a large selection of new look products for 2018 to suit every taste and pocket. If you don't have time to visit one of our shops while at The Championships, you can also buy a selection of official merchandise online at wimbledon.com/shop.



We hope you enjoy your Wimbledon shopping experience.



CAR PARKING

-  Reserved car parks
-  Public and Reserved car parks
-  Public car parks

SPECIAL BUSES

-  1 To The Championships
-  2 To Wimbledon Station
-  3a Accessibility service to The Championships
-  3b Accessibility service to Southfields

ROUTES

-  Walkers' route
-  The Wimbledon Way 

GENERAL

-  12 Ticket holders' entrances
-  Queue entrance
-  Left Luggage
-  Toilets
-  Taxi Rank
-  Private taxis



THE CHAMPIONSHIPS
WIMBLEDON



FOOD AND DRINK AT THE CHAMPIONSHIPS



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

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

NEW FOR 2018

We are delighted to offer for 2018 a new selection of food and drink outlets available to the west of No.1 Court. Walled Garden Food Market offers the best of British ingredients alongside hot fusion dishes, lighter bites and healthy snacks. At the base of Aorangi Terrace next to the large screen you will find The Larder, serving food to go and hot and cold drinks, a Bar and Coffee Bar.

STRAWBERRIES AND CREAM

The strawberry has been intrinsically linked with The Championships since 1877, when spectators at the original grounds in Worple Road enjoyed the juicy sweet fruit while watching matches.

In 2017, The Championships served over 33 tonnes of strawberries all of which were grown by Marion Regan at her family farm in Kent. To ensure the utmost freshness, LEAF-certified Grade 1 strawberries of the highest quality are picked from 4:00am and delivered by 11:00am to be eaten on the same day.

For a quick guide of what is available this year, please see **page 17**, refer to the map on **pages 12 & 13** or visit wimbledon.com/foodanddrink

SELF SERVICE AND FULL SERVICE RESTAURANTS



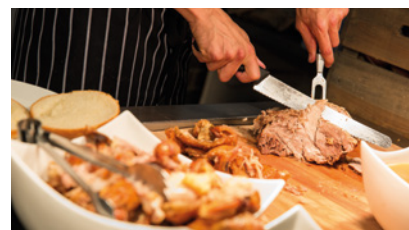
WINGFIELD RESTAURANT (CENTRE COURT)

Located in Centre Court, the Wingfield is the only pre-bookable restaurant at The Championships, offering a three course fixed luncheon menu, and afternoon tea showcasing British ingredients. Pre-booking is essential for luncheon, however reservations are not required for afternoon tea, which is served from 3:30pm. Book online at wimbledon.com/foodanddrink



CONSERVATORY KITCHEN (No.1 COURT)

Choose from both hot and cold lunches such as Lancashire Beef fillet, British landed sustainable Fish Pie or a choice of delicious sandwiches and salads from the Deli. Classic Wimbledon Strawberries and Cream are available for dessert, or indulge in an irresistible treat from the Bakery.



CAFÉ PERGOLA (SOUTHERN GROUNDS)

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



THE BASELINE GRILL (SOUTHERN GROUNDS)

Full table service in a lively modern environment, with juicy burgers, grilled chicken and salads. Alternatively, try our sustainably-sourced lobster and crayfish roll followed by a delicious slice of chocolate fudge cake.



THE BASELINE - CAFÉ BAR (SOUTHERN GROUNDS)

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

FOOD AND DRINK - ON THE GO



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

If you fancy something a bit sweeter, there is also ice cream or confectionary which can be found in our handy kiosks throughout the Grounds.

AFTERNOON TEA



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

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

PICNIC HAMPERS



If you are keen not to miss a moment of the tennis action why not enjoy one of our very special picnic hampers for two? Available by pre-order only, you can choose either our premium three-course lunch or our delicious afternoon tea, all wrapped up in an exclusive Wimbledon rucksack or cool bag which can be collected on the day of your visit from the Picnic Pick Up Point to the north of Court 18 (see map on **pages 12 & 13**). For more information and to pre-order visit wimbledon.com/foodanddrink

QUICK GUIDE

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

No.1 COURT

RESTAURANT

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

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

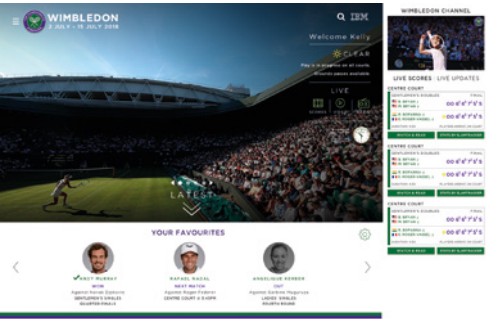
- **The Baseline Grill** – Serving a delicious hot and cold menu including burgers, seafood, salads and drinks
- **Café Pergola** – Assisted service lunch and afternoon tea, carvery, light refreshments and bar.

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.

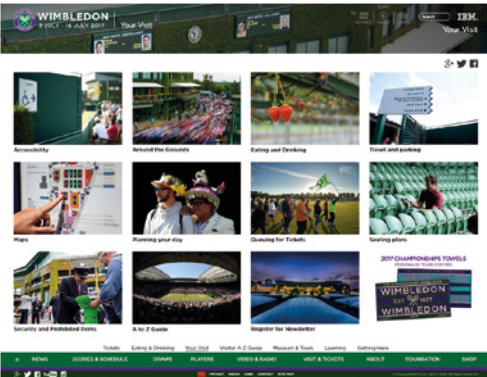
We have a selection of vegan, vegetarian and gluten-free options available across the Grounds; however, visitors with special dietary requirements are advised that they should bring with them what they need to eat and drink throughout the day.

FOLLOWING WIMBLEDON



WEBSITE

Redesigned for 2018, wimbledon.com is available on **mobile, desktop and tablet**, and provides you with all the information you need to plan your day, reminders of what to bring and what not to bring, how to get here, the food and drink and restaurants available plus how to buy and download your programme in advance. If you are struggling to find what you are looking for, we recommend the **enhanced search and A to Z function**, a vault of everything you need to know.



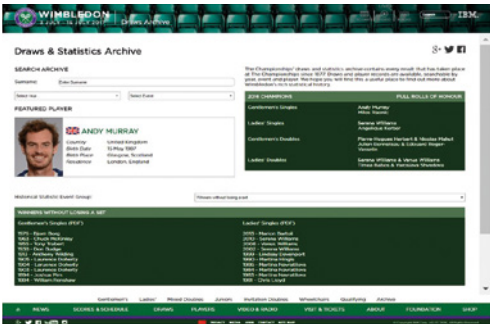
We also recommend registering for **MyWimbledon**, our personalised digital service, which will allow you to tell us what really matters to you, so we can tailor your content accordingly. **MyWimbledon** also provides early warning of key dates such as Ballot Entry and Competitions and more.



Don't forget that wimbledon.com also has in depth **scores, draws, statistics and player profiles** too.

You can also browse and watch a **variety of video**, from short clips to highlights, interviews and features, as well as beautiful **photographs** from every match, court and vantage point.

When on the Grounds look out for the **Wi-Fi** symbol to the east and at Ticket Resale to connect to our free public Wi-Fi.

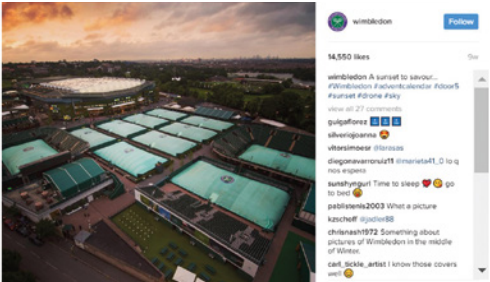


SOCIAL MEDIA

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

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

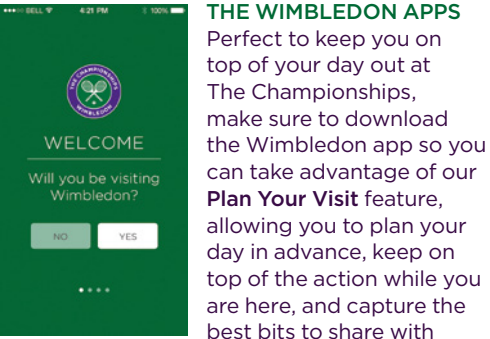
If you like to snap, Wimbledon on **Snapchat** (search for Wimbledon), has exclusive behind the scenes insight in our daily stories, in the real and raw way that only Snapchat can deliver.



If you prefer **Twitter**, [@wimbledon](https://twitter.com/wimbledon) will stay on the pulse with you throughout your day, keeping you up-to-date with all the action around the Grounds, plus that little bit of extra insight, before anyone else gets it, not to mention live video, brought to Twitter through Periscope.

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

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



your friends and families afterwards in **Create Your Story**.

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

If you're at home, we've also got an app for **Apple TV**, featuring all our video content, live and on demand, radio, photos and scores, all presented on your very own big screen.

LIVE VIDEO & RADIO

Available on wimbledon.com and the apps, have a look at our live video and radio channels, bringing you the best behind the scenes bits from The Championships.

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



We also have a live digital video channel, bringing you the best bits of Wimbledon as they happen – from big wins to shock upsets, key quotes and funny moments, ambience and atmosphere, and a feeling of what it's like to be on the Grounds.

Any queries, anecdotes, insights? Get in touch – socialmedia@aeltc.com

A-Z AT A GLANCE

AA OFFICE

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

ATM/CASHPOINTS

ATMs are located in the North Concourse, the Canyon near Gate 1 and outside Gate 1 (see map on **pages 12 & 13**).

AUTOGRAPHS

Signing sessions with players 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 5
- **Babes in arms and children under 5 are not allowed into the Show Courts (Centre, No.1, No.2 & No.3 Courts and Courts 12 & 18)**
- A limited number of baby changing facilities are available but there are no facilities for mothers to 'express' milk.

BICYCLES

Public bicycle racks are available free, **at the owner's risk**, in Car Park 8.

Bicycles left in other areas will be removed by the Police.

CHILDREN

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

DRINKING WATER

See map on **pages 12 & 13** for the location of drinking water fountains.

FIRST AID POSTS

St John Ambulance runs four First Aid posts (see map on **pages 12 & 13**).

INFORMATION DESKS

A wide variety of information is available from six points around the Grounds (see map on **pages 12 & 13**).

LARGE SCREEN

Located at foot of Aorangi Terrace.

LEFT LUGGAGE

There are no left luggage facilities inside the Grounds. Left luggage facilities are provided at a number of locations outside the Grounds (see map on **pages 10 & 11**). Camping equipment, tents, chairs, oversize bags, picnic hampers, opaque liquid bottles and other prohibited items must be left in one of these facilities. Please note that bags deposited in left luggage should be no bigger than 60cm x 45cm x 25cm / 24" x 18" x 10" (aircraft cabin size). A £5 charge will be made for the deposit of overnight equipment, other items cost £1 to deposit; proceeds are donated towards improving facilities in Wimbledon Park.

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

LOST PERSONS & CHILDREN

Lost persons/children should be taken to the nearest Championships Information Desk (see map on **pages 12 & 13** for locations) or after 7pm to Gate 5 on Church Road.

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

LOST PROPERTY

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

MUSEUM

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

Admission: Adults — £13.00
Concessions — £11.00
Children under 16 — £8.00

ORDER OF PLAY & RESULTS

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

Smartphone users can download the Wimbledon App for daily Order of Play details.

Scoreboards showing point by point scores for matches on Centre and No.1 Courts are located on the Clubhouse and outside the No.1 Court stadium.

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

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

PARK & RIDE

See Park & Ride on **page 7** for details.

PASS-OUTS

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

PHARMACY

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

PHOTOGRAPHY

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

PLAY TENNIS

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

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 **pages 14-17**.

SELFIE STICKS

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

SHOPPING

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

SHOW COURTS

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

SPEED OF SERVICE

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

TELEPHONES, PUBLIC

Located inside the Grounds:

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

TICKET RESALE

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

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

TOILETS

See map on **pages 12 & 13** for facilities.

TRANSPORT

See Travelling to The Championships on **pages 6 & 7**.

WEATHER

Come prepared for extreme weather conditions, taking appropriate measures when in the sun or rain.

Even on warm days, it may be cooler in the covered and/or shaded areas of the stands in Centre and No.1 Courts and an extra layer of clothing may be required.

WEBSITE/SOCIAL MEDIA

For more details on wimbledon.com, all our apps and social media platforms see **pages 18 & 19**.

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 **pages 12 & 13**. For more information see **page 8**.

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.

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.

SECURITY

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

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

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

Any prohibited items inadvertently brought to The Championships can be deposited at left luggage facilities outside the Grounds.

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

LEFT LUGGAGE

Left luggage facilities outside the Grounds are marked on the map on **pages 10 & 11**. There are no left luggage facilities inside the Grounds.

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

PROHIBITED ITEMS

The following items are prohibited from the Grounds:

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

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.**

WIMBLEDON ON SOCIAL



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