



# ACCESSIBILITY GUIDE

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THE CHAMPIONSHIPS, WIMBLEDON  
MONDAY 3 JULY - SUNDAY 16 JULY 2023





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## WELCOME

Thank you for purchasing a ticket to The Championships. Whether you're a regular visitor or coming to SW19 for the first time, this Accessibility Guide will provide you with all the information you need to plan your day, and we hope you find it useful.

You can also find extensive information about The Championships and our Grounds on **wimbledon.com**, where you can register with *my*WIMBLEDON to personalise your experience ahead of your visit.

Before you visit, we encourage you to take time to read the extensive Access Guides of our Grounds and facilities, as well as transport options for your journey to and from Wimbledon on **accessible.co.uk**

Please note, this guide should be read alongside the Ticket Holders' Handbook for a more comprehensive overview of this year's Championships.

We pride ourselves on our policy of equality, inclusion and accessibility and we are constantly working to improve all aspects of The Championships for our guests. If you have any accessibility queries, please call the Ticket Office on **020 8944 1066** or email **accessibility@aeltc.com**

## BEFORE YOU VISIT

### TIMINGS

- The Grounds open at 10am daily.
- Matches start on outside courts from 11am, on No.1 Court at 1pm and on Centre Court at 1.30pm, apart from Finals weekend when play starts on Centre Court at 2pm and on No.1 Court at 11am.
- Visit **wimbledon.com** for the Order of Play.

### YOUR TICKETS

- Your tickets will be accessible via the Wimbledon App.
- Please bring your fully charged mobile phone with the latest version of the Wimbledon App installed and ticket downloaded and be ready to have this scanned upon arrival.
- You will be required to show photo ID along with your ticket.

## PROCESS

1. Access your ticket link in the ticket delivery email
2. Log onto *my*WIMBLEDON
3. Accept the terms and conditions to accept your tickets
4. Ensure you have the latest version of the Wimbledon App
5. In the App log into *my*WIMBLEDON
6. Click on tickets
7. Use the calendar to check tickets for that day
8. Your ticket QR code will appear the day of your visit
9. Present your ticket at the gate for scanning
10. You will also need photo ID

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If you are having issues with your tickets, please contact the Ticket Office on **020 8944 1066** or email **ticketing@aeltc.com** prior to your visit, or on arrival visit Ticket Resolution situated at Gate 1D or Gate 5.

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# TRAVEL

## PUBLIC TRANSPORT

Please use the TfL Journey Planner [tfl.gov.uk/plan-a-journey](https://tfl.gov.uk/plan-a-journey) to choose the best mode of transport.

Southfields station (District Line) is a step-free station and is 0.9 miles from the Grounds.

Wimbledon station (District Line / South Western Railway / London Trams) is a step-free station and is 1.1 miles from the Grounds.

There is a dedicated Championships bus service from Wimbledon station going to and from the Grounds during the event (single fare £3.80, return fare £5.90). Return buses leave from outside Gate 11 on Somerset Road (exit the Grounds through Gates 12 or 13). Please note the 493 TfL bus service does not stop outside the Grounds during The Championships.

## TAXIS

Taxi ranks are situated at Southfields and Wimbledon stations, and on Church Road (across from Gate 4, situated on AELTC Wimbledon Park) and Somerset Road (Gate 12). See our designated drop-off and pick-up areas for pre-booked taxi services on the Wimbledon area map.

## PARKING

### Blue Badge Drop-Off/Pick-Up

There is a Blue Badge drop-off point opposite Gate 13 on Somerset Road.

For those pre-booking taxis for departure from the Grounds, the closest pick-up point is in Marryat Road, with a further pick-up location on Wimbledon Park Road.

### Championships Parking

Public Car Parking is strictly limited and pre-booking is strongly recommended.

Blue Badge parking is free of charge (£3 admin fee if booking online).

Non-Blue Badge parking is charged at £40 for standard vehicles and £20 for fully electric vehicles. Please visit [theaa.com/wimbledon](https://theaa.com/wimbledon) for more information and to book.

Please note a section of Church Road between Gate 1 and Gate 5 will be closed from 9am-11.30pm during The Championships.

## PARK & RIDE

A Championships Park and Ride service is available at Morden Park (located on the A24, postcode SM4 5QU) charged at £15 per car and £20 for minibuses. This is open from 6.30am-11pm, with the last bus leaving the Grounds at 10pm, or at 10.40pm if there is late play on Centre or No.1 Courts.

## ARRIVAL AT THE GATES

- On arrival please have your ticket ready in the Wimbledon App along with accompanying photo ID.
- Please be prepared to have your bag searched upon entry.
- Familiarise yourself with the list of items that aren't allowed inside the Grounds:



\*Please note, all Russian and Belarusian flags and associated imagery, political statements, symbols, images, insignia or emblems are prohibited from the Grounds.



## AT THE CHAMPIONSHIPS

### Accessibility Team

We offer a dedicated Accessibility Team who are able to support guests with physical or hidden disabilities. The team will be based at the Accessibility Services Point which is located outside the South West corner of Centre Court, and will be available to answer any questions and provide guidance and signposting should you require it.

If you wish to arrange support for when you arrive at The Championships, please call **020 8944 1066** or email **accessibility@aeltc.com** at least one week prior to your visit.

### Accessible Routes through the Grounds

The Map of the Grounds (pages 16-17) highlights accessible routes.

### Accessibility Survey

Each year Queen Elizabeth's Foundation for Disabled People (**qef.org.uk**) conducts a survey within the Grounds. If you are approached, we would appreciate your participation if you are willing. You can also send your feedback in post-event via the Contact page on **wimbledon.com** or you may have also received an email from Wimbledon with a survey to complete online.

### AMEX Radios

AMEX radios provide live broadcast updates of action during The Championships and are available at programme kiosks around the Grounds. Guests with visual impairments can collect an AMEX radio free of charge from the Accessibility Team kiosk by the South West corner of Centre Court.

### Assistance Dogs

Certified Assistance Dogs that are trained by members of Assistance Dogs (UK) are allowed entry to the Grounds and the Show Courts; dogs should remain with their owner without blocking evacuation routes. The Orchard, at the top of The Hill and the back of Court 12 in the Southern Village have dedicated spending areas.

If you are planning on bringing a certified Assistance Dog to The Championships, please get in touch with us in

advance by emailing **accessibility@aeltc.com** so that we can make the necessary arrangements to ensure your day runs as smoothly as possible.

### Centre Court Lifts

For Centre Court Level 5 ticket holders, there are two lifts available:

- St Mary's Walk, North West corner of Centre Court opposite First Aid.
- South East corner of Centre Court on the Tea Lawn between the Wimbledon Shop and the Lawn Buffet.

There is also a lift available to help guests navigate the St Mary's Walk steps.

Please speak to any Steward or the staff at the Information Points for assistance.

### Changing Places

There are two Changing Places facilities on site and both offer a height-adjustable adult-sized changing bench, a tracking hoist system, adequate space for a disabled person and up to two carers, and a screen to allow for privacy. They are located adjacent to Court 18 on St Mary's Walk and also on the south of No.2 Court next to The Bakery.

### Children

A day at Wimbledon is an exciting and memorable experience. Please read the following if you are thinking of bringing young people with you:

A Family Room is available in AELTC Wimbledon Park opposite Gate 4 should you require a place to feed or relax away from the crowds.

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

Children over five and under 16 are welcome, provided they are accompanied by an adult at all times and have their own seat.

Guests are welcome to bring buggies and pushchairs, and their own food and drink to Wimbledon, but please note that hard-sided containers, vacuum flasks over 500ml and items such as picnic hampers and cool boxes are prohibited.



## Court Seating for Wheelchair Users

**Centre Court** - There are reserved spaces for wheelchair users (ticket holders only) on Centre Court at the south end via Gangways 209 and at the north end via Gangway 109 and at Level 5 via lifts at the South East and North West Halls.

**No.1 Court** - There are reserved spaces for wheelchair users (ticket holders only) on No.1 Court on Level 2 (east, Gangways 8 & 12 and west, Gangways 26 & 30), both areas are accessible via the South West Hall or the Aorangi Pavilion forecourt.

**No.2 Court** - There are reserved spaces for wheelchair users (ticket holders only) on No.2 Court at the south end via Gangways 8 & 9.

**No.3 Court** - Reserved spaces for wheelchair users on No.3 Court for ticket holders and non-ticket holders are accessible on the west side via Gangway 10.

**Court 12** - There is an unreserved wheelchair viewing area set aside in front of the west stand of Court 12.

**Court 18** - There is unreserved space for wheelchair users on the east side of Court 18. Access is via St Mary's Walk and the central entrance to the court level stand.

**Courts 4-11, 14-17** - There is limited unreserved space for wheelchair users on the west side of these courts. Look out for signage on the floor to identify the location of this seating.

## Electric Scooters & Folding Wheelchairs

A limited number of parking spaces for small electric scooters (pavement vehicles only) are available inside the Grounds. These are shown on the map of the Grounds. Scooters must not be left unattended except in designated areas; a uniformed security guard will advise a suitable parking location.

Folding wheelchairs may be left in a designated space at Gate 4 if arranged with a Steward or a uniformed security officer. Electric scooters and wheelchairs can be charged at the charging points located in the North East and North West Halls of Centre Court.

## Food & Drink

There is a wide range of food and drink available to purchase at The Championships, which includes vegetarian, vegan and gluten-free options.

Find out more at [wimbledon.com/foodanddrink](http://wimbledon.com/foodanddrink)

## Information Points

Our Guest Services Team will be happy to answer any of your questions about the Grounds and The Championships. You can find them at one of our Information Points (see map for locations).

## Insurance

It is recommended that users of wheelchairs, powered wheelchairs and scooters at The Championships are insured for third party damage to people and property.

## Large Screen & The Hill

The Hill, from which the Large TV Screen may be viewed, has ramped access and a reserved area. Any of our Stewards will be happy to help if you need assistance in accessing this area.

## Payment

We are a cashless event, so please bring a credit/debit card.

## Pharmacy & First Aid

The Pharmacy is situated within Parkside on the east side of No.1 Court, near Gate 3. First Aid at The Championships is provided by St John Ambulance. If you need to bring any specialist medicines or medical equipment in order to manage a medical condition, please email [accessibility@aeltc.com](mailto:accessibility@aeltc.com) for further information or advice.

## Quiet Room

Located in the Southern Village, the quiet room is a space where guests can retreat for a moment of private meditation, prayer or reflection or simply to escape the crowds around the Grounds.

## Radar Keys

Radar keys are available from every entrance gate, Information Points and the Accessibility Services Point. These are provided free of charge, but please return them to the staff at the gates upon leaving.

## Sunflower Lanyard

At Wimbledon we understand that not all disabilities are visible, and our staff recognise that those wearing a sunflower lanyard may need additional assistance or support during their visit. If you have any special

requirements, then please get in touch with us in advance to ensure we can make your day as comfortable as possible.

## Ticket Resale

Centre Court, No.1 and No.2 Court tickets from ticket holders who have left the Grounds before play has finished for the day are resold for a nominal charge in aid of the Wimbledon Foundation. Wheelchair seats are also included in this resale. Tickets are available from 3pm from the Ticket Resale Kiosk north of Court 18 near the top of St Mary's Walk. Those unable to reach this kiosk due to its location should visit the Ticket Office inside the Grounds at Gate 3.

## Ticketing

The Queue will return for spectators wishing to buy tickets on the day, as will Ticket Resale, for those wishing to purchase returned Centre Court, No.1 Court and No.2 Court tickets.

Guests in wheelchairs, with mobility impairments and those with disabilities such as ASD and cognitive disorders who are queuing for tickets on the day, may wait in our Accessibility Waiting Area in AELTC Wimbledon Park. Queue rules still apply and guests using this area will need to wait for their queue card number to be called. Only one carer per disabled visitor will be permitted to wait in this area with them.

## Toilets

Accessible toilets and Changing Places facilities may be accessed using a Radar key available from the security staff at the entrance to the Grounds and from the Information Points.

## Accessible Toilets are located:

- Near the South West Hall of Centre Court via a ramp from the South Concourse.
- North of Centre Court via the North Concourse.
- Level 5 of Centre Court near Wheelchair areas.
- Level 2 Halls at each corner of No.1 Court.
- Level 3 Halls at each corner of No.1 Court.
- East of No.2 Court.
- South of No.2 Court (Changing Places toilet).



- West side of No.3 Court.
- West of Court 12 inside Gate 12.
- North of Court 18 under the main stand (Changing Places toilet).

In addition, a number of public toilets have facilities for ambulant disabled visitors.

### Watching Tennis

We politely remind all guests to switch phones and/or tablets to silent. We also ask that the flash is turned off when taking photos.

Please note there are no supporting rails in tiered sections of the stands in Centre Court, No.1 Court, No.2 Court, No.3 Court or Court 12 and as a result guests should be careful in these areas.

Guests may only enter or leave a court at the change of ends or between matches, never during play.

### Wheelchairs

Please be advised that wheelchair hire is not available within the Grounds.

## THE GROUNDS

### GROUND'S OPENING & MATCHES

The map on pages 16 and 17 highlights the different areas of the Grounds and the facilities available in each.

The map on pages 18 and 19 of the Southern Village is a helpful reference point for the various fan experience options, tech and partner activations and shopping outlets available.

### LEAVING THE GROUNDS

Plan your journey home carefully as stations and roads get very busy at the end of play.

If travelling by public transport:

- For Wimbledon and the south, please exit via Gates 12 or 13 for the bus shuttle to Wimbledon or taxis.
- For Southfields and the north, please leave via Gates 4 or 5 for taxis, or Gate 1 for a 15-minute walk to Southfields.





# MAP OF THE GROUNDS



## THE GROUNDS

### AORANGI

A place for true tennis fans, Aorangi offers a fan zone as well as the opportunity to get up close to your favourite players at the Practice Courts.



### CENTURY GARDEN

A place to relax and soak up the atmosphere whether it's over a coffee, a drink, a snack or a more substantial lunch.



### THE HILL

Where better to watch all the action than in front of the big screen on the famous Hill. This is also where you will find the Ticket Resale Booth.



### PARKSIDE

This lively part of the Grounds offers numerous food and drink options, including picnic collection, as well as the No.1 Court Official Shop.



### SOUTHERN VILLAGE

This bustling part of the Grounds has several food and drink choices, fan experience options, tech activation and shopping. Or simply relax in a deckchair in front of the large screen.



### TEA LAWN

The heart of the Grounds, the Tea Lawn offers access to the Museum, Official Shop and the renowned Wingfield Restaurant. Stop for some strawberries & cream!



### WALLED GARDEN

A beautiful part of the Grounds offering space to enjoy a wide selection of food and drink options surrounded by Wimbledon's famous floral displays.

	Toilets
	Accessible Toilet
	Baby Change
	Changing Places
	Information
	Lift
	Steep Gradient
	Charging Point
	First Aid
	Left Luggage
	Lost Property
	Mobility Scooters
	Ticket Resolution
	Shuttle Bus
	Taxi Rank / Private Taxi
	Private Taxi

### FOOD, DRINK & RETAIL

	Bar
	Hot Drinks
	Ice Cream
	Pharmacy
	Picnic Collection
	Pizzeria
	Restaurant
	Strawberries & Cream
	Takeaway Cold Food
	Takeaway Hot Food
	Used Balls
	Wimbledon Museum
	Wimbledon Shop

### MEMBERS, DEBENTURE & HOSPITALITY

	Debenture Information
	Debenture
	Members
	Hospitality

### ACCESSIBILITY

	Accessibility Services
	Ticket Office & Accessible Ticket Resale
	Reserved Accessible Viewing
	Unreserved Accessible Viewing
	Accessible Routes & Drop-off

# MAP OF THE SOUTHERN VILLAGE



## SOUTHERN VILLAGE

This bustling part of the Grounds has several food and drink choices, fan experience options, tech activation and shopping. Or simply relax in a deckchair in front of the large screen.



### KEY

- Toilets
- Accessible Toilet
- Baby Change
- Changing Places
- Bottle Refill
- Charging Point
- First Aid
- Mobility Scooters
- Programmes
- Ticket Resolution
- Shuttle Bus
- Taxi Rank

### FOOD, DRINK & RETAIL

- Bar
- Hot Drinks
- Pizzeria
- Takeaway Cold Food
- Used Balls
- Water Kiosk
- Wimbledon Shop

### ACCESSIBILITY

- Reserved Accessible Viewing
- Unreserved Accessible Viewing

## FURTHER INFORMATION

### CONDITIONS OF ENTRY

Please visit [wimbledon.com/en\\_GB/atoz/conditions\\_of\\_entry](https://wimbledon.com/en_GB/atoz/conditions_of_entry) to see our Conditions of Entry.



### EMERGENCY

**In the event of any emergency, please:**

- Contact a member of staff or steward/guard immediately.
- 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.

### 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.

### SECURITY

We work closely with the Metropolitan Police to ensure the safety of everyone in our Grounds. To achieve this, security measures are in place at all times; at your point of entry we will search both you and your bags.

Bags are restricted to one per person and must be no larger than 40cm x 30cm x 30cm or 16" x 12" x 12". Please bear in mind that it takes longer to search multi-pocketed bags/backpacks.

Restrictions are also in place on what you can bring into the Grounds. Check prohibited items on [wimbledon.com/en\\_GB/atoz/safety\\_and\\_security](https://wimbledon.com/en_GB/atoz/safety_and_security) before you travel.

Any items inadvertently brought to The Championships can be deposited at left luggage facilities outside the Grounds – please check as anything discovered after entry will be confiscated and cannot be collected on exit.

### TICKET CONDITIONS

Tickets are issued subject to the AELTC's Terms and Conditions of Sale [wimbledon.com/en\\_GB/tickets/conditions\\_of\\_sale](https://wimbledon.com/en_GB/tickets/conditions_of_sale) (the "Terms and Conditions").

Please refer to the full Terms and Conditions but your attention is particularly drawn to the following clauses: 13 (Use of Tickets), 17 (Refunds), 18 (Curtailment of Play), 19 (Liability) and 20 (Force Majeure).

Except as expressly permitted in clause 13.2 of the Terms and Conditions, any resale, transfer of ticket(s), offer or advertisement of ticket(s) for resale or transfer, whether for free or for consideration, is strictly prohibited.

Tickets with the word 'DEBENTURE' marked on them in place of the price may be legally transferred or sold on. Do not buy tickets from touts or other unauthorised agents; they will not gain you entry to the Grounds.

### REFUND/NON-TRANSFER POLICY

If you cannot use your tickets, please request a refund at [refunds@aeltc.com](mailto:refunds@aeltc.com). Tickets are strictly non-transferable and you will not be able to give the mobile ticket to anyone else apart from your guest.

### SOCIAL MEDIA - NOT FOR PHOTOS OF TICKETS!

We know that you will be looking forward to your visit to Wimbledon, but please do not post pictures of your ticket offer or tickets on any social media or websites. People may use the details to defraud or attempt to defraud third parties into buying them.

### CURTAILMENT OF PLAY

If there is a curtailment of play, you may be entitled to a refund of some, or all, of your ticket price. The amount refunded will depend on the Referee's record of how much play takes place on your ticketed court. Please refer to the Terms and Conditions (and in particular clause 18) for more information.





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WIMBLEDON.COM

## CONTACTS

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### General Enquiries (Non-Ticket Sales)

020 8944 1066

### The Wimbledon Shop

020 8879 5250

### Website

wimbledon.com

### Social Media

@wimbledon