



EASY ACCESS GUIDE



THE CHAMPIONSHIPS, WIMBLEDON
MONDAY 27 JUNE – SUNDAY 10 JULY 2022



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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 Easy Access 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, please 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**.

STAYING SAFE

We are delighted to be planning for an unrestricted Championships this summer, however, your safety and that of all our guests remains our top priority. We ask that you remain considerate of your fellow guests to help reduce the spread of infectious diseases such as COVID-19.

Stay home if you are symptomatic or have tested positive for COVID-19.

In line with our ticket policy, full refunds are available if the Ticket Office is notified at least 24 hours before you are due to attend.

In line with UK government guidelines, COVID passes are not required for entry.

Practice good hygiene, including hand washing.

Consider wearing a face covering in crowded, enclosed areas.

All health and safety guidance will be based on the environment and conditions in the UK at the time of The Championships and is subject to change.

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. Visit **wimbledon.com** for the Order of Play.
- The Grounds can be crowded, and you may have to queue, so allow plenty of time to move around.

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

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

TRAVEL

PUBLIC TRANSPORT

Please use the TfL Journey Planner www.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 £3.50, return fare £5.00). 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.

Pre-booked parking in Car Parks 6 and 8, via www.theaa.com/wimbledon. On-day Blue Badge car parking is available in Car Park 6, however we do recommend you book in advance as we cannot guarantee on-day accessible parking. Please note advance bookings close at midday Wednesday 22 June.

Pay on the day, subject to availability, in Car Parks 6 and 10 - **£35**.
Motorcycles - Car Park 4 - **£10**.

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

PARK AND 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 AELTC 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:



KNIVES



**SHARP
OBJECTS**



FLARES



TENTS



**CAMPING
SEATS**



**SELFIE
STICKS**



**LENSES OVER
300MM**



**PERSONAL
PROTECTION**



**AMBUSH
MARKETING**



**POLITICAL
SLOGANS**



**RATTLES OR
KLAXONS**



**ILLEGAL
SUBSTANCES**



**HARD SIDED
CONTAINERS
/BAGS**



**LARGE
FLAGS**



**FLASKS, TRAVEL
MUGS & OPAQUE
BOTTLES**



CABLE TIES



GLUE



**CHAINS &
PADLOCKS**

AT THE CHAMPIONSHIPS

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 stand 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.

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.

Radar Keys

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

Accessible routes through the Grounds

The Map of the Grounds highlights accessible routes.

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.

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.

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.

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 of the stadium.

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.

Large screen and 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.

Electric scooters and 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.

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.

Assistance dogs

Assistance dogs 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 has a dedicated spending area.

Assistance & Mobility Service

If you require assistance at any time please ask a uniformed security officer, a Steward or any member of staff. We have a dedicated Mobility Service Team who will be able support you. If you wish to arrange for support when you arrive at The Championships, please call the Ticket Office on **020 8944 1066** or email **accessibility@aeltc.com** at least one week prior to your arrival.

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.

Wimbledon Uncovered

Wimbledon Uncovered, featured on **wimbledon.com**, social media and the Wimbledon app, provides live video and radio coverage of The Championships. Presented from a variety of locations including The Queue, Centre Court, The Hill and a Centre Court commentary box, the channel's live video offering runs from 1-7pm and intends to show off the full Wimbledon experience through a series of segments, including news from around the Grounds,

behind-the-scenes interviews, features with players and Wimbledon personalities, weather reports and score updates.

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).

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.

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 www.wimbledon.com/foodanddrink.

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 for further information or advice.

Payment

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

Accessibility survey

Each year Queen Elizabeth's Foundation for Disabled People (qef.org.uk) provides advice on accessibility and 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.

NEW FOR 2022

This is a very special year for The Championships as we celebrate the centenary of our move from Worple Road to our present location at Church Road and the opening of Centre Court.

Whilst reflecting on the past, this is also an opportunity to envisage what is to come in the next 100 years and we are pleased to share with you some of the changes in place this year.

MIDDLE SUNDAY

Middle Sunday (Sunday 3 July) will not only feature as a permanent part of The Championships schedule for the first time, but will also be the focal point for the Centre Court centenary celebrations, with a special moment planned with a special moment planned to honour many of the historic moments witnessed on this iconic stage of world sport. It will also be a day for the local community, with tickets distributed to local residents, schools, charities and community groups.

PLATINUM JUBILEE

To mark Her Majesty The Queen's Platinum Jubilee, the Finals Weekend coin tosses will feature two bespoke platinum coins, donated by the World Platinum Investment Council.

TICKETING

After a two-year absence, 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 the 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.

ON THE COURT

A final set tie-break, with the first to 10 points with a two-point advantage at 6-6 in the final set will be introduced this year, achieving consistency with the other Grand Slams.

The Centre Court bowl has received a refresh, with a new central entrance for the players walking on court.



2.53 ROLEX 1.24
Nikola PICHKOVSKI + 1 6:30
PHYLLIS KRALJIC-SIMIC
0 5 0

ROLEX
WIMBLEDON
2017

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.



CENTENARY 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. A quiet room offers a peaceful alternative.





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.



1 minute



NORTH



FOOD, DRINK & RETAIL

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

MEMBERS, DEBENTURES & HOSPITALITY

- Debenture Information
- Debenture
- Members
- Hospitality

ACCESSIBILITY

- Accessible Ticket Resale & Resolution
- Reserved Accessible Viewing
- Unreserved Accessible Viewing
- Accessible Routes & Drop-off

- Toilets
- Disabled Toilet
- Baby Change
- Changing Places
- Information
- Lift
- Steep Gradient
- First Aid
- Lost Property
- Mobility Scooters
- Pharmacy
- Ticket Services
- Shuttle Bus
- Taxi Rank
- Private Taxi

American Express
Cardmember Lounge

GATE
12



Pick-up

COURT 8

COURT 9

COURT 10

COURT 11

CENTENARY GARDEN

COURT 12

Unreserved
Accessible
Viewing



No.2 COURT

Reserved
Accessible
Viewing



Babolat
Stringing
Experience

Used
Balls



Sipsmith
Swan Trike



Quiet
Room



Southern
Village
Bar



Southern
Village
Pizzeria



Restroom



Restroom



Southern
Village
Bakery



Polo Ralph
Lauren Store

SOMERSET ROAD

Ticket
Resolution



GATE
7





SOUTHERN VILLAGE

This bustling part of the Grounds has several food and drink choices, fan experience options, tech activation and shopping. A quiet room offers a peaceful alternative.

KEY

	Toilets
	Disabled Toilet
	Baby Change
	Changing Places
	Bottle Refill
	First Aid
	Mobility Scooters
	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



NORTH

MAPS – THE GROUNDS

GROUND'S OPENING & MATCHES

The map on pages 20 and 21 highlights the different areas of the Grounds and the facilities available in each.

The map on pages 22 and 23 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 20-minute walk to Southfields.

FURTHER INFORMATION

Conditions of Entry

Please visit www.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 www.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 www.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. 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.

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:

The Grounds are large and crowded so we don't recommend bringing babies.

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.

We are looking forward to welcoming you to Wimbledon and hope you have a wonderful day.

**FOLLOW
WIMBLEDON**



#WIMBLEDON
WIMBLEDON.COM

CONTACTS

General Enquiries (non-ticket sales)

020 8944 1066

The Wimbledon Shop

020 8879 5250

Website

wimbledon.com

Social Media

@wimbledon