



ACCESSIBILITY GUIDE



1 - 14 JULY 2024





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Accessibility Services

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General Information

Contact Information

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.

Accessibility Services Kiosk & Accessibility Team

The Accessibility Services kiosk is located outside the South West corner of Centre Court. The team can answer access questions and you can collect access resources.

We offer a dedicated Accessibility Team who are able to support guests with physical or hidden disabilities. The team are based at the Accessibility Services kiosk.

Arrival

All entrance gates are step-free. Please have your ticket ready in the Wimbledon App along with accompanying photo ID.

Please be prepared to have your bag searched upon entry. A list of items that are not allowed in the Grounds can be found at:
www.wimbledon.com/en_GB/atoz/safety_and_security.html

Tickets

Pre-purchased tickets must be downloaded onto the Wimbledon App.

The Queue

The Queue is available for guests wishing to buy tickets on the day. Guests unable to wait in a queue, due to access requirements, may wait in our Mobility 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. Due to limited space, only one companion per disabled visitor will be permitted to wait in this area with them.

Resale Tickets

Resale tickets for Centre Court, No.1 Court and No.2 Court are available from 3pm each day, from the Ticket Resale kiosk north of Court 18, near the top of St Mary's Walk. Please note this kiosk is accessed via steps. Those requiring step-free access or accessible resale tickets should visit the Ticket Office at Gate 3 to purchase resale tickets.

Step-free Routes

A step-free route through the Grounds is signalled on the map.

Lifts are available for the upper levels of Centre Court.

Please note that due to the nature of the Grounds some of the site has a steep incline as signified on the map.

Assistance Dogs

Certified Assistance Dogs that are trained by members of Assistance Dogs (UK) are welcomed to the Grounds and the Show Courts.

The Orchard at the top of The Hill is the dedicated spending area.

Food & Drink

Bottle refill points are available throughout the Grounds. There is also a wide range of food and drink available to purchase which includes vegetarian, vegan and gluten-free options. Find out more at:
www.wimbledon.com/en_GB/foodanddrink/index.html

Quiet Spaces

A Quiet Room where guests can escape the crowds around the Grounds, is available in the Southern Village.

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

Pharmacy & First Aid

The Pharmacy and a First Aid point are located 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 for further information or advice.

Payments

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

Seating

If you have specific access requirements for seating please contact the team on **020 8944 1066** in advance of your visit and we will endeavour to provide suitable options.

If on the day you find your seat does not meet your access requirements, please visit the Ticket Office located at Gate 3. We will always aim to provide an accessible solution, if one is available.

Access Resources

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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 Services kiosk.

Accessibility Lanyards

At Wimbledon we understand that not all disabilities are visible. We have Sunflower lanyards available from the Accessibility Services kiosk, which can be worn to signify to staff that you may need additional assistance during your visit. Staff recognise that those wearing a sunflower lanyard may also require additional assistance.

Large Print

A Large Print copy of this booklet and the accessible map are available to collect from the Accessibility Services kiosk and online at:

www.wimbledon.com/en_GB/atoz/accessibility

Induction Loops

There are Induction Loops located at key points around the Grounds marked on the map.

Accessible Toilets & Changing Places

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Locations

Accessible toilets are located throughout the Grounds and are marked on the map signifying left-hand (LH) or right-hand (RH) transfer.

There are two Changing Places facilities on site. They are located adjacent to Court 18 on St Mary's Walk and to the south of No.2 Court next to the Southern Village Larder.

Radar Keys

Accessible toilets and Changing Places require a Radar key to access them. Radar keys are available from the following locations:

- security staff at the entrance to the Grounds
- the Accessibility Services kiosk
- Information Points

Wheelchairs & Mobility Scooters

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Accessible Court Seating

Reserved spaces (ticket holders only) are available for wheelchair users on Centre Court, No.1 Court and No.2 Court.

Reserved and unreserved spaces are available for wheelchair users on No.3 Court. There are unreserved wheelchair spaces on all other courts.

Wheelchair & Mobility Scooter Charging Points

Electric scooters and wheelchairs can be charged at the charging points located in the North East Hall and North West Hall of Centre Court.

Wheelchair & Mobility Scooter Parking

A limited number of parking spaces for mobility scooters are available inside the Grounds. These are shown on the map.

Folding wheelchairs may be left in the designated space at Gate 4 if arranged with a Steward or a uniformed security officer.

Wheelchair Hire

Unfortunately we do not provide wheelchair hire at our Grounds.

Accessibility Survey

Following your visit, you will receive an email with a survey to complete online. We would really appreciate you completing this so we can continually improve our accessibility programme.



